

OUR CHARTER

How we work together

NEXUS WILL:

- Treat you, your family and representatives with courtesy & respect.
- Provide the supports that meet your needs and help you live as independently as you can.
- Be timely, open and honest when we work with you.
- Make sure our services are up to date by reviewing what we do every 6 months.
- Give you plenty of warning if we are going to change, or end your service.
- Support you to provide us with feedback on our service and how to make a complaint
- Respond to any complaints fairly and promptly.
- Make sure we keep your information private & confidential and only share information with people you approve us to share it with.
- Involve you in decisions about the services you access and support you to have a say.
- Run our business legally and consistent with your funder's rules and regulations, including keeping records, having the right insurance policies, provide you with regular accurate invoices and be clear about what is paid for by your funder and what is paid by you.

OUR CLIENTS WILL:

- Treat Nexus, other clients and our staff with courtesy and respect.
- Tell us about how you wish your supports to be provided to you.
- Work with staff to help build and maintain your skills and abilities to support your independence.
- Provide us with complete and accurate information about yourself and your situation.
- Talk to us if there are any concerns about the supports you get.
- Let us know if you need to change or add additional support time - 1 day before to avoid having to pay for the shift if you cancel it.
- Read our service agreement and ask any questions if you are unsure.
- Let us know any changes in your service or NDIS plan that impact the services you can purchase from Nexus and make any necessary payments to Nexus on time.
- Work with your funder to make sure your plan stays active and current and tell us straight away if your funding is suspended or replaced.
- Provide us with feedback about our service and how we can work better.