



## WELCOME TO CHOICE MATTERS

### WHEN WE WORK TOGETHER, WE CAN:

Build trust and respect

Establish new friendships

Become involved in the activities in our community

Learn the skills to be independent

Discover new interests

Work together to achieve our goals

Help with daily living

Have fun and enjoy our lives

Choice Matters is a personalised service that matches you with a support person who compliments your personality and interests and shares your values.

At Choice Matters, you are in the driver's seat. You ultimately decide who is the best person to support you to achieve your dreams. Maybe it's someone who can help you learn how to shop, cook and clean so you can move out of home? Or perhaps you would like someone to help take up a new hobby or meet new people?

Our support workers listen to you. They have the qualities you are looking for so that you can live the life you have always wanted!

We will arrange a meeting with you so that you can tell us what you want in terms of support.

We will then find a support worker we believe is the 'right fit' for you. You will meet with the support worker and decide if you wish to go ahead.

Have a think about something you have always dreamed about doing but haven't been able to do.

Now is the time to make your dream a reality!

We want you to feel comfortable and safe. If you have any concerns, please contact us at your earliest convenience so that we can work through any issues with you



[www.choice-matters.com.au](http://www.choice-matters.com.au)

Email: [admin@choice-matters.com.au](mailto:admin@choice-matters.com.au)

Phone: 0419 850 218 or 0406 071 595



## OUR FIRST MEETING

During our meeting we will discuss your needs and talk about your goals and aspirations. If at all possible, it would be great to meet your family and support network so we can have their input.

## SERVICE AGREEMENT

We will provide you with a service agreement. This is an agreement between you and Choice Matters and it will include:

- The supports Choice Matters will provide to you.
- The cost of the supports.
- How, when and where you would like the supports to be provided.
- How long you need the supports to be provided.
- When and how your service agreement will be reviewed.
- How any problems or issues that may arise will be handled.
- Your responsibilities under the agreement – such as letting the support worker know if you don't need them for that shift.
- Choice Matter's responsibilities – such as working with you to deliver your supports in the right way.
- How we may change or end the service agreement.

Please make sure you or your nominee read the service agreement carefully before you sign it and keep a copy in a safe place.

## LEAVING CHOICE MATTERS

At Choice Matters, we understand that clear communication is important to our participants. If you decide to leave us, we will clearly explain the exit process so that you are informed every step of the way. We will also ask for any feedback so we can improve our service for others.

## FEEDBACK AND COMPLAINTS

If you have encountered any issues with our service, we ask that you provide us with feedback so that we can improve our service for others.

The NDIS Quality and Safeguards Commission is an independent Commonwealth agency established to improve the quality of NDIS supports and services. A complaint can be made to the NDIS Commission by:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677 (interpreters can be arranged)
- using the [National Relay Service](#) and asking for 1800 035 544
- completing a [complaint contact form](#) to let the NDIS Commission know how best to contact you.

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