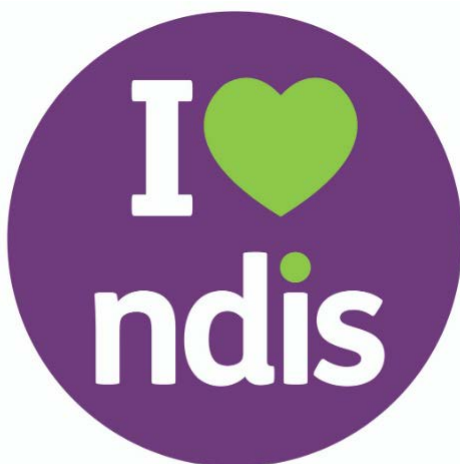




# Hunter Community Hub

## EASY READ PARTICIPANT HANDBOOK



Registered NDIS Provider



# Welcome to Hunter Community Hub



Welcome to our service.



My name is Donna and I'm here with my team to help you at Hunter Community Hub.

We will work with you to help you find supports that meet your needs.



We ensure your best interests are always looked after.

# Finding you services



One of our team will  
work with you.



And together we will  
work out what services  
and help you need.



# Your Service Agreement



This document says what services and supports you will get from us.

It says what the supports are, who will provide them and their costs.



This agreement says what you can expect from us and what we expect from you.

We agree on what we have decided to do and we both sign the agreement.

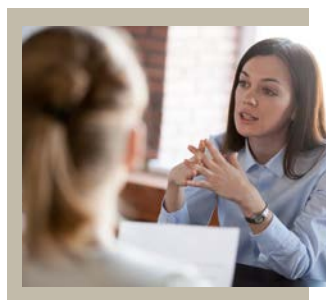


# Our Services



## *Coordination Of Supports*

We help you find supports.



## *Psychosocial Recovery Coaching*

We help you work out a clear plan of action to reach your goals.



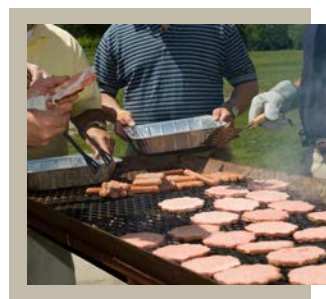
## *Support Work*

We help you at home or in the community.



## *TechSpace*

We assist you to have fun with technology and how to use computers.



## *Community Engagement Groups*

We help you enjoy doing things in the community and talking with other people.

# NDIS services delivered with you in mind

*You*



We will provide you with supports that:

- keep you safe
- helps with your independence
- is of interest to you
- meets your goals and
- meets your expectations.



We will:

- protect your rights and
- provide services and supports that are needed and agreed on with you.

We will:

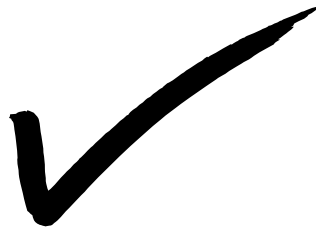
- make sure we follow the NDIS guidelines and
- will help you to benefit from these guidelines.

# Your commitment to us

## Your Responsibilities



*Please provide relevant and current information and abide by your signed Service Agreement*



Follow agreement.

*Please be involved in your support and allow safe access and manage your risks*



Please talk with us and tell us if you need something.

*Please give notice, be respectful and help us to help you.*



Please tell us if you need to change something.

# *Hunter Community Hub*

A registered provider



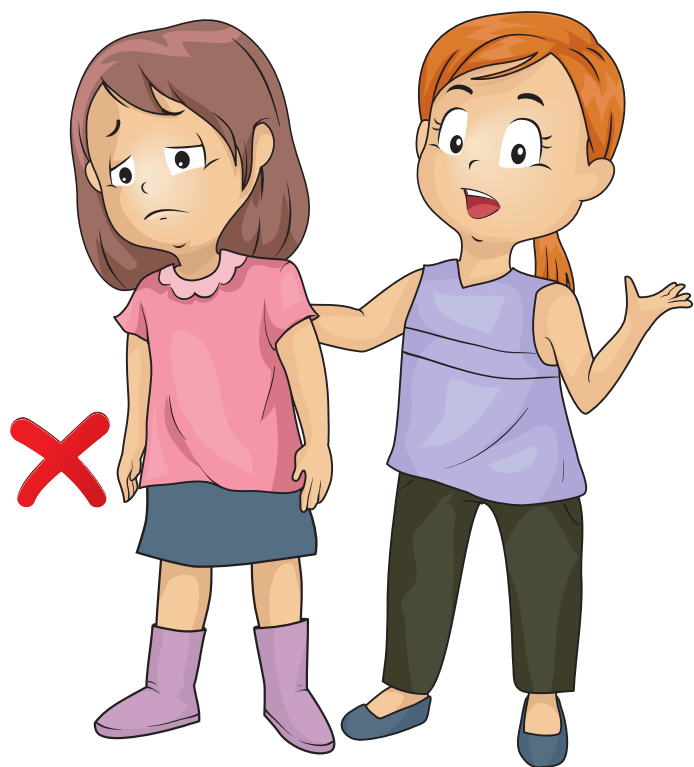
My team and I have completed a special test called an *audit* to make sure we are providing you with a good service.



We will continue to work with the NDIS to make sure we continue to provide you with the right services.



We welcome all  
*Complaints and feedback*



Please talk to us if you are  
unhappy or you have a  
problem.

Please phone your Support  
Coordinator or a  
Hunter Community Hub  
Director, Donna or Mark on  
0437 776 211.

email:  
[huntercommunityhub.org](mailto:huntercommunityhub.org)

Post: Po Box 9, Windale,  
NSW 2306.



If you not happy  
with our  
response, you can  
talk to the NDIS  
Quality and  
Safeguards  
Commission  
Phone  
1800 035 544



We want to help you solve  
your problems or concerns.



## *Our Office Location*



### **Office Address**

597 Pacific Highway  
Belmont  
NSW 2280

### **Telephone number**

02 4023 2882

### **Coordinates**

-33.0369575, 151.6602341

### **Business Hours**

9.00 to 5.00  
Monday - Friday

### **Mailing Address**

PO Box 9  
Windale  
NSW 2306

### **Business email**

[huntercommunityhub@gmail.com](mailto:huntercommunityhub@gmail.com)

### **Business website**

[www.huntercommunityhub.org](http://www.huntercommunityhub.org)