



## Changing your SIL provider

### Easy Read





We are Hume.

We look after your home.



This letter has some hard words.

The first time we write a hard word it is in **blue**.

We write what the hard word means.

## What is a SIL provider?

A **SIL provider** is a person that helps you in your home.

A SIL provider will help you with tasks like:

- Showering
- Eating
- Getting dressed
- Shopping



## What if I am not happy with the SIL provider in my home?



There are things you can do if you are not happy with the SIL provider in your home.

You can talk to your **guardian**.

A guardian is a person who makes decisions for you.



You can talk to Hume.

You can ask Hume to fix things.



You can change the SIL provider in your home.



## How do I change the SIL provider in my home?



You can tell Hume that you would like to change your SIL provider.

Your **housemate** can tell Hume that they would like to change the SIL provider.

A housemate is a person who lives in your home.



Hume will have a meeting at your home if you want to change the SIL provider in your home.

You can tell Hume what support you need at home.



## How do I choose a SIL provider?



You can get help from Hume if you do not know which SIL provider you want.



Hume will show you SIL providers at your home.

The SIL providers will meet you and your housemates.



You and your housemates will **vote** to choose the SIL provider.

A vote is a way of giving everyone a chance to choose.

Your vote will be **private**.

Private means no one will know who you picked.



The SIL provider with the most votes will be the SIL provider for your home.



## What happens after the vote?



Your home will be the same if the SIL provider you have right now won the vote.



It will take **90 days** to change if a new SIL provider won the vote.



If you are not happy with the new SIL provider you can move to another home.

You need to tell Hume **60 days** before you move to another home.



## How to talk to Hume



Please talk to us if you need help to read this letter.

Please talk to us if you want to ask a question.



We can talk with you in ways that are easy for you.  
This may be sign language, visual aids, or assistive technology.



Please tell us if you speak another language.

We can give you support in your language.



Phone: **1800 004 300**



Website: **[www.humehousing.com.au](http://www.humehousing.com.au)**



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