

Easy Read

Your home and your support

How your tenancy agreement and your service agreement work



How to use this document



We are **Riverstone Living**.

We wrote this document.



Some words are in **bold**.

We explain what these words mean.

There is a list of these words on page 8.



You can ask someone you trust to help you:

- read this document
- find more information.



This is an Easy Read version of our **service and tenancy agreements policy**.

It has the most important ideas.



You can ask us for the full document.

What this document is about



You live in one of our homes.

We also give you **support** in your home.



You have 2 **agreements** with us.

This document explains them.



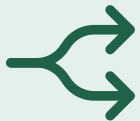
Your 2 agreements



Your **tenancy agreement** is about your home.
It says you can live in your room.
It says how much **rent** you pay.



Your **service agreement** is about your support.
It says what support we give you.
It says when we give you support.



These are 2 separate agreements.



You can choose a different support provider.
You can still keep living in your home.

Your rights



You choose who gives you support.



You can tell us what you like.

You can tell us what you do not like.



You can ask someone you trust to help you make decisions.



We keep your information private.

Changing your agreements



You can ask to change your service agreement at any time.



You can end your service agreement.

You need to tell us 14 days before.



Moving out of your home has different rules.

Talk to us first.

We will help you.

If you are not happy



You can tell us if you are not happy.
This is called making a **complaint**.



You will not get in trouble for making a complaint.



You can get free help from an **advocate**.



You can also contact the **NDIS Commission**.
Call **1800 035 544**.

Word list

This list explains what the **bold** words in this document mean.



advocate

Someone who can speak up for you.
They can help you say what you want.



agreements

A written promise between you and us.



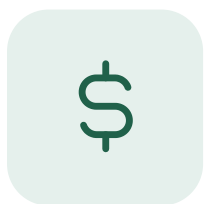
complaint

When you tell someone you are not happy about something.



NDIS Commission

The government group that checks NDIS providers.
They make sure you get safe and good support.



rent

The money you pay to live in your home.



service agreement

A written promise about the support we give you.



support

Help with things you want or need to do.



tenancy agreement

A written promise about renting your home.



Contact us



You can call us.

(07) 5550 1234



You can send us an email.

hello@riverstone.example



You can go to our website.

riverstone.example

About this document

This Easy Read document was made for Riverstone Living by Clear Pages in October 2026. Pictures are Tabler Icons (MIT licence, Paweł Kuna). Font: Atkinson Hyperlegible Next (Braille Institute, SIL Open Font Licence).