



MY FOLLOWCARE GUIDE

A handbook made **for you.**

Welcome. This guide explains who we are, your rights, and how we will support you — written in plain language.

EASY READ

NDIS REGISTERED

YOUR VOICE



WHAT IS INSIDE

Your guide, made simple.

Fifteen short sections. Each section fits on one page so nothing is hard to find. Take your time. Come back whenever you need.

<p>01 About FollowCare P. 03</p> <hr/> <p>03 Your Rights P. 05</p> <hr/> <p>05 Our Services P. 07</p> <hr/> <p>07 Privacy P. 09</p> <hr/> <p>09 Safeguarding P. 11</p> <hr/> <p>11 Our Workers P. 13</p> <hr/> <p>13 Emergencies P. 15</p> <hr/> <p>15 Important Contacts P. 17</p> <hr/>	<p>02 About the NDIS P. 04</p> <hr/> <p>04 Your Responsibilities P. 06</p> <hr/> <p>06 Your Support Plan P. 08</p> <hr/> <p>08 Feedback P. 10</p> <hr/> <p>10 Cultural Safety P. 12</p> <hr/> <p>12 Medication P. 14</p> <hr/> <p>14 Making Changes P. 16</p> <hr/> <p>★ A note from us P. 18</p> <hr/>
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Reading time — about **15 minutes**.

Free interpreter, any language. **Just ask.**



01 · ABOUT FOLLOWCARE

01 WHO WE ARE A local team that listens.

We are based in Adelaide. We help you live the life you choose — with respect, on your terms.

- ✓ We are a **registered NDIS provider**. The government has approved us to support you.
- ✓ We speak **English and Spanish**. Interpreters for any language — always free.
- ✓ We work with you — **your home, your choice, your goals**.

RESPECT CHOICE & CONTROL SAFETY **CULTURAL SAFETY**

INTEGRITY

02

YOUR FUNDING

About the NDIS.

The NDIS gives money to people with disability to pay for the support they need.

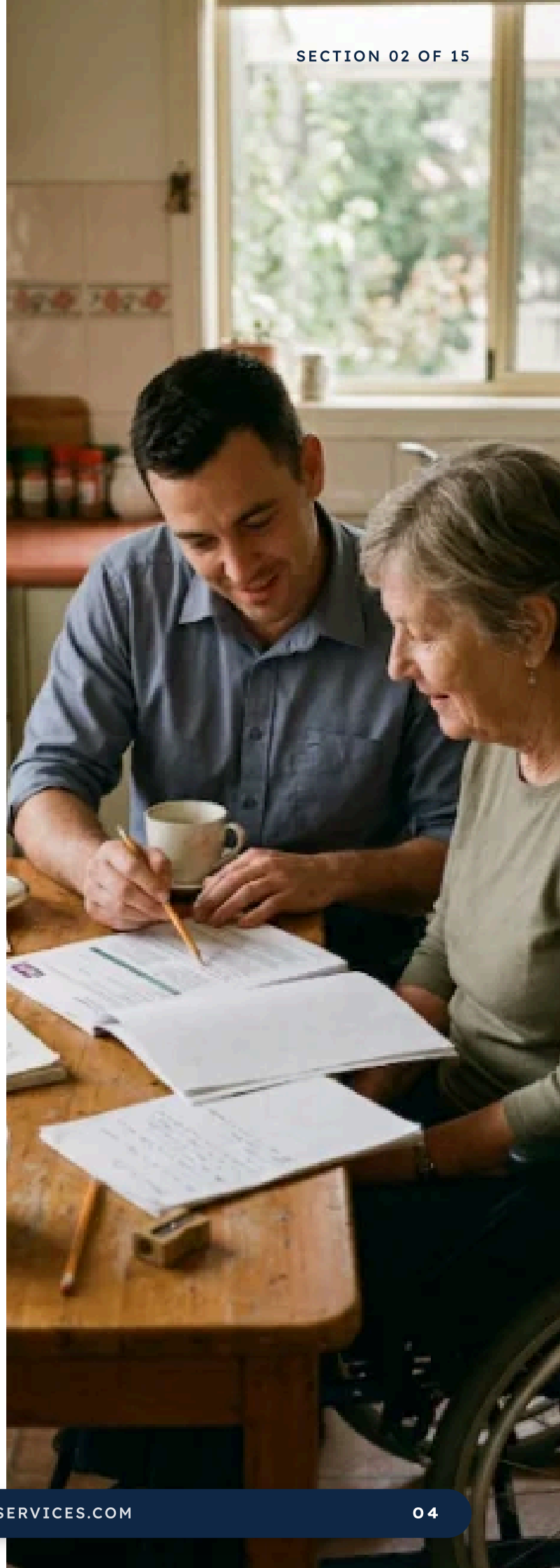
- 1 Your **NDIS Plan** is a document that lists your goals and your funding.
- 2 We will **always tell you the price** of our services before we start.
- 3 You choose **how your plan is managed** — see the three ways below.

3 WAYS TO MANAGE YOUR PLAN

Self-managed — you pay us directly.

Plan-managed — a plan manager pays for you.

NDIA-managed — the NDIS pays us directly.



03 · YOUR RIGHTS

03

WHAT YOU ARE ALWAYS ENTITLED TO

Your rights are protected.

- ✓ Always treated with **dignity and respect**.
- ✓ You make **your own choices and decisions**.
- ✓ Your information stays **private and safe**.
- ✓ Ask for an **interpreter** in any language — free.
- ✓ You can **refuse or change** any support, anytime.
- ✓ You can **make a complaint** — nothing bad will happen.

Your rights are protected by the **NDIS Practice Standards** and the **Code of Conduct**.



04

WORKING WELL TOGETHER

Your part matters too.

A good partnership goes two ways. Here is what helps us help you.

- ✓ Please treat our workers with respect.
- ✓ Tell us if your needs or NDIS plan change.
- ✓ Follow your Service Agreement.
- ✓ Keep your home safe for workers during visits.
- ✓ Let us know as soon as possible if you need to cancel.

If something is hard, please talk to us. We are here to find a solution together.



05

HOW WE HELP EVERY DAY

Our services.

Four practical areas of support. Choose what works for your life — we will build it around you.



Personal Care

Showering, dressing, grooming and daily hygiene support.



Daily Life Skills

Cooking, cleaning, shopping and managing your home.



Community Access

Public transport, events, social groups and activities.



Building Independence

Skills and confidence to live more independently.



06

HOW WE PLAN SUPPORTS

Your support plan, step by step.

01

We write a Support Plan with you

Together, in your language, at your pace.

02

You sign a Service Agreement

It explains the supports, prices, and how we work together.

03

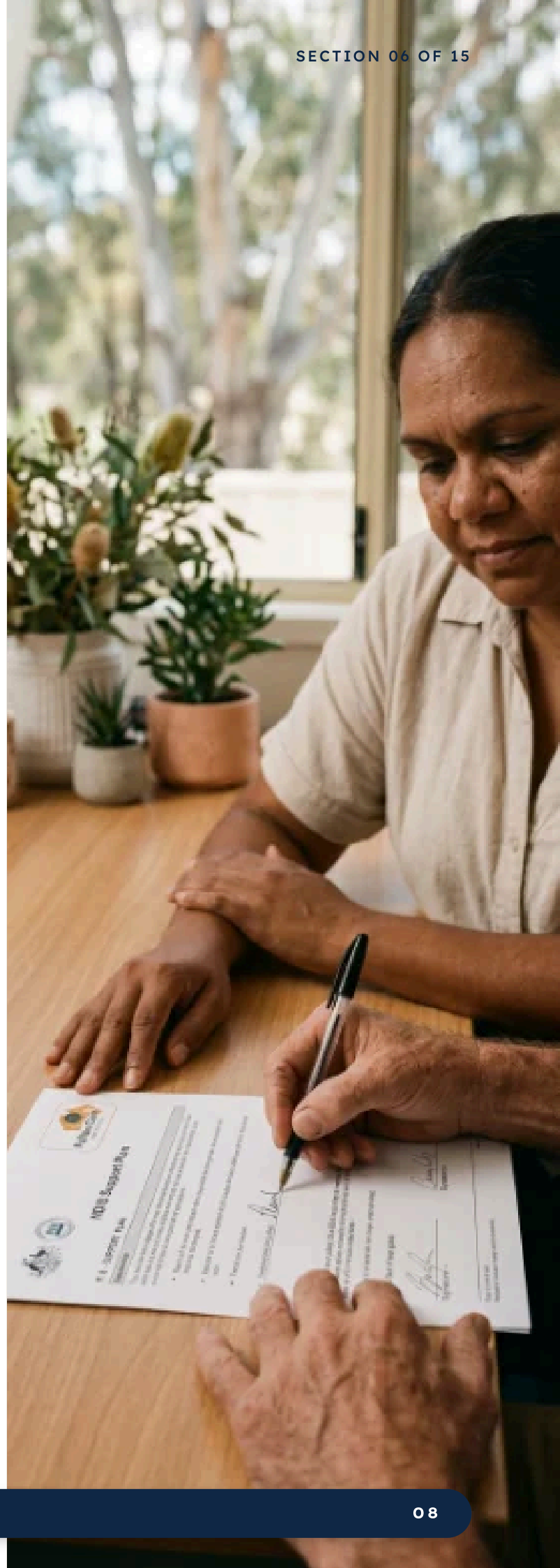
Services begin — and we review regularly

We check in often so the plan keeps fitting your life.

CANCELLATION

7+ days before — no charge.

Less than 7 days or no contact — a fee may apply.



07

YOUR INFORMATION

Private. Always safe.

Your story is yours. We only keep what we need to support you well.

- ✓ We only collect **what we need** to help you.
- ✓ Your information is **stored securely**.
- ✓ We will **never sell** your information.
- ✓ You can **see and fix** your information anytime.

If you want to see your information, just ask. We will help.



08 • FEEDBACK

08

WE WANT TO HEAR FROM YOU

Good or hard, tell us.

- ✓ Good experience? **Tell us** — we love to hear it.
- ✓ Something wrong? **Tell us** — we will fix it fast.
- ✓ We reply in **2 days**. Resolved in **14 days**.

IF YOU WANT HELP FROM OUTSIDE

NDIS Quality & Safeguards Commission — 1800 035 544

Making a complaint will **never stop or change** your services.



09

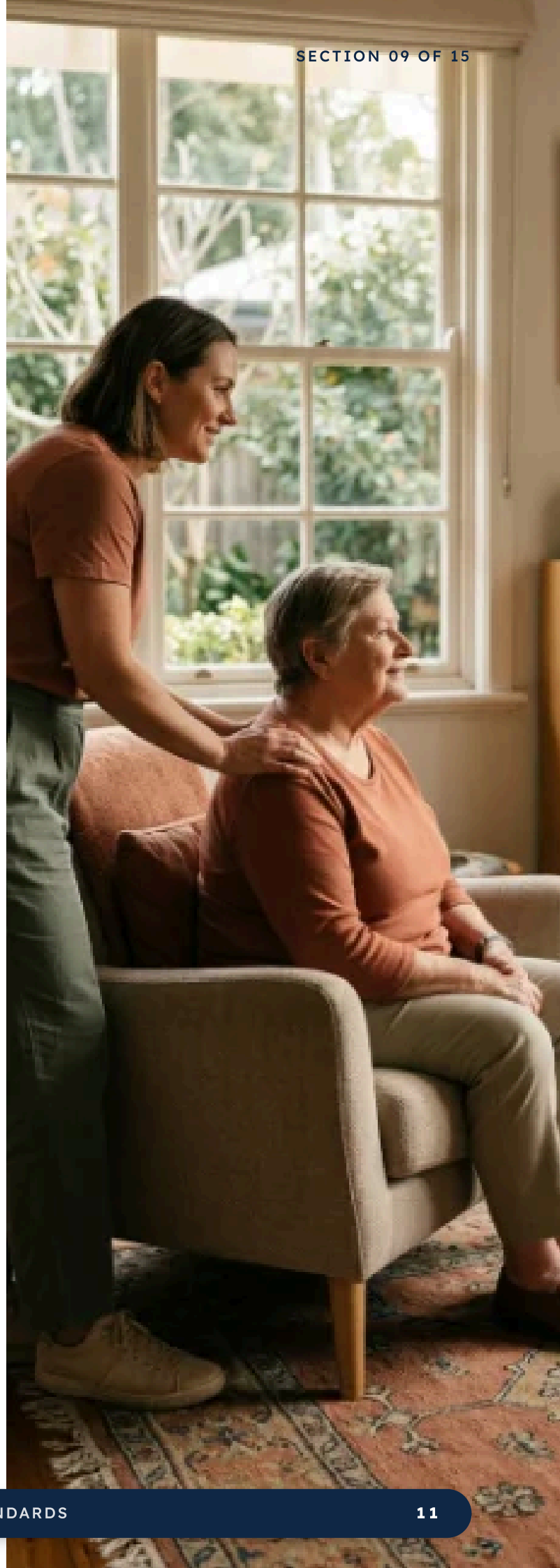
YOUR SAFETY COMES FIRST

Zero tolerance.

No abuse. No neglect. Never. We act fast to keep you safe.

- ✓ Your safety is our **number one priority.**
- ✓ If something happens, we will **help you immediately.**
- ✓ All incidents are **recorded and reported** to keep you safe.
- ✓ Any worker who does the wrong thing is **reported straight away.**

No abuse · No neglect · Never.



**10 · CULTURAL SAFETY**

10

EVERYONE IS WELCOME

Your culture is welcome here.

- ✓ We celebrate your culture, language and identity.
- ✓ Support available in Spanish — ¡Hablamos español!
- ✓ We do not accept discrimination of any kind.
- ✓ Free interpreter in any language — just ask.

ENGLISH

ESPAÑOL

ANY LANGUAGE, ON REQUEST

11

THE PEOPLE WHO SUPPORT YOU

Trained. Trusted.

You can always ask who is coming to your home and why.

- ✓ All workers have **passed NDIS background checks.**
- ✓ Workers are **trained and professional.**
- ✓ We ask that your home is a **safe place for our workers, too.**

Don't recognise someone at your door? You can always say no and call us.

12

HELP WITH YOUR MEDICINE

Medication, carefully.

We follow your plan and your doctor. Nothing changes without you.

- ✓ We can help you remember to take your medicine.
- ✓ We only give medication if it is written in your plan.
- ✓ We will never change your dose without your consent.

Always speak to your doctor or pharmacist for medical advice.





13 · IN AN EMERGENCY

13

IF SOMETHING GOES WRONG

Call 000 first. Always.

EMERGENCY SERVICES

000

Police · Fire · Ambulance — life-threatening emergencies.

- ✓ We will **call 000** in an emergency.
- ✓ We will **stay with you** until you are safe.
- ✓ We have a **plan for natural disasters**, too.

14

YOUR CHOICE, ALWAYS

You can change anytime.

Your services belong to you. If something isn't right, we will help.

- ✓ You can **change or end services** at any time.
- ✓ We will **help you move** to a new provider if you choose.
- ✓ No bad feelings. **Your wellbeing comes first.**

You are never stuck. The choice is always yours.

15

KEEP THIS PAGE NEARBY

Important contacts.



IN A LIFE-THREATENING
EMERGENCY

**Police · Fire ·
Ambulance**

000



FOLLOWCARE — CALL US ANYTIME

+61 431 116 739

Monday to Sunday · English & Spanish



EMAIL US

**info@followcare
services.com**



WEBSITE

**followcareservic
es.com**



NDIS QUALITY &
SAFEGUARDS

1800 035 544



NDIA — ABOUT YOUR
PLAN

1800 800 110



LIFELINE · 24-HOUR CRISIS SUPPORT

13 11 14 · if you are in crisis or thinking about
self-harm, you don't have to be alone.

Adelaide, SA · NDIS Registered
Provider

¡Hablamos español! · Interpreters free, any
language



A NOTE FROM US

Your **voice** matters. Your **choices** matter. You are not alone — we are here.

— THE FOLLOWCARE TEAM



FollowCare

FollowCare Services Pty Ltd

ABN 88 692 742 153 · Adelaide, South Australia

FC-HB-01 · EASY READ
VERSION 1.0 · MAY 2026