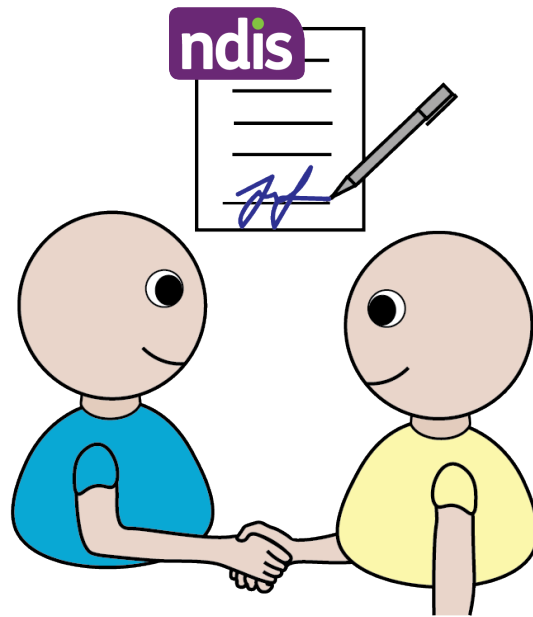
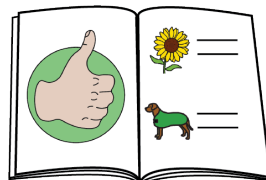




**HEADWAY**  
GIPPSLAND INC.



**Service agreement**



**Easy English**

## **In this form**

What is a service agreement? ..... page 3

What we need to do ..... page 7

What you need to do ..... page 13

You cancel a support ..... page 14

Changes ..... page 19

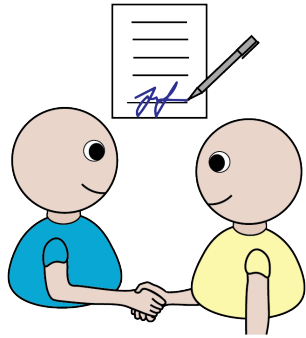
Rules ..... page 23

Pay ..... page 25

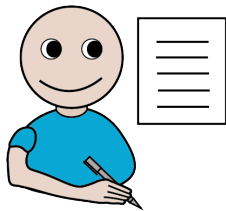
Make a complaint ..... page 30

Consent ..... page 32

Contact ..... page 34

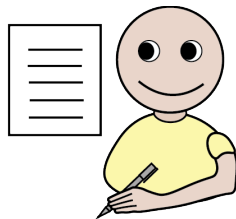


## What is a service agreement?

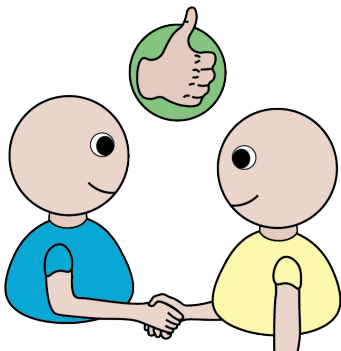


It says what we need to do

and



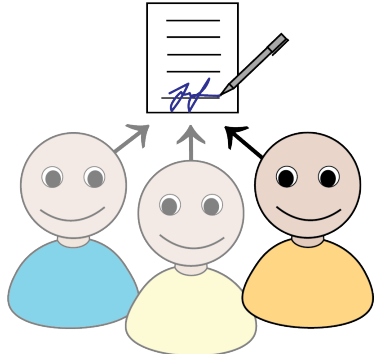
what you need to do.



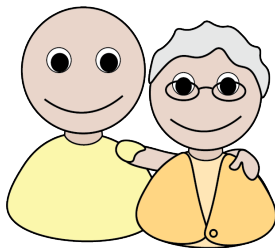
So we are both clear on what we sign up to.



It tells us the rules for when  
we give you supports.



You can get 1 more person to join in too.

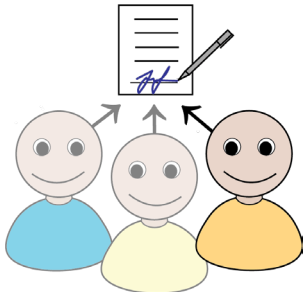


Some one you trust. Like

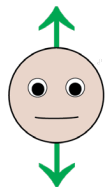
- family

or

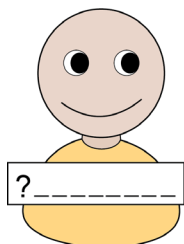
- a friend.



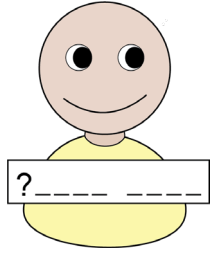
Will 1 more person join in too?



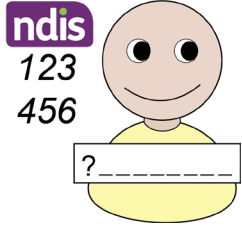
yes -



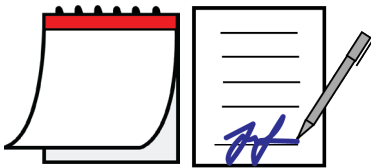
name .....



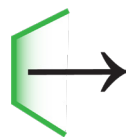
Your name .....



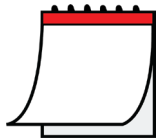
Your NDIS number .....



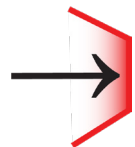
## Service agreement dates



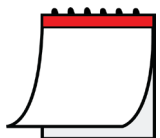
It will start



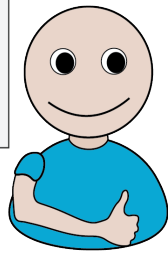
date ..... / ..... / .....



It will end



date ..... / ..... / .....



We give you supports in your  
**National Disability Insurance Scheme** plan.

We say **NDIS** plan.



The NDIS is meant to help you



- get out more

and



- do things your self

and



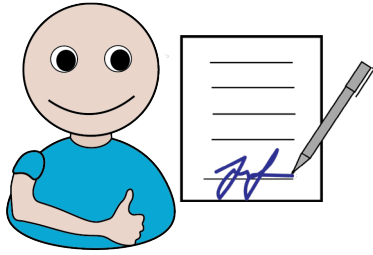
- choose how you get supports.



Is a copy of your NDIS plan here?

no

yes

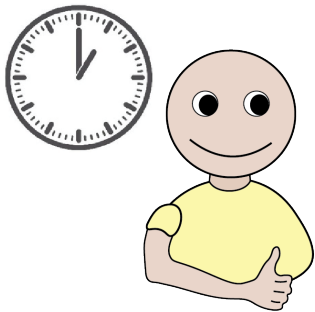


## What we need to do

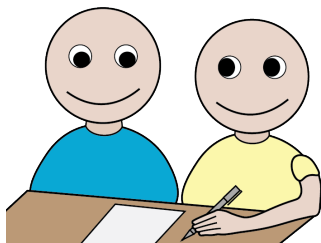


Your supports need to help you

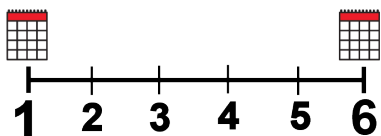
and



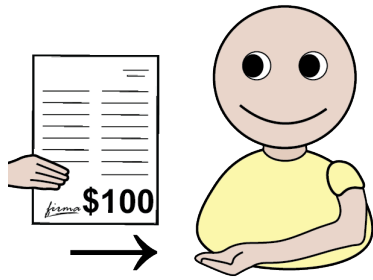
- be at times you like.



We need to look at your supports with you

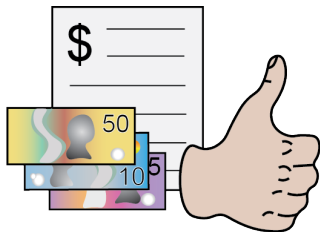


- every 1 in 6 months.



We must give you invoices.

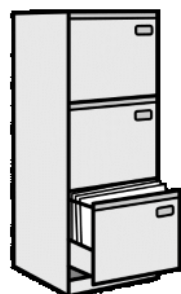
and



- show you on paper how much you have paid us.

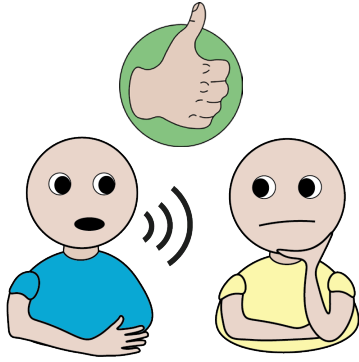


**We must keep your details safe.**

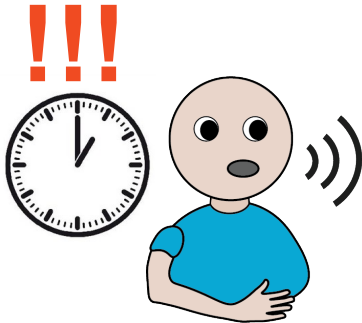


We must keep records of your supports.

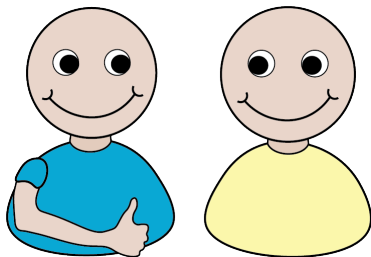




We need to tell you the **truth**.



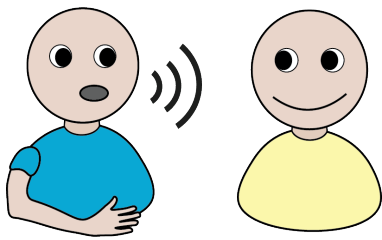
We need to tell you about problems **soon**.



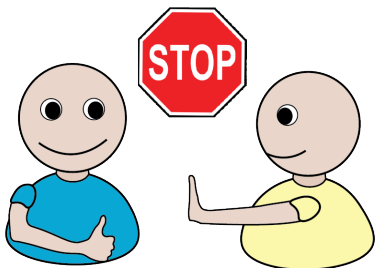
We need to **respect** you.



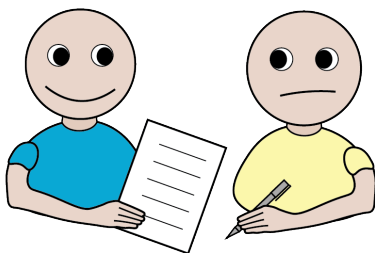
**Do we need to make a choice  
about your supports?**



**yes** - we need to talk to you.



**Do you want to stop supports?**



**yes** - we need to show you how.

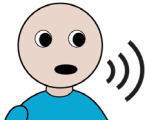


Do we change the time of a support?



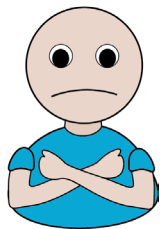
yes - we must tell you

- at least **1 day** before.

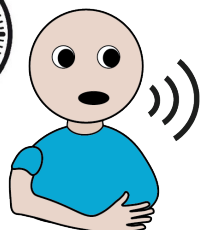


Is your support worker sick?

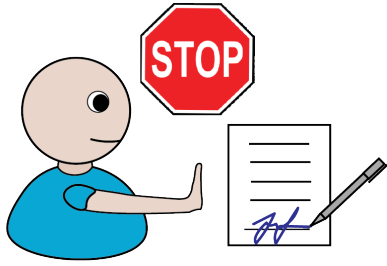
and



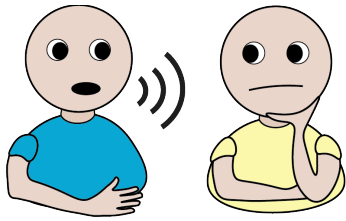
- we can **not** find some one else?



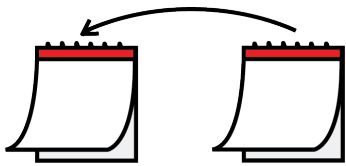
yes - we must tell you soon.



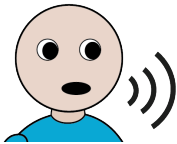
Do we stop your service agreement early?

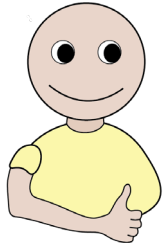


yes - we must tell you

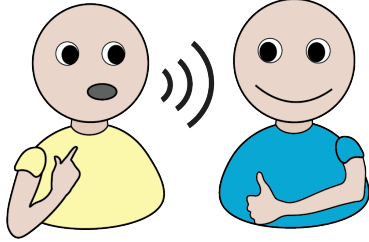


• 1 month before.

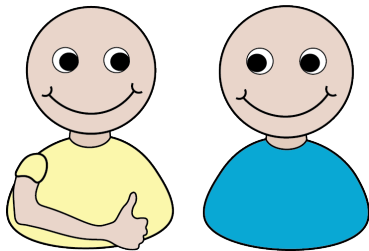




## What you need to do

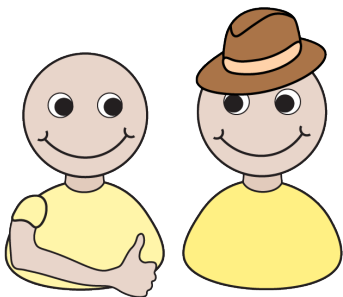


You must tell us how we can best help you.

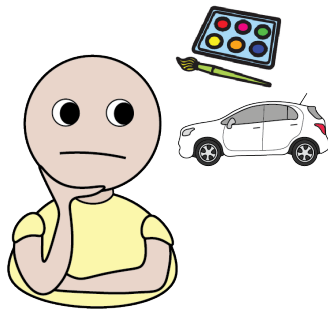


You must **respect** our staff

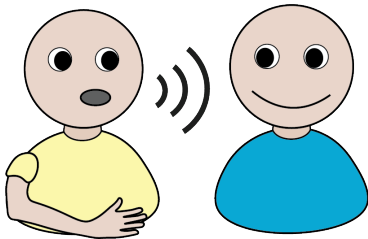
and



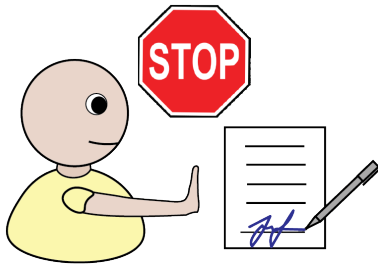
- the other people who use our services.



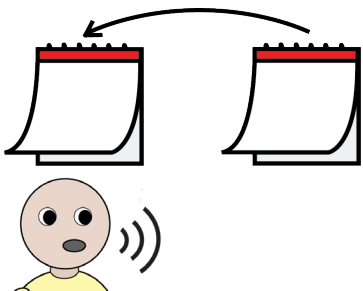
**Is there a problem with your supports?**



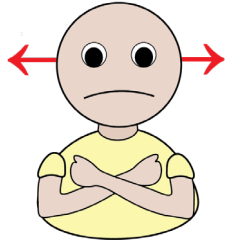
**yes** - please tell us.



**Do you want to stop the service agreement early?**



**yes** - you must tell us at least **1 month** before.

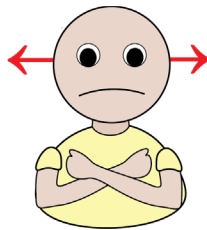


You cancel a support

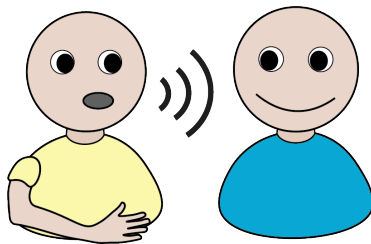


Do you have plans for a support

but

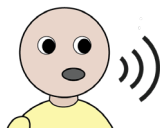
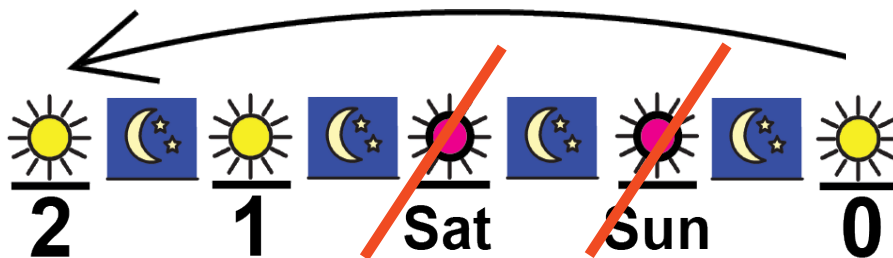


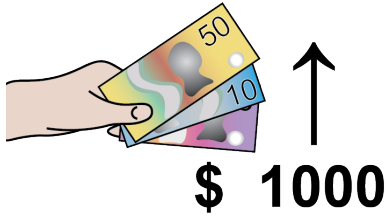
- you do **not** want it?



yes - you need to tell us

- at least **2 week days** before.





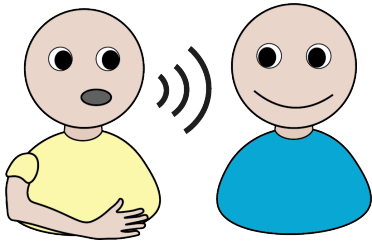
**Does the support**

- cost more than \$ 1000

and

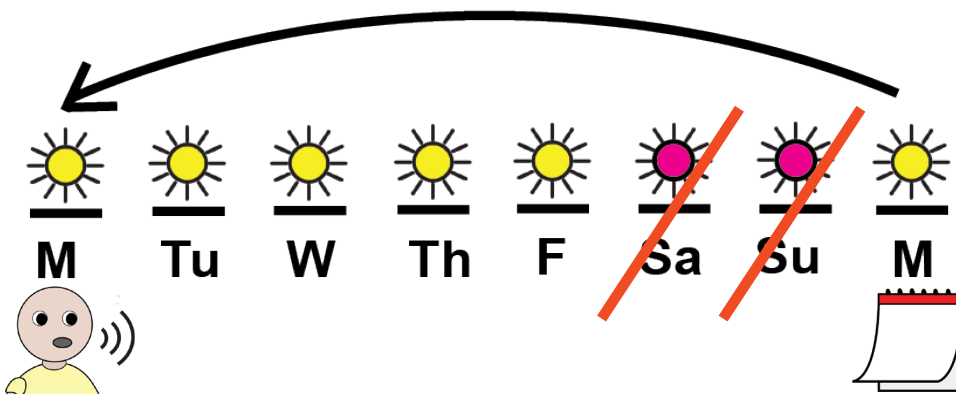


- go for more than 8 hours?

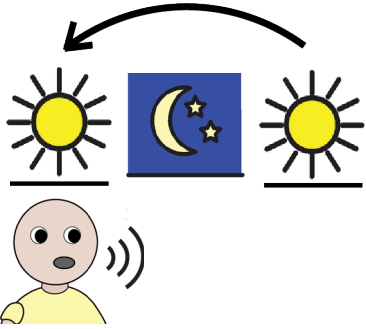


**yes - you need to tell us**

- 5 week days before.



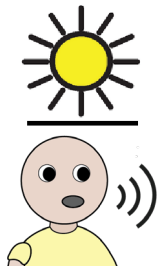




Do you tell us you do not want a support

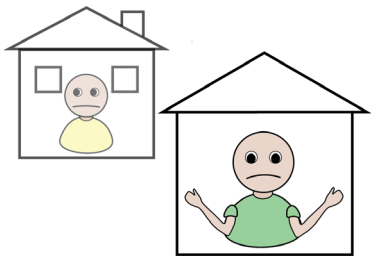
- 1 day before

or

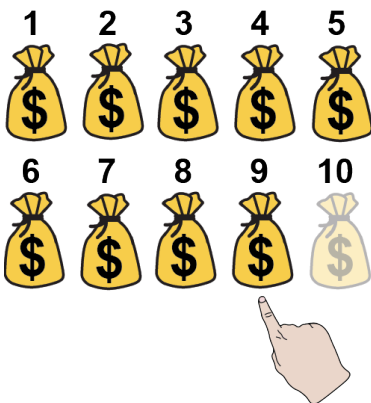


- on the same day









or

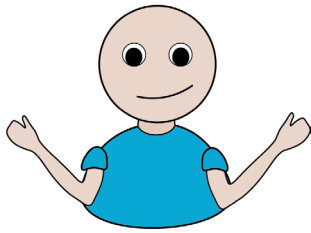


- do **not** tell us at all?



yes - you may pay **9 out of 10** of cost.

      
**M Tu W Th F** Do you **not** want supports lots of times?  
  



**yes** - we need to ask you why.

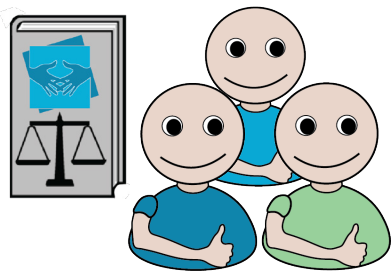


## Rules

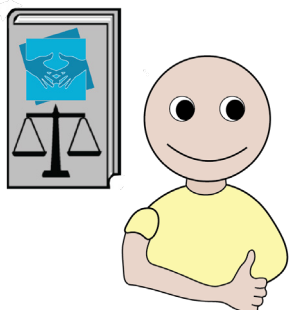


**We have our own rules.**

We call them the **code of conduct**.



We must stick to the rules.



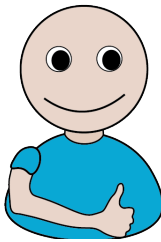
**You** must stick to the rules too.



The NDIS has its own rules.



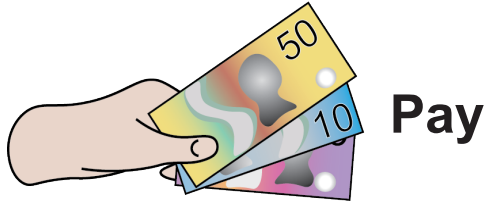
Do these rules change?



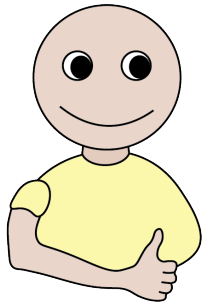
yes - we need to stick to the new rules.



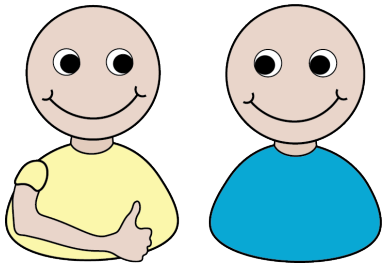
We must stick to the law.



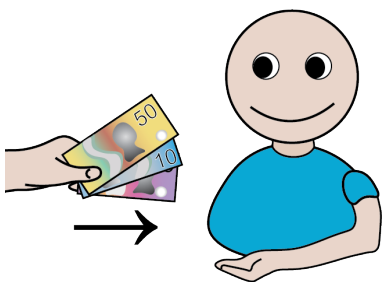
**Pay**



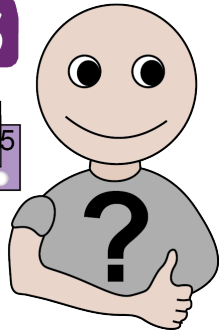
**Are you happy with us?**



**yes - tell us first**



• then we will ask for pay.



**Who takes care of your NDIS money? Like**

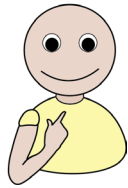
- who will pay your supports?



NDIA



Headway Gippsland

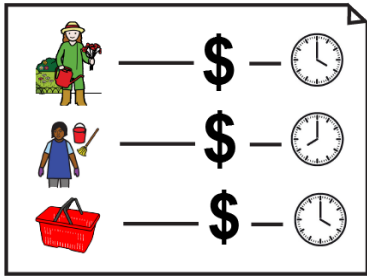


you

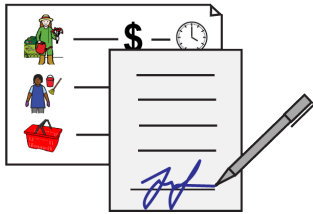


other plan management place

.....



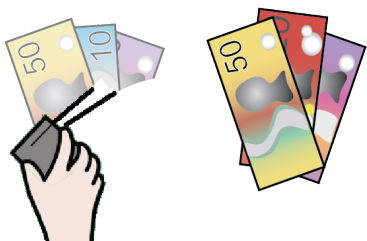
Your **schedule of supports**



- is next to this service agreement.



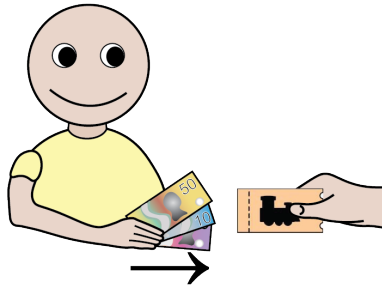
It shows you the cost of your supports.



**Costs of your supports may change.**



We stick to the NDIS price guide.



You must pay for extra costs your self. Like



- tickets



- food



- hotel room



- transport.

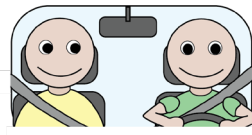


You may be able to save money with a **companion card.**

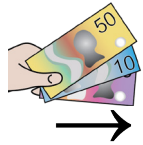


Go to [companioncard.vic.gov.au](http://companioncard.vic.gov.au)





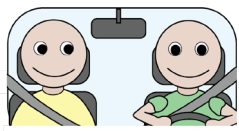
You pay for car rides with your support worker



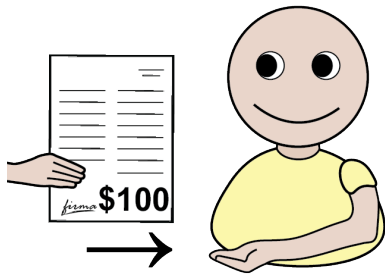
- with **your own money.**



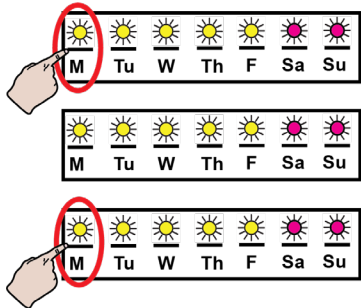
Does your NDIS plan say you have  
transport money?



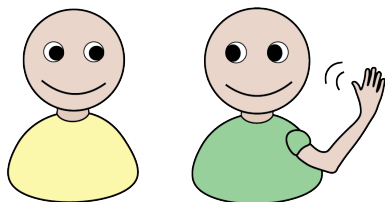
**yes** - you can pay with this money.



We send you invoices



• every 1 in 2 weeks.



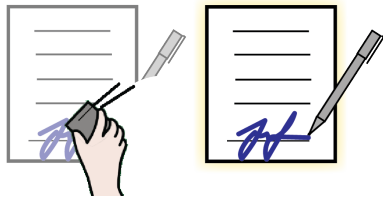
Is your support worker done for the day?



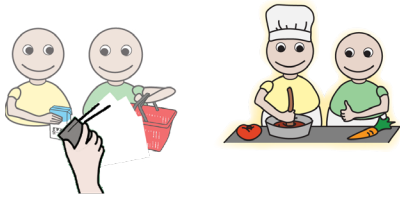
yes - you sign a time sheet on their phone.



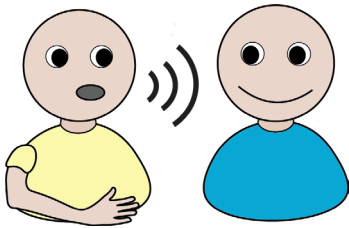
Check it is all good.



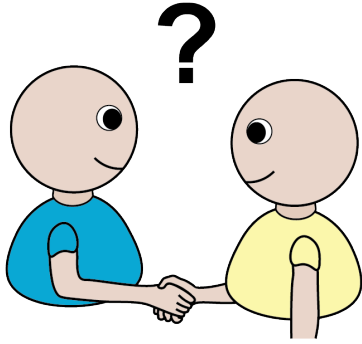
## Changes



**Do you want to change your supports?**

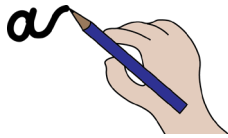


**yes - we will talk about it first.**



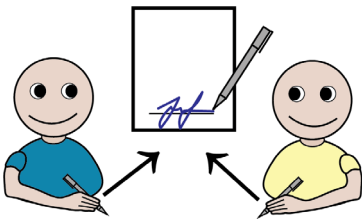
**Do we agree to change your supports?**

**yes - we must**



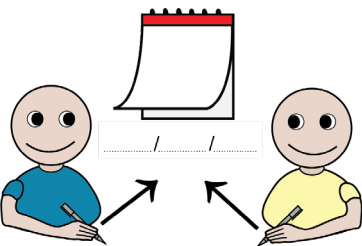
**write the changes**

**and**



**both sign them**

**and**

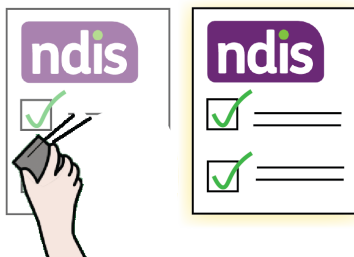


**both write the date.**



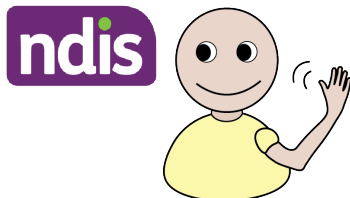
Did your NDIS plan stop

or

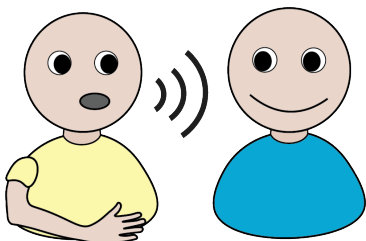


did you get a new NDIS plan

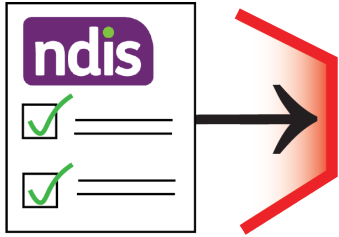
or



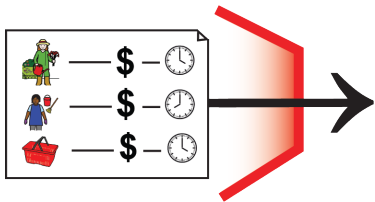
did you leave the NDIS?



yes - you must tell us.



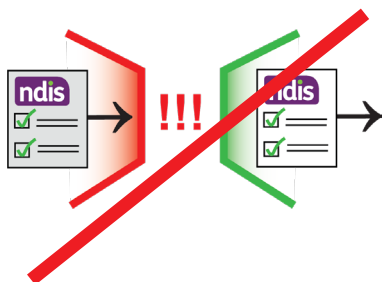
Does your NDIS plan end?



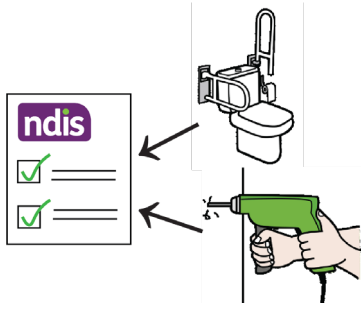
yes - you will still get the same supports



for 28 days.

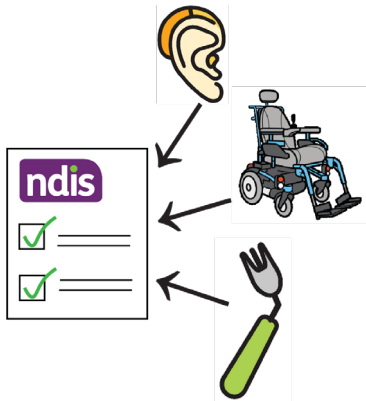


So there is **no gap** before you get your new plan.

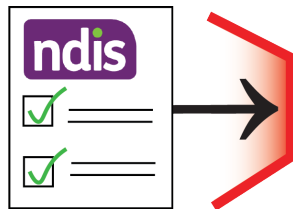


Home modifications

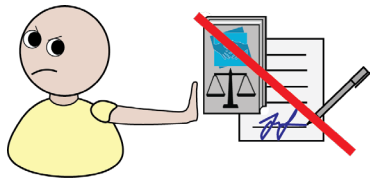
and



• assistive technology



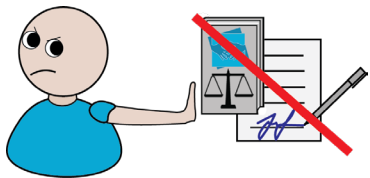
stop when your plan ends.



Do **you** break the rules  
in this service agreement?



**yes** - we can stop the service agreement **now**.

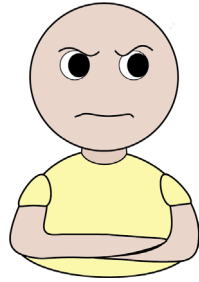


Do **we** break the rules  
in this service agreement?

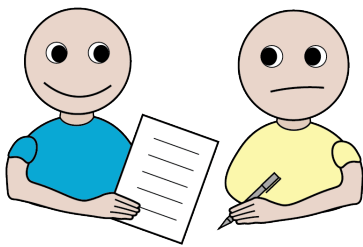


**yes** - you can stop the service agreement **now**.



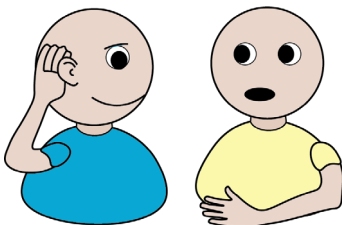


## Make a complaint



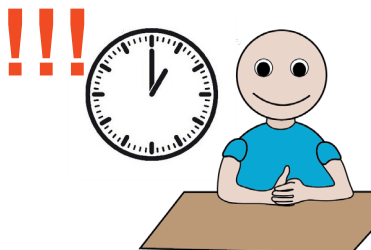
We need to show you how to make a complaint

and

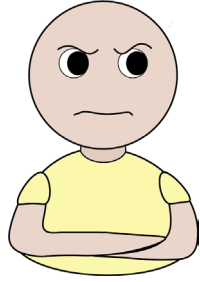


- listen to you

and



- fix the problem soon.



**Do you want to make a complaint?**

**yes** - speak to



**Jenelle Henry**

[j.henry@headwaygippsland.org.au](mailto:j.henry@headwaygippsland.org.au)

03 5127 7166

**or**



**National Disability Insurance Agency**

1800 800 110

[ndis.gov.au](http://ndis.gov.au)

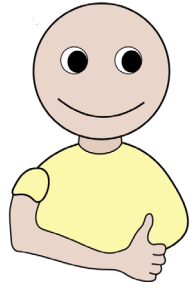
**or**



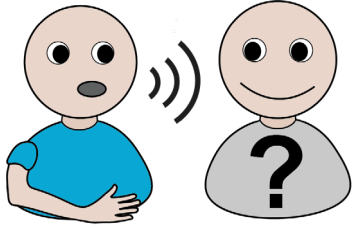
**NDIS Quality & Safeguards Commission**

1800 035 544

[ndiscommission.gov.au](http://ndiscommission.gov.au)

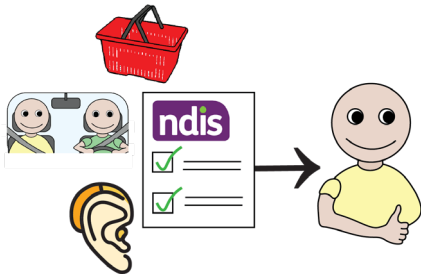


# Consent

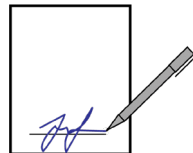


Is it ok for us to speak to

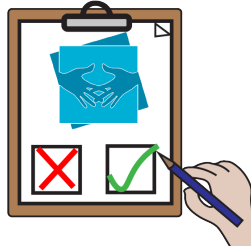
.....  
.....  
.....  
.....  
.....



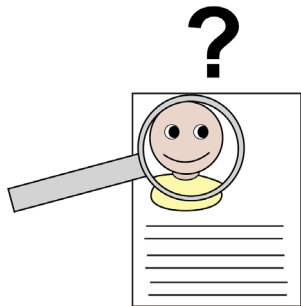
to make your plan happen?



yes - sign .....



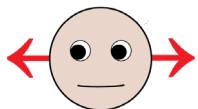
People check we do the right thing.



Is it ok for them to look at your file?



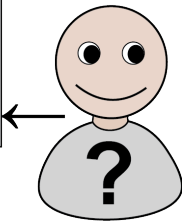
yes



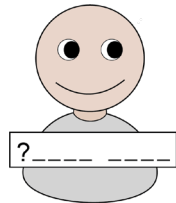
no



## Contact

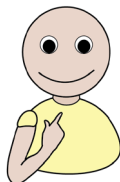


Who is on your NDIS plan?

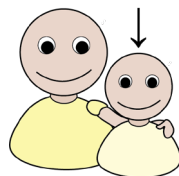


name .....

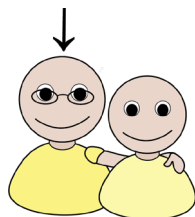
Who are they?



you

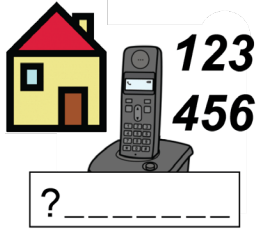


your child

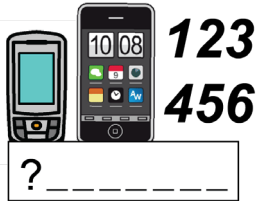


your mum or dad

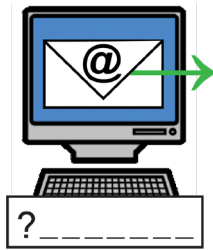
other .....



home phone number .....



mobile number .....



email .....

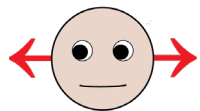


**Do you want to get emails from us? Like**

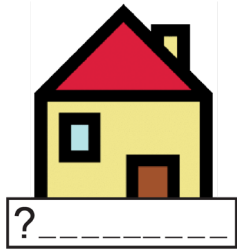
- our news letter.



yes



no

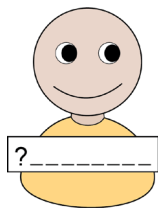


home address

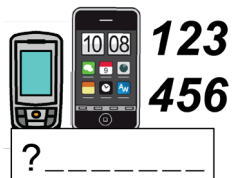
.....  
.....



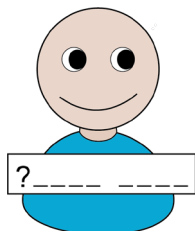
Who do we call when you are sick?



name .....

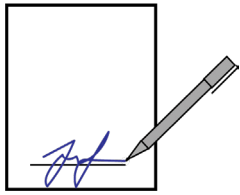


phone number .....

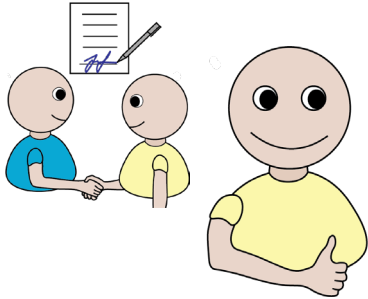


Who you speak to at Headway

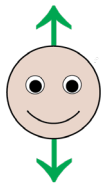
.....  
.....  
.....



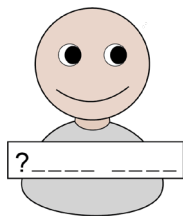
**Sign**



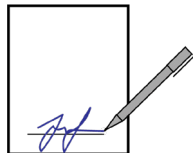
**Is this all good with you?**



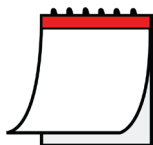
**yes -**



**name** .....

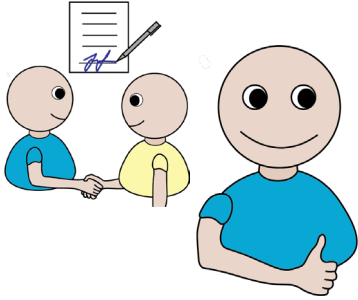


**sign** .....



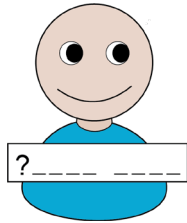
**date** ..... / ..... / .....



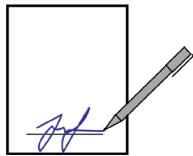


**It is all good with us.**

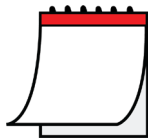
**Headway Gippsland Inc. staff member  
to fill out**



name .....



sign .....



date ..... / ..... / .....