



ABOUT US AND OUR SERVICE

About This Fact Sheet



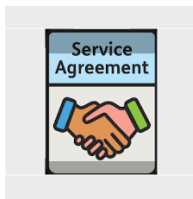
Veritable wrote this fact sheet. When you see the word “we” it means you and Veritable workers.



We wrote this in an easy read way. We use lots of pictures.



This is an easy read fact sheet or summary of your **service** with Veritable.



Your “service” means the work we will do together.



This document talks about your **agreement** with Veritable. We will call it our “Service Agreement”.



This fact sheet has the most important parts of our Service Agreement.



You can ask for help with this fact sheet and your Service Agreement with Veritable.

We will help you, or you can ask a friend, family or another person to help you.

About our Service Agreement



Your Service Agreement is between you and Veritable. It is to help you live your best life.



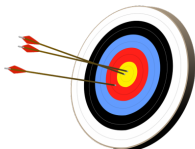
The Agreement says you would like us to work with you.

It says what types of services you want and how you want them from Veritable.



The Service Agreement says how much it costs for the service and how it is paid for by NDIS.

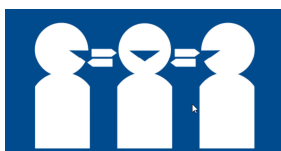
GOAL SETTING



Veritable workers will help you work towards or achieve your NDIS goals.



If you agree, we will both sign the Service Agreement.



If you need an interpreter, we will arrange this for you.

If you want to, you can bring someone when you think about signing the Service Agreement.



What You Will Do



Respect our staff



Let us know if your NDIS plan changes



Let us know if you move house, or go on a long trip



Do you live in Alice Springs?

If you cannot make a meeting you need to give us at least 1 day's notice

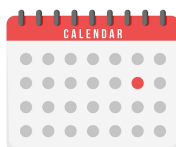


Do you live away from Alice Springs? (45 mins or more)

If you cannot make a meeting you need to give us at least 2 day's notice



Let us know if you have any worries about our work.



If you change your mind and want to stop service, give us 2 weeks' notice to finish properly.



What We Will Do



Respect you and your family



Respect your choice of who you want to work with.



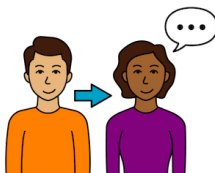
Respect your independence and who you are



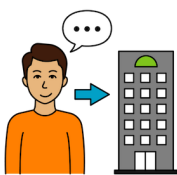
Do what we say. Be open, honest and talk about your service with you.



Keep your information safe and private



Respect your feedback and worries



Help you raise concerns or worries, with us or others



If You Have Questions, Feedback or Worries



Call us on 0439 118 283 or
your Practitioner during business hours.



Call Sophie (our boss) during business hours



Email Veritable admin@veritable.com.au



Contact us on our website
<https://veritable.com.au/contact/>



Call NDIS and let them know – 1800 800 110



Call NDIS Quality and Safeguards Commission –
1800 035 544



There is no wrong door for raising a concern.
Our work will not be affected by making a complaint.