



Service Access

This document is about how we make it easy for you to use our services.



It is written in a way that is easy to read.

Our services are for people with disabilities and their families.



Everyone gets support that suits them.

We support the rights of people with disabilities.



We treat everyone as equals.



We know that people come from different cultures and speak different languages.



We make a **Service Agreement** that says what you agree to do and what we agree to do when you use our services.



We plan your support with you and your family if you want them included.

You will get your own plan and it will be checked often.

You can change your plan if you are not happy with it.



We will help you get the most out of your funding from the NDIS and other places.

We help you find other service providers for things we cannot help you with.



We give you information you need if you choose to stop getting services from us.