

KAMELEON GROUP

Easy Read Client Information Pack

Registered NDIS Provider No. 4050087367

Early Childhood Supports | Therapy Supports | Specialist Behaviour Support

Version 4 – Easy Read | Issued: July 2026 | Review due: July 2027

What is Easy Read?

This is an Easy Read version of our Client Information Pack.

Easy Read uses short sentences and simple words.

It is here to help you understand your supports and your rights.

If you want the full version, or another format, please contact us.

Welcome

Thank you for choosing Kameleon Group.

This pack tells you:

- who we are
- what support we give
- your rights
- how we work together with you and your family

If anything is not clear, or you want it in another language, in Easy Read, or explained by our team, please contact us before you sign anything.

You can bring a family member, support person or advocate with you at any time.

1. Who We Are

- Kameleon helps children, teenagers and adults with disability.
- We give three kinds of support: Early Childhood support, Therapy support, and Behaviour Support.
- We are a registered NDIS provider. We work all over Australia.
- We choose one worker for you. They get to know you and stay with you.

- You do not have to work with lots of different workers.
- We can meet you at home, work, school, kindergarten, the park, or another place you choose.
- We can also meet by phone or video call (telehealth).

2. What We Do

We work in three areas: Therapy, Behaviour Support, and Early Childhood support.

- We ask questions and learn about you.
- We make a plan with you.
- We teach new skills.
- We check how the plan is working, using information we collect.
- We show your family and support people how to help you too.

Behaviour Support

- We find out why a behaviour might be happening.
- We make a Positive Behaviour Support Plan with you.
- We focus on your quality of life and teaching new skills.
- See Section 9 for more about restrictive practices.

Early Childhood Supports

- We support your child in the places they know, like home.
- You are the expert on your child. We build on your strengths.
- See Section 10 for more.

Therapy Supports

- We help you build skills and independence.
- We set goals with you and check your progress together.
- See Section 11 for more.

3. How We Work With You

- One worker stays with you. You build a trusting relationship together.
- We can meet in person, by telehealth, or a mix of both.
- If you, your family, or your worker is unwell, we will find another way to help.

- We share strategies with your family and support workers so everyone can help you the same way.
- We use safe, secure computer systems to keep your information safe.

How much support you get depends on your assessment and the hours in your NDIS plan.

4. Getting Started

Starting with Kameleon usually looks like this:

- Step 1 – Referral and intake: we learn about you and match you with a worker.
- Step 2 – Service agreement: a paper that says what support you get, the price, and what each of us agrees to do. You can read it, ask questions, and get advice before you sign.
- Step 3 – Consent: we ask your permission before we help you or share your information.
- Step 4 – Assessment and planning: we find out what you need and make a plan with you and your support network.

5. Your Rights

You have the right to:

- be treated with dignity and respect
- get support that suits your values, culture and identity
- make your own choices, and have time to think about them
- have your privacy protected
- be safe from violence, abuse, neglect, exploitation and discrimination
- take safe risks as part of your life (this is called dignity of risk)
- have an advocate of your choosing at any time
- make a complaint without losing your supports or being treated differently
- change your mind or stop your services
- get information in a way you understand, such as Easy Read or an interpreter

6. Your Responsibilities

To help us support you well, please:

- tell us how you would like your supports delivered
- treat our workers with courtesy and respect
- tell us if you have any concerns
- give us as much notice as you can if you can't attend a session
- tell us quickly if your NDIS plan changes or ends
- keep your home safe for visits, and tell us about any risks
- remember, you can cancel at any time – 2 weeks' notice helps us plan

7. Saying Yes (Consent) & Making Decisions

We ask your permission (consent) before we support you, and before we share your information.

Consent means you:

- understand the facts and your choices
- understand how each choice affects you
- can tell us your decision

You can say yes, say no, or change your mind at any time.

You can take your time, get advice, and bring a support person or advocate.

8. Privacy, Confidentiality & Your Information

- We keep your information safe using secure systems.
- We only collect and use your information to give you support.
- We tell you what we collect and why.
- We ask your permission before recording video or audio of you.
- You can see your information, or ask us to fix it.
- We ask your permission before sharing your information with others.
- Sometimes the law says we must share information without asking, for example to keep someone safe.

9. Behaviour Support & Restrictive Practices

A restrictive practice is something that limits a person's rights or freedom of movement.

There are 5 types:

- Chemical – medicine used to change behaviour, not medicine for a health condition
- Environmental – stopping someone from using things, places or activities
- Mechanical – using equipment to stop someone moving
- Physical – using your body to stop someone moving
- Seclusion – locking someone alone in a room where they cannot leave

Our commitment

- We always look for the least restrictive option first.
- A restrictive practice is only ever a last resort.
- It must match the level of risk, and be used for the shortest time possible.

If your plan includes a restrictive practice

- We ask for your, or your guardian's, consent.
- It must be officially approved (authorised) for your state or territory.
- Your plan is sent to the NDIS Quality and Safeguards Commission.
- Using a restrictive practice without an approved plan must be reported to the NDIS Commission.
- We work with you and your family to reduce and remove restrictive practices over time.

10. Early Childhood Supports

- We support your child in places they know, like home, kinder or the park.
- You are the expert on your child. We work with your family's strengths and culture.
- We help your child use everyday routines to learn new skills.
- We coach your family and other providers, so support continues every day, not just in sessions.
- Where you choose, a key worker can help coordinate your child's team.
- We keep children safe and follow child safety laws.
- We help plan changes, such as starting school.

You will get a written plan you can understand, and be part of every step.

11. Therapy Supports

- We look at what you need help with.
- We agree on goals with you.
- We give you a plan made just for you.
- We teach strategies to you and your support network.
- We check and report your progress in a way that makes sense to you.
- Our workers keep learning to give you the best support.

12. Keeping You Safe – Safeguarding & Child Safety

- You have the right to be safe from violence, abuse, neglect, exploitation and discrimination.
- Our workers are checked and trained to keep children safe.
- Our staff must report if someone is at risk of harm. This is the law.
- If you ever feel unsafe, tell us, an advocate, or the NDIS Commission.
- We can help you find an advocate.

13. If Something Goes Wrong – Incidents

- We have a system to find, respond to and fix problems (incidents).
- If something happens, we will support you, write down what happened, and act to stop it happening again.
- You can have an advocate help you at any time.
- Some serious incidents must be reported to the NDIS Quality and Safeguards Commission.

14. Feedback & Complaints

- Your feedback helps us get better.
- Making a complaint will not affect your supports.
- Talk to your worker, call us on 1300 10 10 69, or email feedback@kameleongroup.com.au.
- You can ask a family member, friend or advocate to help or speak for you.
- We will listen, be fair, and work with you to fix the problem. You can withdraw a complaint at any time.

- You can also contact the NDIS Quality and Safeguards Commission if you prefer or are not satisfied.

15. Continuity of Supports, Emergencies & Disasters

- We plan so your supports keep going without interruption.
- If a change can't be avoided, we will explain it and agree on a new plan with you.
- If your usual worker is away, another qualified worker can step in.
- We can support you by telehealth if we can't meet in person.
- We have emergency and disaster plans, and we talk to you about them.

16. Our Fees, Travel & Cancellations

- We charge in line with NDIS price rules. We never charge more than the maximum.
- Prices for your supports are in your service agreement.
- We charge for a worker's travel time, but not for kilometres travelled.
- Please give at least 2 clear business days' notice if you can't attend.
- Short-notice cancellations may still be charged, following NDIS rules.
- Who pays depends on how your NDIS plan is managed – by NDIA, a plan manager, or you.

17. Ending Services

- You can end your services at any time. This is your right.
- Giving two (2) weeks notice, where possible, helps us finish paperwork and hand over safely.
- We will support a smooth move to a new provider.
- For children, we plan the change together with the family.

18. Our Obligations to the NDIS

- We are a registered NDIS provider.
- We follow the NDIS Practice Standards and the NDIS Code of Conduct.
- We report to the NDIS Quality and Safeguards Commission as required.

- Our full policies are available if you ask, in a format that suits you.

Important Contacts

Who to contact	How to reach them
Kameleon Group	1300 10 10 69 enquire@kameleongroup.com.au
Feedback & complaints	feedback@kameleongroup.com.au intake@kameleongroup.com.au
NDIS Quality and Safeguards Commission	1800 035 544 TTY 133 677 – interpreters available
Disability Advocacy Support Helpline	1800 643 787
National Disability Abuse & Neglect Hotline	1800 880 052
Kameleon Group's office	Suite 8, 729 Pittwater Road Kingsway Medical Centre Dee Why NSW 2099

You can also find advocacy services through the Disability Advocacy Network Australia (DANA), or your state or territory disability advocacy service.

Where to Find Us

- Website: www.kameleongroup.com.au
- Email: enquire@kameleongroup.com.au
- Facebook: www.facebook.com/kameleongroup.com.au
- LinkedIn: www.linkedin.com/company/66680878
- Instagram: www.instagram.com/kameleongroup

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