



MAKODAH CARE

PARTICIPANT HANDBOOK

Participant Handbook

Everything you need to know about starting and receiving supports with Makodah Care

Document number	MC-P030
Version	1.3
Approved by	Director
Next review	24 September 2027



Contents

1	Welcome to Makodah Care	12	Everyday supports
2	About Makodah Care	13	Supported Independent Living
3	Starting with us	14	Support coordination
4	Your rights	15	If you are under 18
5	Your choices and decisions	16	Feedback and complaints
6	Your culture, values and beliefs	17	Moving to or from Makodah Care
7	Your privacy and your information	18	Important contacts
8	Your Service Agreement and fees	19	Words we use
9	Your Support Plan	20	Handbook received
10	Your workers	ER	Easy Read version of this handbook
11	Keeping you safe		

Document control

Document number	MC-P030
Version	1.3
Approved by	Director
Approval date	24 September 2026
Next review date	24 September 2027
Owner	Directors

Version history

Version	Date	Change	Approved by
0.1	20 September 2026	First draft for Director review	Not applicable
1.0	20 September 2026	First issue. Includes all registration groups and the NDIS Practice Standards rights	Director
1.1	20 September 2026	Easy Read version added as Part 2 of the handbook (replaces the separate MC-P030-E01)	Director
1.2	20 September 2026	Supported Independent Living section expanded to include everything a SIL resident receives at the start (replaces the separate SIL participant handbook, MC-P080-G02 and E02)	Director
1.3	24 September 2026	New sections on support coordination and on participants under 18. Everyday supports expanded: group activities and water safety, money on outings, skill building, household tasks, work and study, and housing and tenancy support	Director



1 Welcome to Makodah Care

Welcome, and thank you for choosing Makodah Care. We are glad you are here.

This handbook tells you everything you need to know as you start with us: who we are, the supports we provide, your rights, how we keep you safe, how we look after your information, what things cost, and how to tell us if something is not right.

Please keep this handbook somewhere you can find it. You can ask us questions about anything in it at any time.

1.1 Who this handbook is for

This handbook is for every participant who receives supports from Makodah Care, and for the people who support them, such as family members, carers, guardians, nominees, advocates and support coordinators.

In this handbook, “you” means the participant. Where a participant has a guardian or other decision-maker, that person may also act for the participant in the ways the law allows.

1.2 Other formats

We want everyone to be able to understand this information. Ask us if you would like:

- the Easy Read version of this handbook, which is at the back of this book, or any of our Easy Read guides
- someone to read it with you and explain it
- an interpreter, at no cost to you
- a larger print copy, or a copy sent by email

1.3 What we will give you when you start

When you start with Makodah Care, you will receive:

- this Participant Handbook
- your Service Agreement and Schedule of Supports
- your Support Plan
- our Privacy Statement and the Consent to Collect and Share Information Form
- the Participant Rights and Responsibilities Acknowledgement Form
- Easy Read guides about your rights, your privacy, making choices, keeping safe, making a complaint, emergencies, and what happens if your worker cannot come

Questions?

If anything in this handbook is not clear, please ask your worker or phone a Director. There is no such thing as a silly question.



2 About Makodah Care

Makodah Care Pty Ltd is an NDIS provider based in Weston, in the Hunter region of New South Wales. We started in 2025 and began providing NDIS supports in October 2025. Makodah Care is owned and run by its two Directors, Riley Myles and Kylie Myles, who lead a team of Disability Support Workers.

2.1 Our contact details

Business name	Makodah Care Pty Ltd, trading as Makodah Care
ABN	90 685 238 386
Address	57 Sixth Street, Weston NSW 2326
Website	www.makodahcare.com.au
Riley Myles, Director	Phone 0402 629 538 riley@makodahcare.com.au
Kylie Myles, Director	Phone 0403 553 474 kylie@makodahcare.com.au
Social media	Facebook and Instagram

Either Director can help you with anything, including questions, changes, feedback, complaints and urgent matters. If one Director is unavailable, please contact the other.

In an emergency

If anyone is in danger or needs urgent medical help, call **000** first. Then contact a Director.

2.2 Where we work

We provide supports across the Hunter Valley, Newcastle, Lake Macquarie, Port Stephens and the Central Coast.

2.3 Supports we provide

Makodah Care is able to provide supports in all of the following NDIS registration groups. Some specialist supports are provided by qualified health professionals or contractors engaged by Makodah Care. We will always tell you who will provide your supports before they start.

Support	What this means for you
Help with daily personal activities (0107)	Help with showering, bathing, dressing, grooming, toileting, continence, eating and getting around your home.
High intensity daily personal activities (0104)	Support from specially trained workers for complex health needs, such as severe dysphagia (swallowing), complex bowel care, enteral (tube) feeding, urinary catheters, subcutaneous injections, complex wound care, tracheostomy care, ventilator care and epilepsy and seizure management.
Help with daily life tasks in a group or shared living arrangement (0115)	Support with daily tasks in a shared home, such as cooking, cleaning, shopping and routines.
Supported Independent Living (0138)	Help with daily life in a supported home, available up to 24 hours a day, so you can live as independently as possible.
Household tasks (0120)	Help with cleaning, laundry, meal preparation, and basic garden and home maintenance.



Support	What this means for you
Development of daily living and life skills (0117)	Help to learn and practise everyday skills, such as cooking, budgeting, using public transport and looking after your home, so you can do more for yourself.
Participation in community, social and civic activities (0125)	Support to go to activities, social events, appointments, shopping, sport, clubs and outings, and to be part of your community.
Innovative community participation (0116)	Creative and individual ways to help you join in community, recreational and learning activities that suit your goals.
Group and centre-based activities (0136)	Activities and skill-building in a group with other people.
Help with travel and transport (0108)	Help to get where you need to go, including transport in a worker's car or our vehicle, and support to learn to travel on your own.
Help to find and keep a job or study (0102)	Support to get ready for work or study, find a job or course, and keep it.
Help with accommodation and tenancy (0101)	Help to find and keep a home, understand your lease, deal with your landlord and pay your rent.
Help with life stages, transitions and supports (0106)	Help to plan and manage big changes, such as leaving school, moving home or leaving hospital, and to coordinate your supports.
Specialised support coordination (0132)	A specialist support coordinator who helps when your situation is complex or high risk, to put your NDIS plan into action and reduce risks.
Early childhood supports (0118)	Family-centred support for young children with developmental delay or disability, and their families, in everyday places such as home and childcare.

2.4 Specialist supports

Some supports have extra NDIS Practice Standards. When we provide them, you can expect the following.

High intensity supports

Workers who provide high intensity supports are trained and assessed as competent in the specific support you need, and follow a plan written or approved by a qualified health practitioner, such as a nurse, speech pathologist or doctor. Your plan is reviewed regularly, and we work closely with your health team.

Behaviour support

If you have a behaviour support plan written by a behaviour support practitioner, we make sure every worker understands it and follows it. We focus on positive ways to support you, and on reducing and removing any restrictive practices. You, your family and advocate are involved in every decision.

Early childhood supports

Early childhood supports focus on your child and your family. We work with your family's strengths, culture and goals, support your child to take part in everyday activities with other children, and work together with the other people and services in your child's life.

Specialised support coordination

A specialised support coordinator helps you put your NDIS plan into action, links you with the right providers, helps manage risks and crises, and helps reduce the complexity of your situation. Because



Makodah Care may also provide your other supports, we will explain how we manage any conflict of interest, and you are always free to choose other providers.

Supported Independent Living

If you live in a supported home, see section 13 for your rights and what you can expect.

2.5 Who we are for

We support people who have an NDIS plan, whether their plan is managed by the NDIA, by a plan manager, or by themselves. We welcome people of every age, culture, background, religion, gender and sexuality.

2.6 How we work

- you are the expert in your own life, and we work with you, not for you
- you choose what supports you want and how you want them
- we treat you with dignity and respect at all times
- we keep you safe while respecting your right to take risks
- we are honest with you, and we tell you when something goes wrong
- we listen to feedback and use it to get better



3 Starting with us

Starting with a new provider can feel like a lot. Here is what happens, step by step. You can bring a family member, friend, advocate or support person to any step.

Step	What happens	When
1. Referral	You, your family, your support coordinator, a hospital or another provider contacts us.	Any time
2. First contact	A Director contacts you to talk about the supports you want, and asks some questions about your safety and any risks. This is called a pre-risk assessment.	Within 3 business days of your referral
3. Meet and greet	A Director meets you at a time and place you choose. We explain our supports, costs, your rights and how to make a complaint. We complete the Participant Intake Form with you.	At a time that suits you
4. Decision	Both Directors decide together whether we can safely meet your needs. We tell you the decision and the reasons.	Within 5 business days of the meet and greet
5. Service Agreement	We agree in writing on your supports, times, prices and our responsibilities to each other.	Before your supports start
6. Support Plan and risk assessment	We write your Support Plan with you, and check your home for anything that could be unsafe.	Before your first shift wherever possible, and within 5 business days at the latest
7. Meet your workers	We introduce your workers. New workers may do a buddy shift with an experienced worker first.	Before or at your first shift

3.1 What we will ask for

With your consent, we will ask for information that helps us support you well, such as:

- your NDIS plan, or the parts of it that relate to your supports
- your contact details and emergency contacts
- your health information, including medication, allergies and health conditions
- any existing support plans, behaviour support plans, mealtime management plans and reports
- details of any guardian, nominee, financial manager or other decision-maker
- your preferences, routines, culture and the things that matter to you

3.2 If we cannot support you

Sometimes we may not be able to support you straight away, for example if we do not have workers with the right skills available in your area. If this happens, we will explain why, suggest other providers who may be able to help, and offer you a place on our waitlist if you would like one.

We never refuse supports only because you have made a choice that involves some risk.



4 Your rights

As a person with disability, you have the same rights as everyone else. Makodah Care respects and protects your rights at all times.

4.1 You have the right to

- be treated with dignity and respect
- be safe, and free from violence, abuse, neglect, exploitation and discrimination
- make your own choices and decisions, including choices that involve some risk
- choose the supports you receive, and how, when and by whom they are provided
- choose the gender of workers who help you with personal care
- privacy, and to have your personal information kept confidential
- have your culture, values, religion and beliefs respected
- receive information in a way you can understand, including with an interpreter
- have a support person, family member or advocate with you
- give feedback or make a complaint without fear of losing your supports
- see and correct the information we hold about you
- refuse a support, or stop receiving supports from us

4.2 How the NDIS Practice Standards protect your rights

The NDIS Practice Standards set out what every registered provider must do. Here is what each standard means for you, and what Makodah Care does to meet it.

Standard	What you can expect	What we do
Person-centred supports	Supports that promote, uphold and respect your legal and human rights. You make informed choices and have control, and your freedom of expression, self-determination and decision-making are respected.	We explain your rights at the meet and greet and at every support plan review, plan supports around what you want, and train workers in rights every year.
Individual values and beliefs	Supports that respect your culture, diversity, values and beliefs.	We ask what matters to you, record it in your Support Plan, and match workers to suit you (section 6).
Privacy and dignity	Supports that respect and protect your dignity and your right to privacy.	We only collect what we need, keep it secure, share only with consent, and protect your privacy during personal care (section 7).
Independence and informed choice	Support to make informed choices, exercise control and be as independent as possible.	We use supported decision-making, respect your dignity of risk, and build your skills (section 5).
Violence, abuse, neglect, exploitation and discrimination	Supports free from violence, abuse, neglect, exploitation or discrimination.	We screen and train workers, act straight away on any concern, and report to the police and NDIS Commission where required (section 11).



Standard	What you can expect	What we do
Access to supports	Access to the supports that best meet your needs, goals and preferences, with clear information about what is available and what it costs.	We respond to referrals within 3 business days and explain every decision (section 3).
Support planning	To be actively involved in your support plans, which reflect your needs, preferences, strengths and goals and are reviewed regularly.	We write your Support Plan with you and review it at least every 12 months (section 9).
Service agreements	A clear understanding of the supports you have chosen and how they will be provided.	We explain your Service Agreement in the way you understand, before you sign it (section 8).
Responsive support	Timely, competent and appropriate supports that meet your needs and goals, including a say in who your workers are.	We roster trained workers you are comfortable with, and respect your choice of worker gender for personal care (section 10).
Transitions	A planned and coordinated move to or from Makodah Care.	We plan moves with you and share information only with your consent (section 15).
Safe environment	Supports in a safe environment that is right for your needs.	We assess your home and community venues, plan for medical emergencies, and prevent infection (section 11).
Money and property	Your money and property are secure, and you use them as you choose.	Tap only, no PINs, receipts for every purchase, and no financial advice (section 12).
Medication, mealtimes and waste	Safe support with medication and meals, and protection from harmful waste.	We follow your GP's medication chart and your mealtime management plan, and use trained workers (section 12).
Feedback, complaints and incidents	Your feedback and complaints are welcomed and acted on, and incidents are managed openly.	We acknowledge complaints within 2 business days, and tell you what happened after an incident (sections 11 and 14).
Continuity and emergencies	Your supports continue if something goes wrong, including in emergencies and disasters.	We cover shifts when a worker cannot come, and plan with you for emergencies (sections 10 and 11).

4.3 Your responsibilities

To help us support you safely, we ask that you:

- treat workers with respect, and do not harass, abuse or discriminate against them
- give us at least 7 days' notice if you need to cancel a support
- give us at least 28 days' notice if you want to stop receiving supports from us
- provide a safe place for workers to work
- put away pets that are not friendly to workers during shifts
- do not use illegal drugs while workers are with you. Alcohol is fine, but workers may end a shift if you are too intoxicated to be supported safely
- do not ask workers to do anything illegal or unsafe
- tell us about changes to your NDIS plan, health, medication, contact details or needs



If a worker feels unsafe

If a worker feels unsafe, they may end a shift and tell a Director straight away. A Director will contact you within 24 hours to talk about what happened and listen to your side. We work with you to find a way to keep supporting you safely.

4.4 The NDIS Code of Conduct

Everyone who works for Makodah Care must follow the NDIS Code of Conduct. The Code says that workers and providers must:

- act with respect for your rights to freedom of expression, self-determination and decision-making
- respect your privacy
- provide supports safely and competently, with care and skill
- act with integrity, honesty and transparency
- promptly raise and act on concerns about the quality and safety of supports
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse
- take all reasonable steps to prevent and respond to sexual misconduct

If you think a worker or Makodah Care has not followed the Code, please tell a Director or contact the NDIS Commission.

You can always contact the NDIS Commission

NDIS Quality and Safeguards Commission

Phone: **1800 035 544** (free call from landlines)

Website: **www.ndiscommission.gov.au**

You do not have to talk to Makodah Care first.



5 Your choices and decisions

You have the right to make decisions about your own life, including decisions about your supports, your money, your health, where you go and who you spend time with.

5.1 Supported decision-making

Supported decision-making means you make your own decisions, with the support you need. We start from the belief that you can make decisions, and we never make a decision for you that you can make yourself. When you want support with a decision, we will:

- give you information about your options, including the benefits and risks, in a way you understand, such as Easy Read, pictures or an interpreter
- give you time to think, and a quiet place to talk
- help you talk it through with the people you trust, such as family, friends or an advocate
- use your preferred way of communicating, including any communication aids
- check you have the information you need, and ask what you want, not what others want for you
- write your decision in your Support Plan and respect it, even if others disagree
- tell you that you can change your mind

Workers must not pressure you, make decisions for you because it is quicker or easier, or let their own views influence your choices. If someone else is trying to make a decision for you that you want to make yourself, please tell a Director or an advocate.

Your right to choose

- which supports you receive, and when, where and how
- who provides your supports, including the gender of your workers for personal care
- which provider you use. You can change providers at any time
- your daily routines, what you eat, what you wear, where you go and who you see
- whether to take part in activities, programs or research
- to say no to any support, at any time

5.2 Dignity of risk

Everyone has the right to take reasonable risks, learn from experience and try new things. This is called dignity of risk. If you want to do something that has some risk, we will talk with you about the risks and how to reduce them, and write down what we agree. We will not stop your supports only because you have made a choice that involves risk.

5.3 Guardians, nominees and decision-makers

If you have a guardian, financial manager, NDIS nominee or other legal decision-maker, please give us a copy of the document that appoints them. We will record what they can decide for you, and still involve you in every decision as much as possible.



5.4 Advocates

An advocate is an independent person who can help you speak up, understand your rights and make decisions. Advocacy services are free. We can help you contact one, or you can contact them yourself:

Service	Contact
Disability Advocacy NSW	1300 365 085 www.da.org.au
Family Advocacy	1800 620 588
Intellectual Disability Rights Service	www.idrs.org.au
Multicultural Disability Advocacy Association of NSW	1800 629 072
National Disability Gateway (to find an advocate)	1800 643 787

5.5 Interpreters and communication support

If you speak a language other than English, we will book a free interpreter through TIS National (131 450). If you are deaf, hard of hearing or have a speech impairment, we can use the National Relay Service for phone calls. If you use Auslan, an Auslan interpreter can be paid for from your NDIS plan.



6 Your culture, values and beliefs

We respect your culture, language, religion, values, beliefs, gender identity and sexuality. Tell us what is important to you, and we will write it in your Support Plan so every worker knows.

For example, you can tell us about:

- food you do or do not eat for cultural or religious reasons
- religious or cultural days, practices or places you want to attend
- how you like to be addressed, including your name and pronouns
- people who are important to you, and how you want them involved
- whether you would prefer a worker who shares your language or culture

We try to match you with workers who suit you, using our Participant and Worker Matching Assessment. You can ask for a different worker at any time.



7 Your privacy and your information

We only collect the information we need to support you, and we keep it safe. Our Privacy Statement explains this in full. Here is a summary.

7.1 What we collect

- your name, date of birth, contact details and NDIS number
- your NDIS plan details and funding type
- health information, such as health conditions, medication and allergies
- your support needs, goals, preferences and routines
- records of the supports we provide, such as shift notes and progress notes
- details of your guardian, nominee, family and other contacts, with your consent

7.2 How we keep it safe

Your information is kept in ShiftCare, our secure client management system, and in secure files that only the people who need them can access. Paper records are kept in a locked filing cabinet. Workers can only see the information about the participants they support.

7.3 Who we share it with

We only share your information with your consent, for example with your GP, support coordinator, plan manager or other providers. You can tell us any information you do not want shared, and we will record this on your Consent to Collect and Share Information Form.

There are some situations where the law requires us to share information without consent, such as to prevent serious harm, to report a reportable incident to the NDIS Commission, or when required by a court or the police.

7.4 Seeing and correcting your information

You can ask to see the information we hold about you, or ask us to correct it. We will respond within 14 days, in a way you can understand.

7.5 Photos and videos

We will only take photos or videos of you with your consent, and only for the purposes you agree to. You can change your mind at any time. If you withdraw consent, we will remove photos from our website and social media within 2 business days.

If you have a concern about your privacy, please tell a Director. You can also contact the Office of the Australian Information Commissioner.



8 Your Service Agreement and fees

Your Service Agreement is a written agreement between you and Makodah Care. It is signed before your supports start, by you (or your guardian or nominee if you are under 18 or have a guardianship order) and a Director.

8.1 What is in your Service Agreement

- the supports you will receive, and when and where
- the price of each support
- how and when you will be invoiced
- your responsibilities and ours
- how to change or end the agreement
- what happens if you need to cancel a support
- how to give feedback or make a complaint

The supports, days, times and prices are listed in your Schedule of Supports. We explain your agreement in the way you understand best, and give you an Easy Read guide. You can take your time, and ask someone you trust to look at it before you sign.

8.2 Prices

Our prices are set within the NDIS Pricing Arrangements and Price Limits. When the NDIS prices change, usually on 1 July each year, we will tell you in writing before any change applies.

8.3 Invoices and payment

How your plan is managed	How payment works
NDIA-managed	We claim payment directly from the NDIS each week.
Plan-managed	We send an invoice to your plan manager each week.
Self-managed	We send an invoice to you each week. Payment is due within 14 days.

Invoices are prepared weekly, on Sunday, for the supports provided that week. Please tell us straight away if anything on an invoice looks wrong.

8.4 Cancelling a support

Short notice cancellations

Please give us at least **7 clear days' notice** if you need to cancel a support.

If you cancel with less than 7 clear days' notice, or are not there when your worker arrives, we may charge **100% of the agreed price**, as the NDIS Pricing Arrangements allow and as set out in your Service Agreement.

To cancel, phone or message a Director. If you are unwell, please let us know as early as possible.



8.5 Changing or ending your agreement

Your Service Agreement is reviewed whenever your needs change and at the start of each new NDIS plan. Any change is agreed in writing.

You can end your agreement by giving us at least 28 days' notice. Makodah Care will also give you 28 days' written notice if we need to end the agreement, except in rare situations where it is unsafe to continue. Before we would ever consider ending supports, we would talk with you, try to find solutions, and give you the chance to have an advocate involved.



9 Your Support Plan

Your Support Plan describes who you are, what is important to you, your goals, and how you like to be supported. It is written with you, and your family or support people if you want them involved, by a Director.

9.1 What is in your Support Plan

- your goals, taken from your NDIS plan and in your own words
- the supports you receive and how you like them provided
- your routines, preferences, likes and dislikes
- how you communicate, including how you show you are unwell, in pain or upset
- your health needs, medication, mealtime and personal care needs
- risks, and how we agree to manage them
- what to do in an emergency

9.2 Reviewing your Support Plan

We review your Support Plan with you at least every 12 months, at the start of each new NDIS plan, and whenever your needs, goals or circumstances change. You can ask for a review at any time.

9.3 Progress notes and reports

Your workers write notes in ShiftCare after each shift about the supports provided and how you went towards your goals. We can prepare progress reports for your NDIS plan review. You can ask to see your notes and reports at any time.

9.4 When your needs change

If your needs change, for example after a hospital stay or a change in your health, we will meet with you to talk about what has changed, update your Support Plan and Service Agreement, and involve your support coordinator and other providers if you agree. If you need more NDIS funding, we can help you ask for a review of your plan.



10 Your workers

Your workers are Disability Support Workers employed by Makodah Care. Sometimes, if one of our own workers is not available, we may use a worker from a labour hire agency. Agency workers must meet the same screening and training requirements as our own workers.

10.1 Checks and training

Every worker must have, before they support you:

- an NDIS Worker Screening Check clearance
- a Working with Children Check
- current first aid and CPR
- a driver licence and comprehensive car insurance, if they drive you
- infection control training
- the NDIS Worker Orientation Module
- any specific training you need, such as medication, mealtime or manual handling training

10.2 Choosing your workers

You have a say in who supports you. You can tell us the kind of worker you prefer, including their gender for personal care, and you can ask for a different worker at any time. We will tell you the names of your rostered workers, and introduce new workers before they start.

10.3 If your worker cannot come

If your worker is sick or cannot make it, we will tell you as early as possible and offer another worker who knows your Support Plan. If we cannot find a replacement, we will talk with you about what you would like to do, and make sure any essential support, such as medication, is covered.

10.4 What workers can and cannot do

To keep you and them safe, workers must not:

- accept gifts, money or tips from you or your family
- borrow or lend money or belongings
- give you their personal phone number or social media contact
- post about you on social media
- take photos of you without your consent
- provide supports that are not in your Service Agreement or Support Plan
- bring friends or family to your home
- smoke, drink alcohol or take drugs while supporting you

If a worker does any of these things, or you are not happy with a worker for any reason, please tell a Director.



11 Keeping you safe

11.1 Violence, abuse, neglect and exploitation

You have the right to be safe. Makodah Care does not accept any form of violence, abuse, neglect, exploitation or discrimination, by anyone. This includes physical, sexual, emotional and financial abuse, and neglect of your needs.

If you are worried about your safety, or anyone else's, please tell someone you trust, a worker or a Director. We will listen, believe you, and act straight away to keep you safe. This may include reporting to the police and the NDIS Commission.

Other people you can contact

Police: **000** in an emergency, or **131 444** for non-urgent matters

National Disability Abuse and Neglect Hotline: **1800 880 052**

NSW Ageing and Disability Commission: **1800 628 221**

NDIS Quality and Safeguards Commission: **1800 035 544**

11.2 Incidents

An incident is something that happens during your supports that harms, or could have harmed, you or someone else. Examples include a fall, an injury, a medication error, a behaviour of concern, damage to property or an allegation of abuse.

When an incident happens, workers make everyone safe first, then tell a Director and record it in ShiftCare. A Director will talk with you about what happened, check you are okay, and tell you what we are doing about it. Serious incidents, called reportable incidents, are reported to the NDIS Commission within the timeframes the law requires. We will always tell you, in writing, what we have done.

11.3 Behaviour support and restrictive practices

If you have a behaviour support plan, your workers will be trained in it and will follow it. A restrictive practice is anything that limits your rights or freedom of movement, such as locking a door or cupboard. Makodah Care only uses a restrictive practice if it is in an authorised behaviour support plan and has been authorised through the NSW process. Any use is recorded and reported as the law requires. You, your family and your advocate will be involved in any decision.

11.4 Emergencies and disasters

We plan with you for emergencies, such as fires, floods, storms, power failures or a pandemic. With you, we write a Personal Emergency Management Plan that sets out how you would get to safety, who to contact, and what you would need, such as medication and equipment.

- we recommend you download the **Hazards Near Me** app to get NSW emergency warnings
- in the SIL home, we practise evacuation drills every 3 months
- if a disaster affects your supports, we will contact you and make sure your essential supports continue where it is safe



11.5 Health emergencies

Your Support Plan says what to do if you become unwell or have a medical emergency. If it is urgent, workers will call 000, give first aid and stay with you. If it is not urgent, workers will contact a Director, who may arrange for you to see your GP or call healthdirect (1800 022 222) for advice.

11.6 Safety in your home

Your home is also your workers' workplace. Before supports start, a Director checks your home with you for anything that could be unsafe, like trip hazards, faulty appliances or unfriendly pets, and agrees with you how to manage them. We will not change anything in your home without your agreement.

11.7 Staying healthy and preventing infection

- workers clean their hands often, and wear gloves and other protective equipment when needed. We provide this equipment at no cost to you
- workers do not come to work if they are sick with a cold, flu, COVID-19, or vomiting or diarrhoea
- please tell us if you are unwell before a shift, so we can protect you and your worker
- if you would like workers to wear a mask in your home, just ask



12 Everyday supports

12.1 Personal care

If you need help with showering, bathing, dressing, toileting, continence or menstrual care, we will ask how you like it done, what you can do yourself, and the gender of worker you prefer. Workers will always ask before they help, keep you covered and doors closed, and respect your privacy and dignity. You can say no at any time.

12.2 Medication

We can remind you to take your medication, help you take it, or give it to you, depending on what you need. Before we help, we will:

- work out with you how much help you need
- ask you to sign a Medication Administration Consent Form
- ask your GP to complete and sign a medication chart listing all your medication
- make sure your workers are trained and assessed as competent

We use Webster packs from your chosen pharmacy wherever possible. Workers only give medication that is on your GP-signed chart, and record every dose in ShiftCare. As-needed (PRN) medication is only given as your prescriber has written in a PRN protocol. You can refuse your medication, and workers will tell a Director if you do.

12.3 Mealtimes

You choose what you eat. If you have difficulty chewing or swallowing, a speech pathologist can assess you and write a mealtime management plan. Workers who support you at mealtimes are trained in dysphagia and mealtime support, and follow your plan every time, including the texture of your food and drinks. Your plan is reviewed every 12 months, or sooner if things change.

12.4 Your money and belongings

- your money is yours, and you decide what to buy
- if we help you shop, we use your card by **tap only**. We will never ask for, know or use your PIN
- we get a receipt for every purchase, and give it to you or keep it safe if you ask us to
- if you would like, we can keep a list of your valuable belongings
- workers must never borrow your money or belongings, or accept gifts
- we do not give financial advice, but we can help you find someone who can

12.5 Transport

Workers may drive you in their own car or in the Makodah Care vehicle. Every worker who drives you must hold a current licence and comprehensive insurance, and our vehicle is checked every month. Transport costs are charged as set out in your Service Agreement.



12.6 Community participation

We support you to take part in activities you enjoy and to be part of your community. Before we go somewhere new together, a Director checks the venue for safety. You choose where you go and what you do.

Sometimes we support a small group together. There is never more than one worker for four people, and fewer where people need closer support. If you would rather be supported on your own, tell us.

If an activity involves water, such as a pool, beach or hydrotherapy, we plan it with you first. We only use patrolled beaches and supervised pools, and if you cannot swim, or water is a risk for you, one worker stays within arm's reach of you the whole time.

You pay for your own entry fees, tickets and meals when you go out. Workers pay for themselves, and will never ask you to pay for them.

12.7 Building your everyday skills

If you want to learn to do things yourself, we can support you. That might be cooking, cleaning, laundry, shopping, budgeting, catching a bus or train, using your phone, or making your own appointments.

We write a Skill Building Plan with you. It breaks the skill into steps and says how much help you want at each step. As you get better at it, we step back, and we go at your pace. You can stop or change a goal whenever you want.

12.8 Help around the house

We can help with cleaning, laundry, dishes, making beds, rubbish, shopping, meals and the yard, where your plan funds it. It is your home, so we do things the way you want them done, and we write it down in a Household Task Schedule with you.

- we bring our own cleaning equipment and products
- we will never move, use or throw away your things without asking you
- you can do as much or as little of the task as you want to
- tell us if you do not want certain products used, or certain rooms entered

12.9 Help with work, study or training

If you work, study or are looking for work, we can support you at your job, at TAFE, at university or at school, and to get there and back.

- you decide what your employer, teachers or classmates are told about you
- your worker supports you quietly so you are seen as the employee or student, not as someone being looked after
- we check the workplace is safe and accessible before support starts
- we can work alongside a Disability Employment Service if you have one
- tell us straight away if you are hurt, bullied, treated unfairly or asked to do something unsafe

12.10 Help with housing and your tenancy

We can help you look for a home, apply for housing, understand your lease, and keep your tenancy going.



- we will explain rent, bond, notices, inspections and repairs in a way that makes sense to you
- we only speak to a landlord, agent or housing provider if you give us written permission
- we will never sign anything for you
- you can get free tenancy advice from a Tenants Advice and Advocacy Service, and from NSW Fair Trading on 13 32 20
- tell us early if you are behind in rent or you get a notice, so we can help before it becomes serious



13 Supported Independent Living

This section is for participants who live in a Makodah Care Supported Independent Living (SIL) home. SIL is help with daily life in a shared home, available up to 24 hours a day, so you can live as independently as possible. The NDIS has extra Practice Standards for SIL. Here is what they mean for you.

13.1 It is your home

You have the right to make decisions about your daily life, routines, relationships and home, with support if you want it. This includes when you get up and go to bed, what you eat, how your room looks, who visits you, and what you do each day. Workers are guests in your home. They knock before coming into your room, respect your belongings and privacy, and support you in the way your SIL Individual Support Plan describes.

13.2 Your agreements

When you move in you will have two separate agreements:

Agreement	What it covers
SIL Service Agreement	The supports you receive, how they are staffed, and how they are paid for from your NDIS plan. It comes with an Easy Read version, your Roster of Care and your SIL quote.
Board and Lodging Agreement	Your room, the shared areas, and what you pay towards rent, food, electricity, water and internet. If you live in Specialist Disability Accommodation (SDA), you will also have an agreement with the SDA provider.

Your housing and your supports are separate. You can change your SIL provider at any time, and this does not by itself end your Board and Lodging Agreement. If you do, a Director will meet with you to talk about your options, including whether you can stay in the home with your new provider. If you cannot stay, we will give you at least 90 days' notice and help you find and move to a new home. If you want to move, we will help you plan it. We will explain both agreements clearly, and you can take them away, ask questions and get independent advice before you sign.

13.3 Choosing who you live with

You have a say in who you live with. When there is a vacancy, a Director completes a Housemate Matching Assessment with the person who may move in, and asks every current resident what they think. You can meet the person first, for example over a meal. Nobody moves in until the residents have had a genuine say. Our Easy Read guide When Someone New Moves In explains how this works.

13.4 Household meetings and house rules

A Director holds a household meeting in your home at least every 12 weeks. It is your chance to talk about meals, chores, activities, repairs, workers, how everyone is getting along, and anything else you want to raise. You can bring a supporter. House rules are agreed together by the residents at these meetings. House rules can never be used to limit your rights.



13.5 Meals and daily living

Residents plan the weekly menu together and can help with shopping and cooking. Every meal follows each resident's Mealtime Management Plan, if they have one. Workers use active support: they do things with you, not for you, so you can build your skills and independence.

13.6 Your workers

Workers are available up to 24 hours a day, 7 days a week, as set out in your Roster of Care. The amount of support you receive is set by your NDIS plan. We roster a consistent team of workers who know you well, and you have a say in who supports you. Every worker completes SIL induction and any training your needs require before working in your home. Workers use a shift handover, ShiftCare records and a household Communication Book so the next worker knows what is happening. If you have overnight support, your plan says what workers will check and record.

13.7 Your safety

- workers are trained to recognise early signs of harm, and to respond in a trauma-informed, person-centred way
- you have the right to take reasonable risks, and we plan with you to keep you safe
- we write a Household Risk Assessment for the home and a Personal Emergency Management Plan with you
- smoke alarms are tested every year, and we practise evacuation drills every 3 months
- if residents do not get along or someone is harmed, workers act straight away, a Director is told, and everyone is supported
- if you have a behaviour support plan, Makodah Care workers follow it, and any restrictive practice is only used if it is authorised, and is recorded and reported
- our Easy Read guide Feeling Safe in My Home and Speaking Up explains your rights and who you can tell

13.8 Repairs and looking after the home

If something in your home is broken or unsafe, tell any worker or a Director. Either Director logs it and reports it to the landlord or SDA provider, and tells you what is happening. Urgent problems, like a gas leak, flooding, no power or a broken lock, are fixed straight away. Workers check household supplies every fortnight, and a Director audits the home every 6 months, including asking you what you think.

13.9 Decisions, relationships and visitors

You make your own decisions, with the support you choose. You can have a decision supporter, and if you have a guardian we work with them while still asking what you want. You can have visitors, keep in touch with family and friends, and have relationships. Workers respect your right to sexual expression and privacy, and can help you get information or support if you want it.

13.10 Having your say and getting help

You can talk to a Director at any time about anything in your home you would like changed. You can make a complaint at any time (section 14). Official Community Visitors are independent people who can



visit your home if you ask. You can also contact an advocate or the NDIS Quality and Safeguards Commission on 1800 035 544.

13.11 What you receive when you move in

Before or when you move in, a Director gives you and explains:

- this Participant Handbook, including the Easy Read part
- your SIL Service Agreement and the Easy Read version, your Roster of Care and SIL quote
- your Board and Lodging Agreement, or your SDA provider agreement, with its Easy Read summary
- your SIL Individual Support Plan and Communication Plan, written with you
- your Personal Emergency Management Plan, and any mealtime, medication, health or behaviour support plans
- the house rules, keys, a tour of the home and how the household meeting works
- the Easy Read guides When Someone New Moves In and Feeling Safe in My Home and Speaking Up
- how to contact a Director, give feedback, and contact the NDIS Commission, an advocate or an Official Community Visitor

A Director checks in with you after your first week and after four weeks to see how you are settling in.



14 Support coordination

If your NDIS plan has funding for support coordination, we can be your coordinator. There are two levels: support coordination, and specialist support coordination for when things are complicated or risky.

14.1 What your coordinator does

- helps you understand and use your NDIS plan
- finds services for you, and always gives you more than one to choose from
- checks that your supports are working, and helps you change them if they are not
- keeps track of your funding and tells you early if it will run short
- writes reports for the NDIS with you, and gives you a copy before they are sent
- helps you plan for what to do if things go wrong
- teaches you to do more of it yourself, if that is what you want

14.2 What your coordinator does not do

- make decisions for you
- hold or pay out your NDIS money
- provide support 24 hours a day

14.3 Being fair about choices

Makodah Care also provides other supports, such as personal care and community participation. That means we have something to gain if you choose us for those too. So we will always tell you when one of the options we give you is Makodah Care, we will always give you other options, and your choice will never change the coordination you get. You can ask for a different coordinator at any time.

If you need help when we are closed

Police, ambulance or fire: **000**

Lifeline: **13 11 14**

NSW Mental Health Line: **1800 011 511**

13YARN: **13 92 76**

1800RESPECT: **1800 737 732**

Link2home (homelessness): **1800 152 152**



15 If you are under 18

Children and young people get all the same rights as everyone else, and some extra protections. This section is for you if you are under 18, and for your family.

15.1 Extra rules that keep you safe

- every worker who supports you has a Working With Children Check as well as an NDIS Worker Screening Clearance
- every worker signs our Child Safety Code of Conduct and does child safety training every year
- workers will not contact you on personal social media or a personal phone
- workers will not take photos or video of you unless your parent or guardian has signed a consent form, and we ask you too
- workers will not give you gifts, keep secrets with you, or spend time alone with you outside a shift

15.2 If something does not feel right

Tell someone. It is never your fault, and you will not get in trouble.

Who you can tell	How
Any worker you trust	They must tell a Director the same day
Riley Myles or Kylie Myles, Directors	0402 629 538 or 0403 553 474
Your family or carer	Any time
Kids Helpline	1800 55 1800, any time, day or night
Child Protection Helpline	132 111
Police	000 if you are in danger right now

We have an Easy Read book called Being Safe that explains this. Ask us for a copy.

15.3 What we do if we are worried about you

If we think a child or young person is at risk, the law says we must report it, and we will. We will tell your parent or guardian, unless telling them would put you at more risk. We will make sure you are safe, explain what is happening, and offer you a support person or advocate.

Makodah Care does not provide early childhood supports for children under 9.



16 Feedback and complaints

We want to hear from you, whether it is a compliment, a suggestion or a complaint. Feedback helps us get better. Making a complaint will never affect your supports.

16.1 How to give feedback or make a complaint

- tell your worker or a Director in person
- phone or email a Director
- fill in our Feedback and Complaints Form, with help if you want it
- use the contact form on our website
- ask a family member, friend or advocate to do it for you

You can make a complaint anonymously. You can have a support person, advocate or interpreter with you at any stage.

16.2 What happens next

Step	What we do
Acknowledge	We let you know we have received your complaint within 2 business days.
Look into it	A Director listens to everyone involved and looks at the facts fairly.
Resolve	We aim to resolve your complaint within 21 days, and tell you if it will take longer.
Tell you the outcome	We tell you the outcome in writing, in the way you prefer, and what we will change.

If your complaint is about a Director, it will be looked at by an independent external person.

You can always contact the NDIS Commission

NDIS Quality and Safeguards Commission

Phone: **1800 035 544** (free call from landlines)

Website: **www.ndiscommission.gov.au**

You do not have to talk to Makodah Care first.



17 Moving to or from Makodah Care

17.1 Coming to us from another provider

If you are moving to us from another provider, we will plan the move with you. With your consent, we will ask your previous provider for your plans, reports, contacts and information about any risks, so your supports continue safely.

17.2 Going to hospital

If you go to hospital, and you agree, we will give the hospital the information they need about your supports and communication. The NDIS does not usually fund support workers while you are in hospital, so your supports will usually be paused. Before you come home, we will meet with you to make sure your supports are ready and your Support Plan is up to date.

17.3 Leaving Makodah Care

You can choose to leave at any time by giving us 28 days' notice. When you leave:

- we will meet with you to plan the move
- we will keep supporting you until your new provider starts, where possible
- with your consent, we will give your new provider the information they need
- we will send a final invoice for supports provided up to your last day
- we will ask for your feedback, so we can improve
- we keep your records securely for 7 years, as the law requires

You are always welcome to come back.



18 Important contacts

Who	Phone	When to contact
Emergency (police, fire, ambulance)	000	Danger or a medical emergency
Riley Myles, Director	0402 629 538	Anything about your supports
Kylie Myles, Director	0403 553 474	Anything about your supports
NDIS Quality and Safeguards Commission	1800 035 544	Complaints, concerns about safety or quality
National Disability Insurance Agency (NDIA)	1800 800 110	Your NDIS plan
National Disability Abuse and Neglect Hotline	1800 880 052	Report abuse or neglect
NSW Ageing and Disability Commission	1800 628 221	Abuse, neglect or exploitation of adults with disability
Disability Advocacy NSW	1300 365 085	Free advocacy
TIS National (interpreters)	131 450	Free interpreting
healthdirect	1800 022 222	Health advice, 24 hours
Poisons Information Centre	13 11 26	Poisoning or medication errors
Police (non-urgent)	131 444	Non-urgent police matters
NSW State Emergency Service	132 500	Flood and storm help
My support coordinator		
My GP		
My emergency contact		



19 Words we use

Word	What it means
Advocate	An independent person who helps you speak up and understand your rights.
Dignity of risk	Your right to make choices and take reasonable risks.
Director	Riley Myles or Kylie Myles, who run Makodah Care.
Incident	Something that harms, or could have harmed, you or someone else.
NDIS	The National Disability Insurance Scheme.
NDIS Commission	The NDIS Quality and Safeguards Commission, which regulates NDIS providers and handles complaints.
Nominee	A person appointed by the NDIA to act for a participant.
Participant	A person with an NDIS plan who receives supports.
Reportable incident	A serious incident that must be reported to the NDIS Commission.
Restrictive practice	Anything that limits a person's rights or freedom of movement.
Service Agreement	The written agreement between you and Makodah Care about your supports.
ShiftCare	The secure computer system we use to roster workers and keep your records.
SIL	Supported Independent Living: help with daily life in a supported home.
Support Plan	The plan that describes your goals and how you like to be supported.



20 Handbook received

Please sign below to show you have received this handbook and that it has been explained to you. A copy is kept in your file.

Participant name

NDIS number

Signature

Guardian or decision-maker (if applicable)

Signature

Date

Explained by (Director)

Signature

Date

This handbook was explained using:

☐ Standard handbook ☐ Easy Read ☐ Interpreter (language: _____) ☐ Support person or advocate



MAKODAH CARE

EASY READ

Participant Handbook

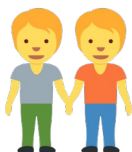


This book is from **Makodah Care**.

When you see **we** or **us**, it means Makodah Care.



This book tells you what you need to know when you **start** with us.



You can ask someone to help you read this book.

You can ask us for an **interpreter**. It is free.

What is in this book

1. About us
2. Our supports
3. Starting with us
4. Your rights
5. Your responsibilities
6. Making your own choices
7. Your culture
8. Your privacy
9. Your service agreement and money
10. Your support plan
11. Your workers
12. Keeping you safe
13. Help every day



14. Living in a SIL home
15. If you are not happy
16. Moving or leaving
17. Important phone numbers



1. About us



Makodah Care helps people who have an **NDIS plan**.



Our bosses are called **Directors**.

Our Directors are **Riley** and **Kylie Myles**.



Our office is in **Weston**, NSW.



We work in the **Hunter Valley**, **Newcastle**, **Lake Macquarie**, **Port Stephens** and the **Central Coast**.



Riley Myles: 0402 629 538

riley@makodahcare.com.au



Kylie Myles: 0403 553 474

kylie@makodahcare.com.au



In an **emergency**, call **000** first.
Then call a Director.



2. Our supports



Personal care: help to shower, dress, use the toilet and eat.



High intensity supports: help from trained workers with **complex health needs**, like tube feeding, catheters or swallowing problems.



Supported Independent Living (SIL): help every day in a supported home.



Household tasks: help with cleaning, washing and cooking.



Life skills: help to learn things like cooking, money and catching the bus.



Community: help to go out, see friends, go to activities, sport and appointments.



Group activities: do activities with other people.



Transport: help to get where you need to go.



Work and study: help to find and keep a job or course.



Housing: help to find and keep a home, and deal with your landlord.



Big changes: help with changes like moving house or leaving school.



Specialised support coordination: help to use your NDIS plan when things are **complex**.



Early childhood: help for young children and their families.



Some supports are given by **health workers** we work with.
We will always tell you **who** will support you.



3. Starting with us



1. Someone tells us you want our help.
We call you within **3 working days**.



2. We ask you some questions to keep you and our workers **safe**.



3. We **meet** you at a time and place you choose.
You can bring someone with you.



4. We tell you if we can help you within **5 working days**.



5. We make a **service agreement** with you.



6. We write your **support plan** with you.



7. You **meet your workers**.



If we cannot help you, we will tell you **why**.
We can help you find **another provider**, or put you on our **waitlist**.



4. Your rights



You have the right to be treated with **respect**.



You have the right to be **safe**.

No one is allowed to hurt you, take your things, or treat you unfairly.



You have the right to make your **own choices**.



You can choose **who** supports you.

You can choose a **man** or a **woman** to help with personal care.



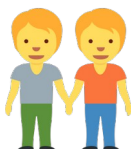
You have the right to **privacy**.



Your **culture**, **religion** and **beliefs** will be respected.



You can have information in a way you **understand**.



You can have a **support person** or **advocate** with you.



You can make a **complaint**. You will not lose your supports.



You can say **no** to a support.

You can **stop** getting supports from us.



All our workers must follow the **NDIS Code of Conduct**.
This is a set of rules about how workers treat you.



5. Your responsibilities



Please treat our workers with **respect**.



Tell us **7 days** before if you need to **cancel** a support.



Tell us **28 days** before if you want to **stop** getting supports.



Keep your home **safe** for workers.



Put pets away if they are not friendly.



Do not use **illegal drugs** when workers are with you.



Tell us if your **NDIS plan**, **health**, **medication** or **phone number** changes.



If a worker feels **unsafe**, they can leave.
A Director will call you within **24 hours** to talk about it.



6. Making your own choices



You are the **boss** of your life.
You make your own **decisions**.



If you want **help** to make a decision, we can:

- explain your choices
- give you **time** to think
- help you talk to people you **trust**



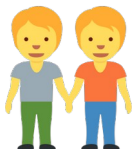
We will **not** make choices for you.



You can try new things, even if there is some **risk**.
We will talk about how to keep you safe.



You can **change your mind** at any time.



An **advocate** can help you speak up. It is free.
Disability Advocacy NSW: **1300 365 085**



7. Your culture



Tell us what is important to you: your **culture**, **language**, **religion** and **beliefs**.



Tell us about food you do or do not eat.



Tell us the **name** you like to be called.



We try to find workers who **suit you**.



8. Your privacy



We keep information about you **safe**.
We keep it in a secure computer system called **ShiftCare**.



We only share your information if you say **yes**.



You can tell us information you do **not** want shared.



You can ask to **see** your information.
We will show you within **14 days**.



We only take **photos** of you if you say yes.



9. Your service agreement and money



A **service agreement** is a written deal between you and us.
It says what supports you get, when, and what they **cost**.



We explain it to you before you **sign** it.
You can take your time and ask someone to help you.



Our prices follow the **NDIS price rules**.



We send **invoices** every week.



If you cancel with less than **7 days** notice, we may charge you the **full price**.



You can end the agreement by telling us **28 days** before.



10. Your support plan



Your **support plan** is written **with you**.



It says your **goals**, what you like, and how you like to be supported.



We check your plan with you at least **once a year**, or when things change.



Workers write **notes** after each shift.
You can ask to see them.



11. Your workers



All workers have **safety checks** and **training** before they work with you.



We tell you the **names** of your workers before they come.



You can ask for a **different worker** at any time.



If your worker cannot come, we will tell you as soon as we can and try to send **another worker**.



Workers must **not**:

- take gifts or money from you
- give you their personal phone number
- put things about you on social media



12. Keeping you safe



No one is allowed to **hurt** you, **scare** you or **take** your money or things.



If you do not feel safe, tell someone you **trust**, a worker or a Director.

We will **listen** and **help** you.



If something goes wrong, like a fall or an injury, we will **tell you** what happened and what we are doing.



We make an **emergency plan** with you, for fires, floods and storms.



If you are very sick or hurt, workers will call **000**.



Workers **wash their hands** and wear **gloves** when needed.



Workers stay home if they are **sick**.

Please tell us if **you** are sick before a shift.



13. Help every day



Personal care: workers always ask **before** they help you, and keep you **private**.



Medication: workers only give medication your **doctor** has written down.

They write down every dose.



Mealtimes: you choose your food.

If you have trouble swallowing, workers follow your **mealtime plan**.



Money: we only use your card by **tap**. We never use your **PIN**.

We get a **receipt** for everything we buy with you.



Transport: workers who drive you have a licence and car insurance.



14. Living in a SIL home



It is **your home**.

You choose your routines, your room and who visits.



Workers **knock** before they come into your room.



Workers can help you **24 hours a day**.

You will have a team of workers who **know you**.



You have **2 agreements**:

a **support agreement** and a **board and lodging agreement** for your home.

We will explain both to you.



You can **change** your support provider.

If you do, we will talk with you about your home and your choices.



You get a say about **who moves in**.



We have a **house meeting** at least every **12 weeks**.

You can talk about meals, chores, outings and anything else.



You help plan the **menu**, and can help with shopping and cooking.

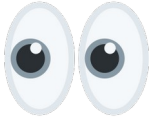


If something is **broken**, tell a worker or a Director.

We will get it fixed.



We practise **fire drills** every 3 months.



A **Community Visitor** can visit your home if you ask.



You have the right to feel **safe** at home.
Tell someone if you do not feel safe.



15. If you are not happy



You can tell us if you are **not happy**.

You can tell a worker, call a Director, or fill in a form.



We will tell you we got your complaint within **2 working days**.



We will try to fix it within **21 days**.



We will tell you what we did, **in writing**.



You can also contact the **NDIS Quality and Safeguards Commission**.

Phone: **1800 035 544**



16. Moving or leaving



If you come to us from another provider, we will **plan the move** with you.



If you go to **hospital**, we can tell the hospital what they need to know, if you agree.



If you want to **leave**, tell us **28 days** before.



We will help you move to your new provider.



You are always welcome to **come back**.



17. Important phone numbers



Emergency: 000



Riley Myles: 0402 629 538

Kylie Myles: 0403 553 474



NDIS Commission: 1800 035 544



Abuse and Neglect Hotline: 1800 880 052



Disability Advocacy NSW: 1300 365 085



Interpreter (TIS National): 131 450



healthdirect (health advice): 1800 022 222

Pictures: Twemoji by Twitter, Inc. and contributors, licensed under CC-BY 4.0.