

CONTINUITY OF SUPPORT

Easy Read

What is Easy Read?

- ✓ This document uses short sentences and simple words.
- ✓ It tells you about our Continuity of Support guidelines.
- ✓ If you need help reading this, you can ask your worker or the Intake Team.

1 What is this about?

Kameleon Group is your NDIS provider.

- We support you with Behaviour Support, Early Childhood, or Therapy.
- Sometimes things change. Like your worker, or your supports.
- This document tells you what we do to keep your support going.

We want you to always get the help you need, without long breaks.

2 Our promises to you

- Your wellbeing always comes first.
- We will keep changes as small as possible.
- You choose what happens to your supports.
- We will talk to you clearly, kindly, and on time.
- A senior clinician will check on your support the whole time.
- We keep your information private and safe.

3 When things might change

Your support may change if:

- There is an emergency (like a natural disaster).
- Your worker resigns or takes long leave.
- You ask for a new worker.
- You and your worker are not a good match anymore.
- You need a worker with different skills.
- We have more people needing support than workers available.

When this happens, our Intake Team starts the right process to help you.

4 Getting a new worker at Kameleon

If you need to change worker within Kameleon:

- Tell the Intake Team, or your current worker can tell them.
- We will find you a worker with the right skills.
- You can share your thoughts about the change.
- Your old worker will hand over your information for free.
- Your new worker will read your information before you meet.
- The Intake Team will check with you that the handover is finished.

5 If you want to leave Kameleon

If you decide to stop using Kameleon Group:

- You can tell us why, if you want to.
- We will ask for your feedback.
- If another Kameleon worker has space, we can offer a handover.
- We will make sure you get copies of all your documents.
- Your new provider can contact us to arrange a handover.

6 If your worker leaves Kameleon

If your worker is leaving Kameleon Group, the State Director will call you to explain:

- That your worker is leaving, and their last day.
- What support and documents you will get before they leave.
- Your options: a new worker, online-only support, or the waitlist.
- If you go on the waitlist, you go straight to the top.
- You are free to look for another provider at any time.
- Your Service Agreement will end. You will only be billed for support you already received.
- We can help arrange a handover if you find a new provider.

Remember

- ✓ You will always get a copy of your documents by email.
- ✓ Being on the waitlist does not lock you in to Kameleon.

7 Keeping support running smoothly

- We check how busy our workers are every week.
- Our teams meet weekly to plan ahead for new participants.
- Our Clinical Directors check that the right worker supports you.
- Your information is stored safely in our secure system.

8 Telling us what you think

- You can give feedback at any time about a change or handover.
- We write down your feedback.
- We use your feedback to make our service better.

9 Who to contact

If you have any questions about this document, or your support:

Contact	How they can help
Intake Team	Questions about your worker, handovers, or this policy. Phone: 1300 10 1069 Email: intake@kameleongroup.com.au

This is an Easy Read summary. The full policy is the Continuity of Support - Policy & Procedure document.