



Easy Read: Individual Support Practices



Our promise to you.



We actively support each person's rights.



We aim to provide support in the least pushy way.



We support you how you want to be supported.



We want you to kick your goals and have a meaningful life.



We will still support you to the best of our ability in the event of a natural disaster.

Our responsibility to you.



We will ask you to help us make a service agreement and support plan.



We give you time to think about the service agreement and support plan.



If you need a shorter service agreement, please tell us.



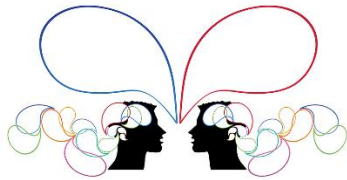
You can tell us who you want to have a copy of your service agreement and support plan.



We will review your service agreement and support plan at least yearly.



We know you deserve to be treated with respect.



We make sure to talk with you in a way that suits you.



We aim to hold up your culture values and beliefs.

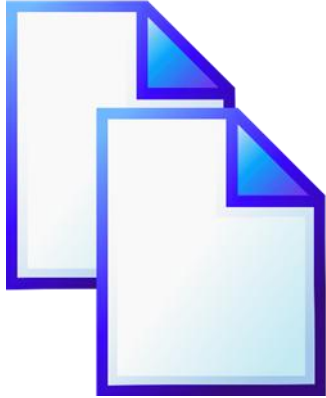


We explain your rights to you.



Our aim is to make your service all about you.

Our standards of support.



We give you a copy of our policy on support practices.



All team members also have a copy of this.



We want you to be involved in making service agreements and support plans.

TOP SECRET

We keep your information private and confidential. For more information about this please see the privacy, dignity, and confidentiality policy.



If your support plan needs to be given to someone, we will ask you first.



You have the most input into decisions about you.



If you are unhappy with the services we give you we can stop with 1 weeks notice.



We look at all agreements yearly to make sure they still apply.



If you have a concern about how your services are being given, please contact us at hello@butterflyhousecollective.com.au and we will get a director to contact you