

Easy Read

Your Service Agreement with Kameleon Group

Therapy Supports

Registration Group 0128

This is an Easy Read summary of your Service Agreement with Kameleon Group.

An Easy Read document uses short sentences and simple words.

This Easy Read does not replace the full Service Agreement. It helps you understand the main points.

If you want the full agreement explained to you, or in another language, please ask us. We are happy to help.

Some words used in this document

- Participant — this means you, the person getting support.
- Provider — this means Kameleon Group, the organisation giving you support.
- NDIS — the National Disability Insurance Scheme. It gives you money for the support you need.
- NDIA — the government agency that runs the NDIS.
- Support Plan — a plan that sets your goals and how your therapy support will help you reach them.

1. Your Rights

You have important rights when you get support from Kameleon Group.

- You have the right to be treated with respect.
- You have the right to make your own choices about your support.
- You have the right to keep your information private and safe.
- You have the right to be safe from harm. This means no violence, no abuse, no neglect.
- You have the right to support that respects your culture and beliefs.
- You have the right to make some choices that involve a small risk. This is part of living your life.
- You have the right to have an advocate. An advocate is a person who helps speak up for you. You can ask for one at any time.
- You have the right to make a complaint. This will not stop your support.
- You have the right to change your mind or stop your support.
- You have the right to get information in a way you understand.

2. How to Contact Us

You can contact Kameleon Group in these ways:

- Email: intake@kameleongroup.com.au
- Phone: 1300 10 10 69 (during business hours)
- Address: Suite 8, 729 Pittwater Road, Dee Why NSW 2099

Your worker will also talk with you about who else can be contacted, like your support coordinator or family member.

3. What We Will Do For You

Kameleon Group gives Therapy support. This can include:

- Looking at your needs and goals.
- Making a support plan with you.
- Building skills, with training and coaching for you and your support network.
- Checking how your plan is going, and updating it.
- Writing reports when needed.
- Talking with your family, carers and other services who support you.

Your support will happen in places that suit you, like home, school, work or the community.

4. Money and Prices

The NDIS sets the highest price a provider can charge. We will never charge more than this.

- Therapy Supports costs \$156.16 per hour.
- If our worker needs to travel to see you, travel costs \$78.08 per hour. This is half the usual price.
- Prices might change if the NDIS changes them. We will let you know if this happens.

We only charge for support that we give you. The next section explains what happens if you cancel.

5. Cancelling a Visit

Sometimes you may need to cancel a visit.

- Please tell us at least 2 business days before your visit.
- If you cancel later than this, or you are not there for your visit, we may still need to charge for it.
- We will only do this when the NDIS rules allow it.

6. When We Visit Your Home

If we come to your home, we ask for:

- A safe, clean and quiet space to work in.
- A parent or carer nearby, unless you have said it is okay to be alone.
- Everyone in the home being safe and respectful during the visit.
- Telling us if anyone in the home is unwell.

7. Paying For Your Support

- We will ask for payment after we give you support.
- Payment is due within 7 working days.
- If your plan is managed by the NDIA, they pay us.
- If your plan is managed by a Plan Manager, they pay us.
- If you manage your own plan, you pay us.

8. If Things Need to Change

Sometimes your support may need to change.

- Small changes can be agreed by talking with us.
- Bigger changes, or changes that cost more, will be put in writing.
- If NDIS prices go up, we may need to charge the new price.

9. If There Is an Emergency

We have a plan to keep supporting you if something unexpected happens, like a disaster.

- We may support you by phone or video call instead of in person.
- If your usual worker is not available, we will find another worker to help you.

10. Ending This Agreement

You can stop this agreement at any time. This is your choice.

- We ask for 2 weeks' notice if possible. This helps us plan a smooth ending.
- If you are moving to a new provider, we will help make this change easier for you.

11. Making a Complaint

If you are unhappy about something, you can tell us.

- Email: feedback@kameleongroup.com.au
- Phone: 1300 10 10 69

If you are still not happy, you can contact the NDIS Quality and Safeguards Commission.

- Phone: 1800 035 544
- Website: www.ndiscommission.gov.au

Making a complaint will never stop your support. You can bring a support person or advocate to help you.

12. Tax

Your NDIS support is GST-free. This means you do not pay extra tax on it.

13. Keeping Your Information Private

We keep your personal information safe and private.

- We only use your information to give you good support.
- We follow privacy laws to protect you.

14. Saying Yes (Consent)

When you sign this agreement, you are saying yes to some things. You can change your mind at any time.

- Yes, other workers who help you can share information about your support.
- Yes, we may record sessions to help train our staff. We will always ask you first.
- Yes, we can share your finished support plan with your carers and workers.
- Yes, we can keep your information safe and stored for future plans.
- Yes, an NDIS auditor can check your file to make sure we are doing a good job.
- Yes, we can contact you about news and programs that may help you.

If you do NOT want to say yes to any of these, please tell us. You can write this on your signed agreement.

15. Signing This Agreement

When you sign the full Service Agreement, you are saying:

- I have read or been told about this agreement.
- I understand what it means.
- I agree to the support and the prices.

If you need help understanding before you sign, please ask us. We can explain it, use Easy Read, or arrange an interpreter or advocate.

Questions?

- Call us on 1300 10 10 69 or email intake@kameleongroup.com.au