

Supported Independent Living Easy Read Handbook summary

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This document tells you about **Sylvanvale Supported Independent Living**.

This document is a summary of the Sylvanvale Supported Independent Living Handbook.



Sylvanvale Supported Independent Living is when a person lives in a shared home where they receive Sylvanvale support.



You can get the handbook by contacting the Sylvanvale Service Planning Team.

- Call **1300 244 577**
- Email **customers@sylvanvale.com.au**



This document tells you about

- The supports you will receive
- Your rights and responsibilities
- Stopping your service with us
- How to make a complaint

The supports you will receive

At home you will receive

- A choice of meals and support with nutrition



- Personal care



- In-home laundry support



You will have access to a vehicle for transport.

It can take you to places within 30 kilometres of your home.



We will help you prepare your NDIS Plan review.

Your rights

You have rights in Sylvanvale Supported Independent Living.



You have the right to

- Be safe
- Be respected
- Good quality services
- Good staff



Communication

You will receive good communication from us.

We will include you in discussions and decisions about your supports.



It is important to tell support staff if

- Someone upsets you
- You are unwell
- Something is unsafe
- There is something you need support with



Do not contact support staff on

- Their personal phones
- Social media



Household chores

You need to help with household chores.

We will provide the support to assist you.



Activities and appointments

You need to pay for activities and appointments.

Respecting others

You need to treat support staff and your housemates with respect.



You need to

- Be polite
- Respect personal space
- Respect privacy
- Respect property



What you should not do

You should not be violent.

You should not do anything that breaks the law



Guests and visitors

You can invite guests into your home.



Tell staff if you have guests coming to visit.



Guests need to follow our rules.



Guests cannot stay overnight.



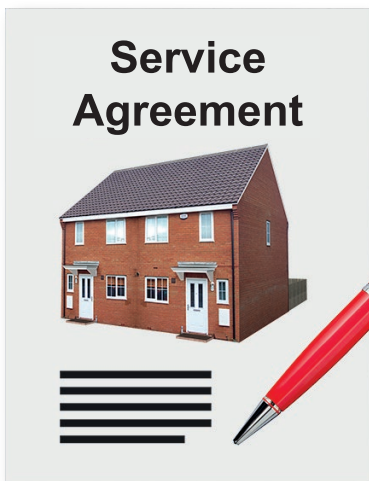
You are responsible for damage your guest causes.

Your agreement with us



When you use our service you agree that

- We may come into your bedroom to provide supports for you.



- You will follow the terms set out in our service agreement.



The service agreement is a written document about the services you will get from us. We all sign the document to say we agree.



Cancellations

Cancelling our service means you stop using our service. This is OK.



You can decide to stop using our service at any time.

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Tell us at least 14 days before you stop using it.



You may have to pay for our service if you tell us less than 14 days before you cancel it.



We can help you find another home if you want to move out.



If you want to cancel our service you can contact our Service Planning team.

- Call 1300 244 577
- Email customers@sylvanvale.com.au



We might cancel your service with us if you do not meet the terms of our service agreement.

Complaints



A complaint is feedback when you are not happy with our service.

You can make a complaint to us in 3 ways

1. Tell a Sylvanvale staff member that you feel comfortable with. They will help you report it.
2. Tell the manager of the service or the site you attend.





3. Contact our Service Planning team.

- Call 1300 244 577
- Email customers@sylvanvale.com.au



You can also ask other people can help you make a complaint.

- Friends
- Family
- Your guardian
- An advocate



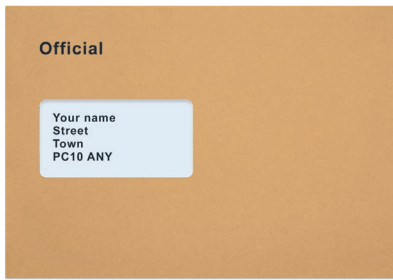
If you want an advocate to help you make a complaint contact People with Disability Australia.

- Call 1800 422 015
- Email pwd@pwd.org.au



When we receive your complaint we will

- Listen to it
- Look into it
- Talk to you about what you would like to happen



- Send you a letter with our response



If you are still unhappy you can make a complaint to the NDIS Quality and Safeguards Commission.

- Call 1800 035 544
- Visit [ndiscommission.gov.au/about/complaints](https://www.ndiscommission.gov.au/about/complaints)
- TTY 133 677
- Call the National Relay Service and ask for 1800 035 544



Further information

If you have any questions contact our Service Planning Team.

- Call 1300 244 577
- Email customers@sylvanvale.com.au