



TOGETHER IN
MOTION

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Together In Motion Services Pty Ltd

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COMPLAINTS FORM

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?

	This document is to help you Complain or give us Feedback.
	It is okay to complain if you are not happy. Tell us when you are upset about: • Your supports • Workers • Us (Provider Name)
	You can talk to (Provider Name) on (Phone number) .
	You can ask someone you trust to help you complain.
	You can ask an Advocate to help you. An Advocate is someone who speaks up for you if you cannot speak up for yourself.





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	Not sure who to help you. Talk to (Position) who will help you find someone.
	We will try to fix your problem. We will talk to you about your problem.
	Shh!! We will keep anything you say private.
	Not Happy? You can tell: NDIS Commission 1800 03 55 44 (This is a free call from landlines) Or online https://www.ndiscommission.gov.au/about/complaints





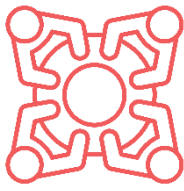
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INCIDENTS

WHAT HAPPENS WHEN THERE IS AN INCIDENT?

	What is an Incident? • Any time a provider caused you harm. • Any time a provided could have caused you harm. • When you hurt someone else. • When someone feels that you are going to hurt them. • A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices)
	We record what is said and done during the incident including: • Description of what happened, • Who saw the incident, • When you told the worker, • Management is told what happened.
	You are important to us, so we: • Provide support and assistance • Make sure you are safe • Look after your health and wellbeing
	You should know what is happening so we will: • Ask you for feedback • Talk to you about what happened • Consult with you or your advocate through the process. • Your ideas about any changes that would help in the future
	If we make changes to correct what happened, we will • change our practices • change our policies and procedures • train our staff





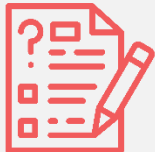
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There are times that we must tell NDIS Commission if there is an incident.
For Example:
If you or any of our participants are **badly hurt** in any way by anyone.
This is called a Critical or Reportable Incident.



What happens if there is a reportable or **critical incident**?
Management will fill out an **Incident Form**.
The Incident Report is sent to NDIS Commission.





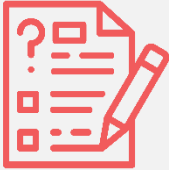
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SERVICE AGREEMENT

DESCRIPTION

	Service Agreement is a document. It is for you and your service provider. The service provider is the person or organisation that provides you with supports. The document says that you both agree about the services you are going to receive. When you have agreed, you both sign the document.
	The Service Agreement is a good way to make sure you receive the services that are right for you. The Service Agreement is a good way to make sure you receive the services that are right for you. And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.
	How to make a Service Agreement?
	You can ask another trusted person to enter into the Agreement for you. This might be a family member, carer, friend or other person. The trusted person can speak for you.

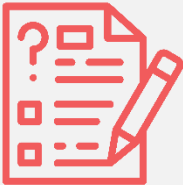




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	Also, it's a good idea to take a copy of your NDIS Plan to any meetings you have about your Service Agreement. If you want to, you can attach a copy of your NDIS Plan to the Agreement.
	What should the Service Agreement include?
	The Service Agreement should include information about the supports you receive. Talk to us about your supports. Tell us: • What type of supports you need, • How you want the supports, • Who you want to work with you, • When you need supports, • How long you will need the supports
	What is expected of you -This is about your responsibilities. What is expected of your service provider.
	How you can end or change the Agreement. What you can do if any problems occur.
	Costs • How much the service costs • When you pay • How to pay

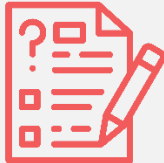




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	Provider will talk to let you know: • your rights • what supports will be provided • your responsibilities • their responsibilities • Of any considerations (if required)
	Together we will: • Consult and talk to each other • Write the agreement
	When do you sign the agreement?
	After you or your trusted has person has read the agreement. After you or your trusted person is happy that the agreement meets your need and that you have had your say. After provider agrees with what is written.
	Sign the agreement if you are happy to agree to what is written. Once you have signed, provider will sign. You will be given a copy of the Service Agreement.
	Don't forget to keep a copy of your Service Agreement in a safe place.





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PRIVACY

WHAT DO YOU KNOW ABOUT PRIVACY OF YOUR INFORMATION?

	We store information like; • Your name, address and phone number • People who you are close to (mum, daughter...etc) • Details about why and how we are helping you This helps us to support you, and to check the quality of our services. We are responsible for keeping your information safe.
	We use your information so we can work with you to design supports to suit you.
	We only share your information • with a trusted person • when we need to so you can be safe • with your permission to provide required information to NDIS or other government organizations.
	When asked to share your information you can say 'No' or opt out of sharing it. We keep your information safe so only those you say can see it.
	You have several rights with your information: • The right to see a copy of the information we hold about you • The right to have inaccurate or incomplete information corrected by us • The right to object to any information you think is inaccurate





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You have several rights with your information:

- The right to see a copy of the information we hold about you
- The right to have inaccurate or incomplete information corrected by us
- The right to object to any information you think is inaccurate
- If you want to see your information, just ask your trusted person who will ask us.

RIGHTS

WHAT DO YOU KNOW ABOUT YOUR RIGHTS?



Our laws need to respect the rights of people with disability.
You should be included in community life.
You have the same rights as everyone.



What are your **rights**?



You should be:

- safe in your home and anywhere else
- treated with respect
- part of your cultural community



You should be able to:

- participate in your religion
- express your sexuality
- communicate in your family's language

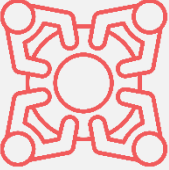




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	You should be able to: • make complaints • able to say you want to go to another provider
	You can tell us what you want and when you want it. You can tell us what type of worker you want. You can tell us how you want things done. We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.
	We agree to follow your wishes and Charter of Rights.





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CONSENT FORM

	Please answer these questions		
		YES	NO
	Have you seen the What you need to know: Easy Rad about getting help from Together In Motion Services Pty Ltd?		
	Has a Together In Motion Services Pty Ltd worker told you about your rights and responsibilities at Together In Motion Services Pty Ltd in a way you can understand?		
	Has an Together In Motion Services Pty Ltd worker answered any questions you might have about how we use your private information?		
	Do you know how to make a complaint about Together In Motion Services Pty Ltd if you are unhappy?		
	Is it okay if we send you newsletters or ask you if you would like to go to events?		





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Your information – it's private.

When you become an Together In Motion Services Pty Ltd client, we will need some information from you.

We usually need to know:

- your name and your contact details
- your family, carer or support person's contact details
- some information about your health and wellbeing.

This information will help us provide you with a good service.

We will keep all your information in a personal file in a private and safe area.

Are you okay to give us this information so that we can help you?

YES ☐ NO ☐

Please write down the people or services we can also share your personal information with.

To help you think about who to list here, talk to your worker first about why a person or service might want your information.

Name of person (Including family) or service	Please write down the sort of help this person or service provides for you.	Type of Information. For example, you can say 'all important information' or 'just my contact details'.





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Please complete and sign this section below to give your consent to sharing this information

Your name			
Your signature			
Date			
Together In Motion Services Pty Ltd worker to complete section below			
Consent by	☐ Client ☐ Verbal consent ☐ Guardian or other person		
Witness signature		Date	
Witness name			
Witness role			



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QUESTIONS AND ANSWERS ABOUT PROVIDING YOUR PERSONAL INFORMATION

What if I have questions about the personal information you have about me?

Just ask!

We will tell you:

- why we need your information
- what we do with your information
- how we keep your information safe - the information we have about you

Is information about me given to anyone else?

- It is usually only given to others when you say it's ok.
- We may need to give information to other services to help you with things like housing or getting a job.
- We check this form and ask you before we speak to other services about you.
- You can change your Together In Motion Services Pty Ltd at any time about:
- Who can have information about you
- The information you are happy to share with others

Why do I have to sign more than 1 consent form for some services?

- Sometimes services have funding that need a separate form.
- These forms may not ask for information that we need.

These forms may not ask about getting Together In Motion Services Pty Ltd news, information or events.

