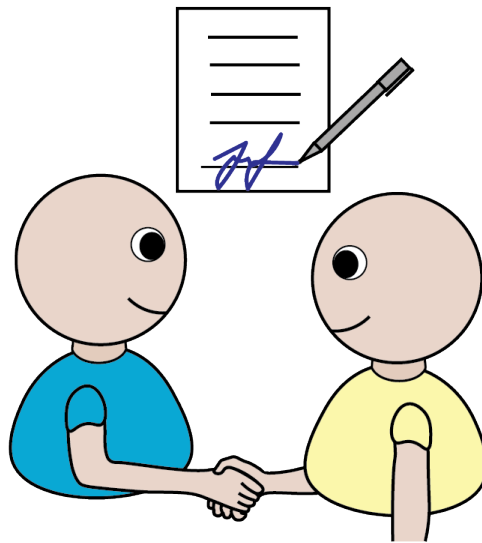
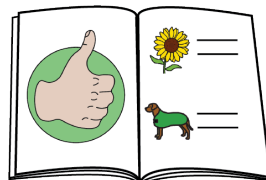




HEADWAY
GIPPSLAND INC.



**Service agreement
non-NDIS**



Easy English

In this form

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

What we need to do page 6

What you need to do page 10

Changes page 12

Stop the service agreement page 16

Rules page 18

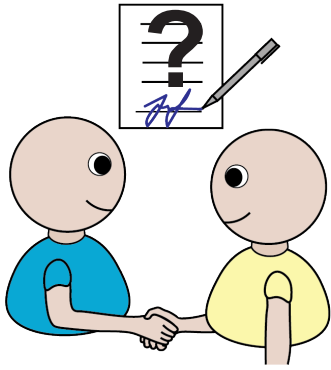
Pay page 19

Make a complaint page 22

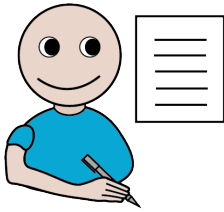
Contact page 24

Contact us page 27

Sign page 28

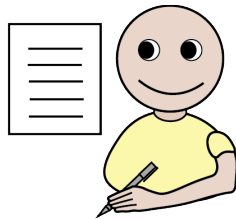


What is a service agreement?

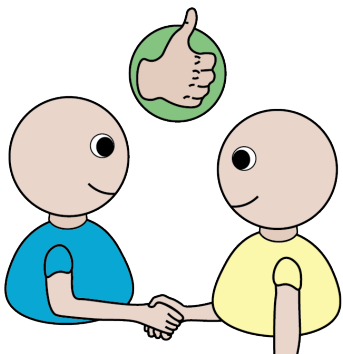


The service agreement says what we need to do

and



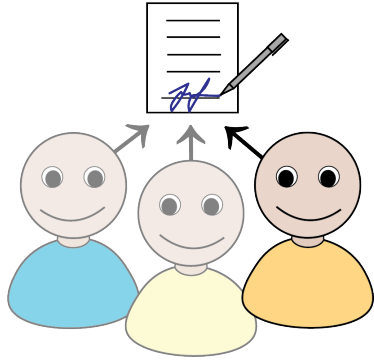
what you need to do.



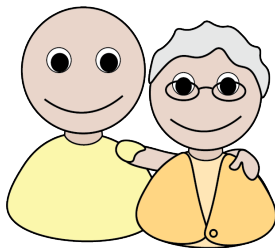
So we are both clear on what we sign up to.



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



You can get 1 more person to join in too.

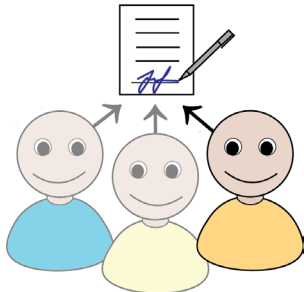


Some one you trust. Like

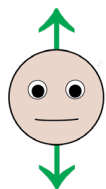
- family

or

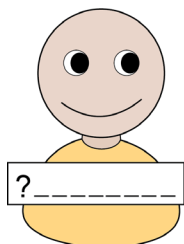
- a friend.



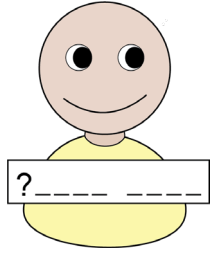
Will 1 more person to join in too?



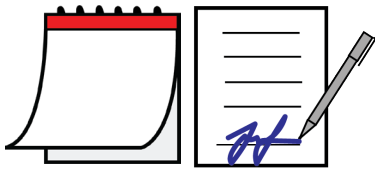
yes -



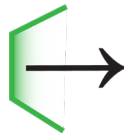
name



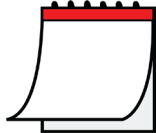
Your name



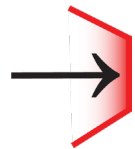
Service agreement dates



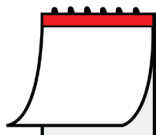
It will start



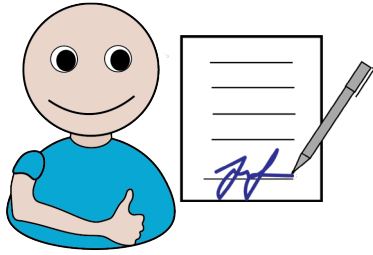
date / /



It will end



date / /

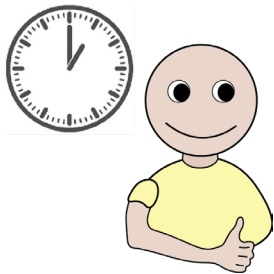


What we need to do

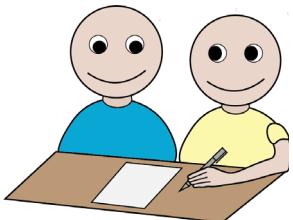


Your supports need to help you

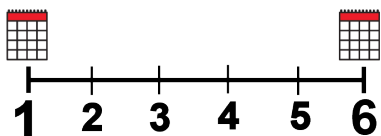
and



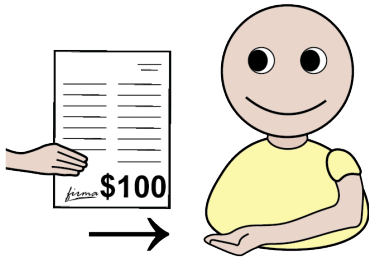
- be at times you like.



We need to look at your supports with you

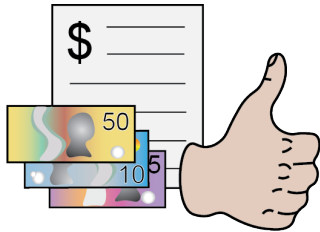


- every 1 in 6 months.



We must give you invoices.

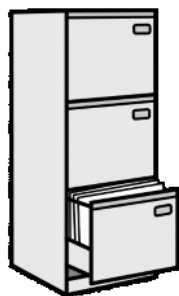
and



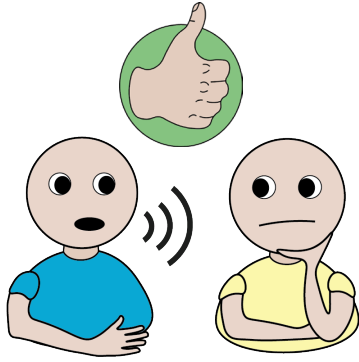
- show you on paper how much you have paid us.



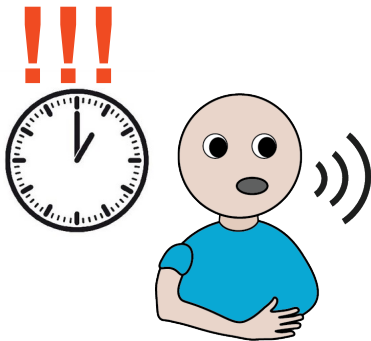
We must keep your details safe.



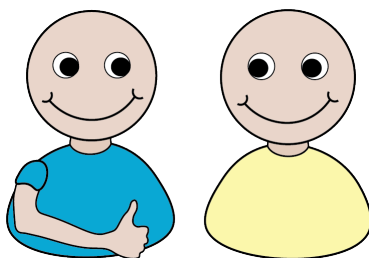
We must keep records of your supports.



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



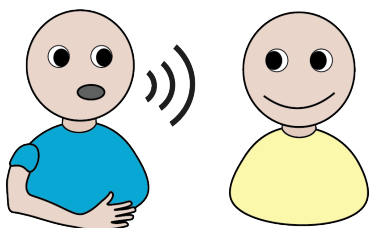
We need to tell you about problems **soon**.



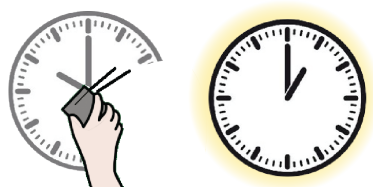
We need to **respect** you.



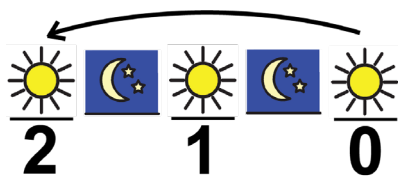
Do we need to make a choice about your supports?



yes - we need to talk to you.



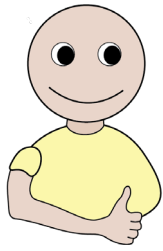
Do we change the time of a support?



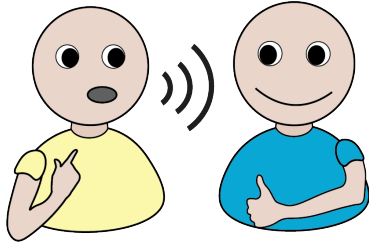
yes - we must tell you



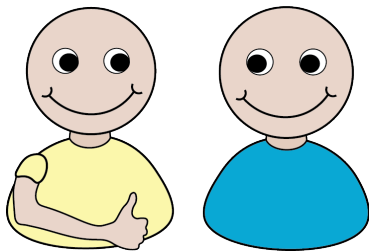
- at least **2 days** before.



What you need to do

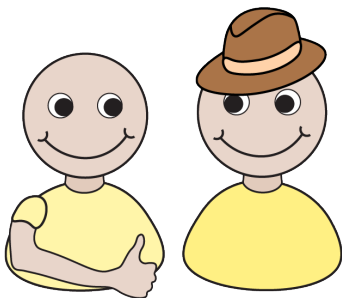


You must tell us how we can best help you.

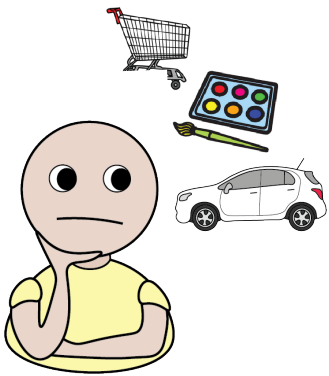


You must **respect** our staff

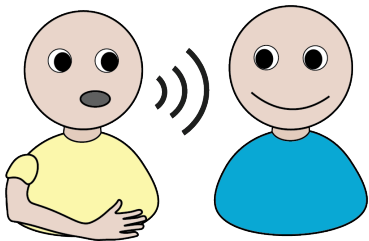
and



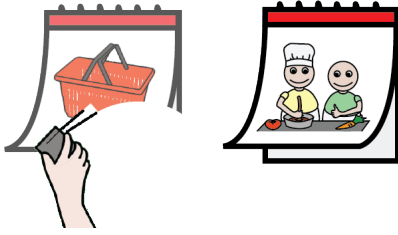
- the other people who use our services.



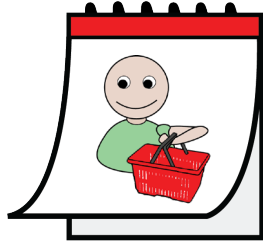
Is there a problem with your supports?



yes - please tell us.

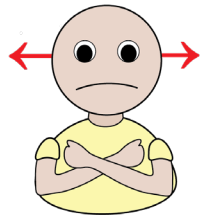


Changes

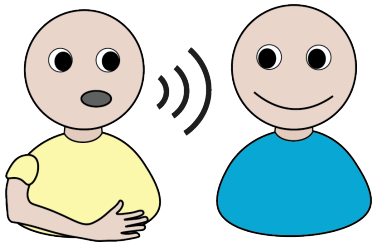


Do you have plans for a support

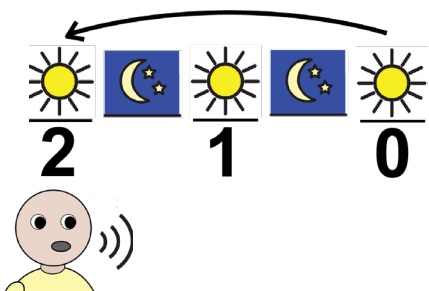
but



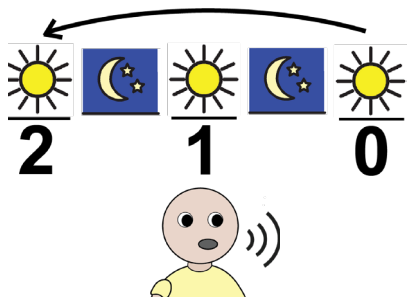
- you do **not** want it?



yes - you need to tell us

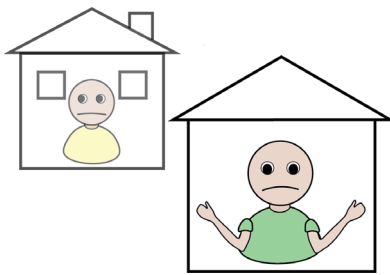


- **2 days** before or more.

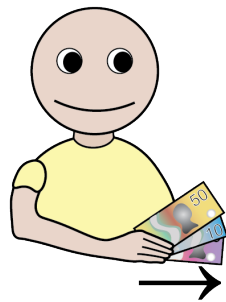


Do you tell us **less than 2 days** before

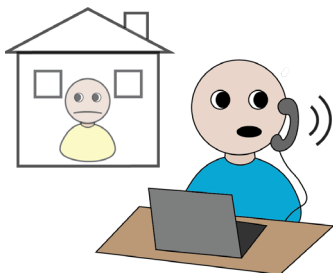
or



- you do **not** show up at all?

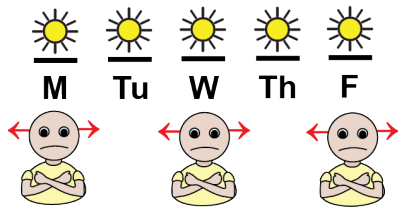


yes - you may need to pay.

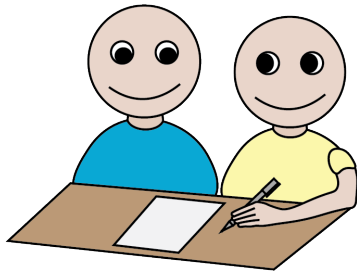


We will try call you

- so we know why you did not show up.

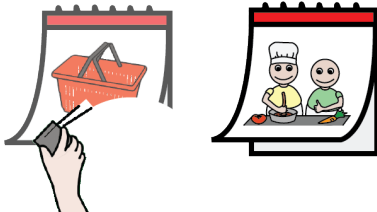


Do you **cancel** supports lots of times?

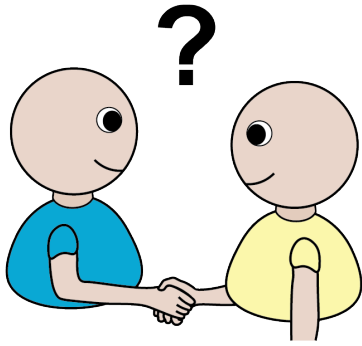


yes - we may need to look at your supports

and

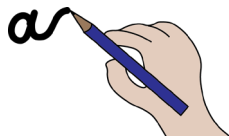


• change them.



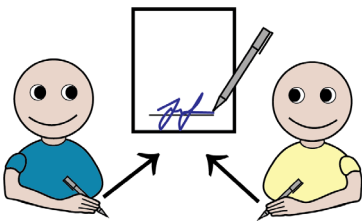
Do we agree to change your supports?

yes - we must



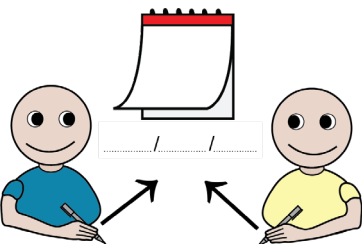
write the changes

and



both sign them

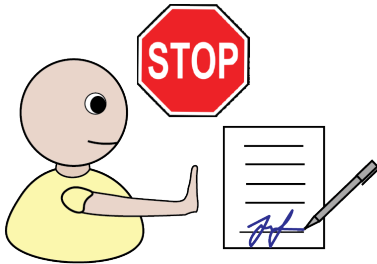
and



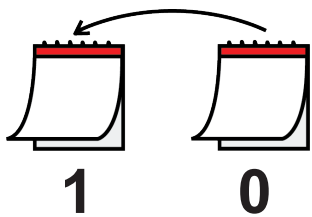
both write the date.



Stop the service agreement

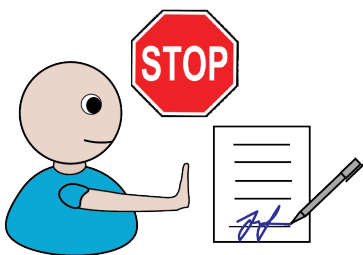


Do **you** want to stop the service agreement early?

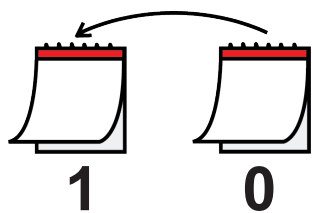


yes - you must tell us

- at least **1 month** before.

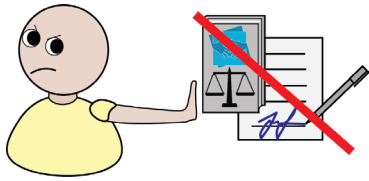


Do **we** want to stop the service agreement early?



yes - we must tell you

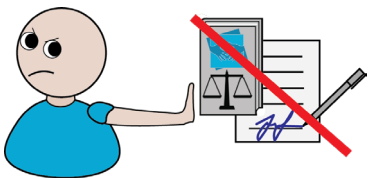
- at least **1 month** before.



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**.

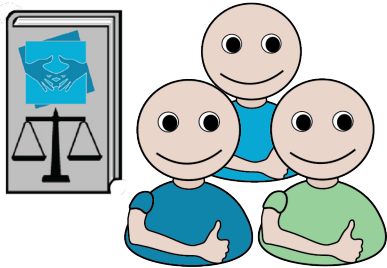


Rules

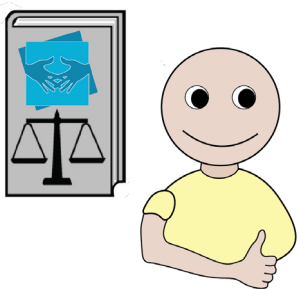


We have our own rules.

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



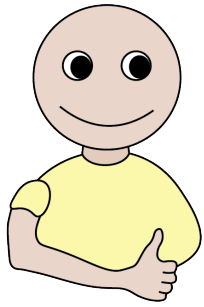
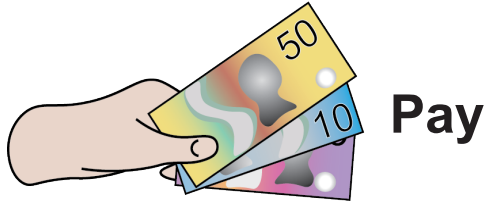
We must stick to the rules.



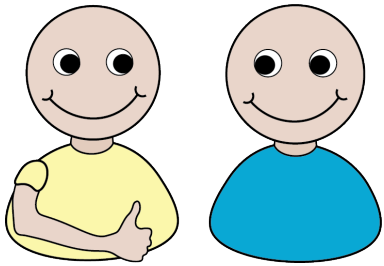
You must stick to the rules too.



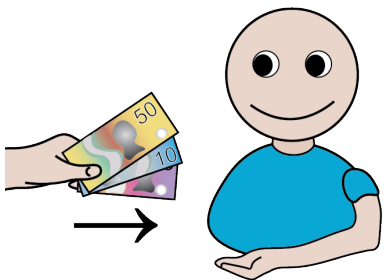
We must stick to the law.



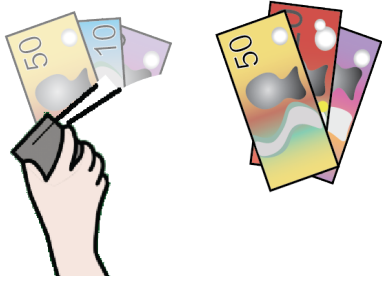
Are you happy with us?



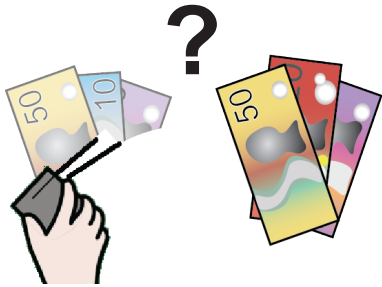
yes - tell us first



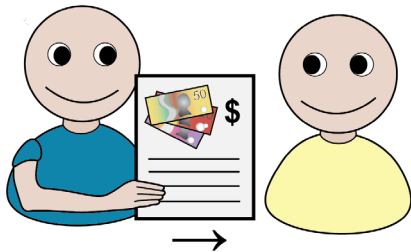
• then we will ask for pay.



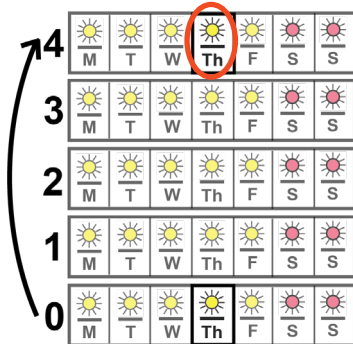
Costs for your supports may change.



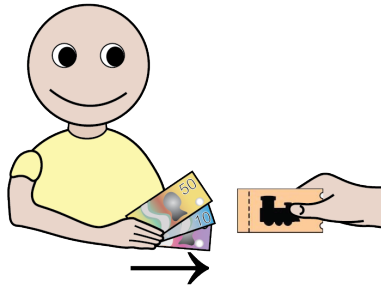
Do the costs change?



yes - we must tell you on paper



• at least **4 weeks** before.



You must pay for extra things your self.

Things **not** in the cost of a support. Like



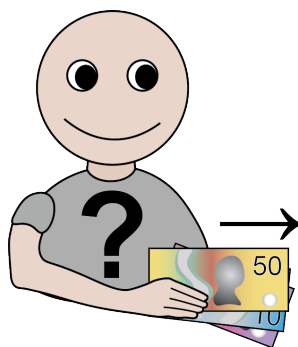
- tickets



- food

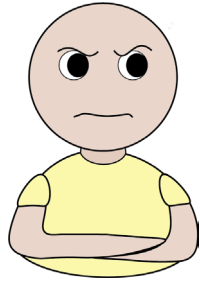


- hotel room.

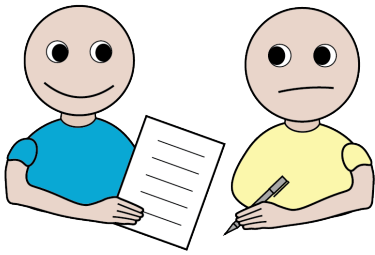


Who will pay for your supports?



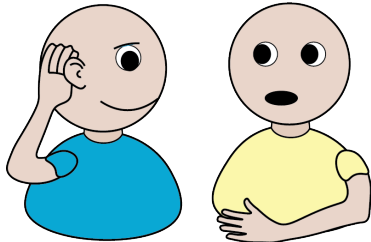


Make a complaint



We need to show you how to make a complaint

and

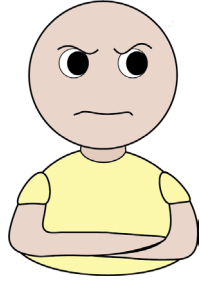


- listen to you

and



- fix the problem soon.



Do you want to make a complaint?

yes - speak to



Jenelle Henry

j.henry@headwaygippsland.org.au

03 5127 7166

or

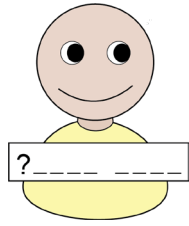


Disability Services Commissioner

1800 677 342

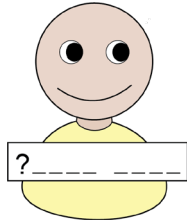
Level 30 , 570 Bourke St, Melbourne,

VIC 3000



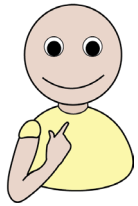
Contact

Who do we contact?

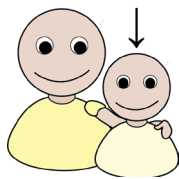


name

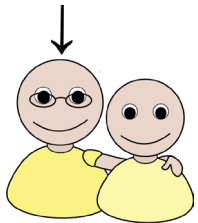
Who are they?



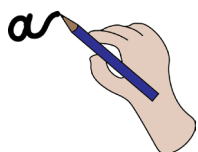
you



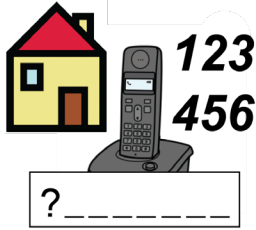
your child



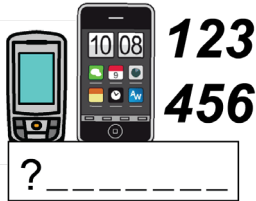
your mum or dad



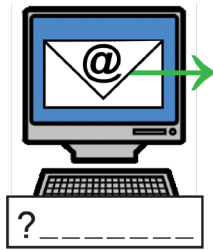
other



home phone number



mobile number



email

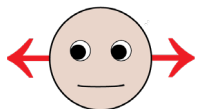


Do you want to get emails from us? Like

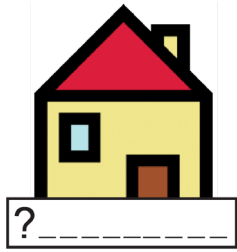
- our news letter.



yes



no



home address

.....

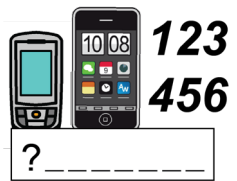
.....



Who do we call when you are sick?



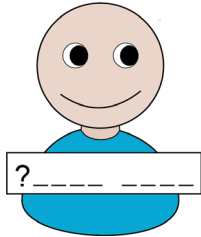
name



phone number



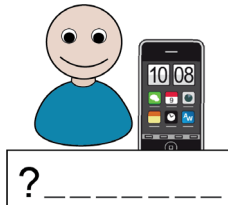
Contact us



Staff name



phone number



mobile number

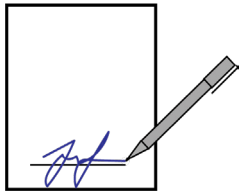


email

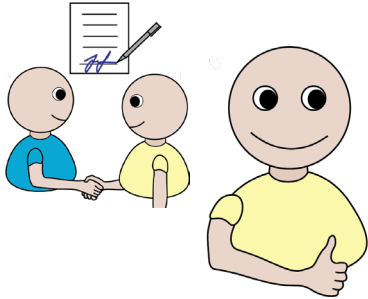


address

.....



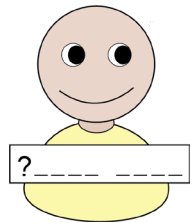
Sign



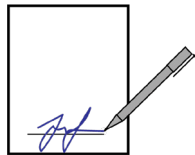
Is this all good with you?



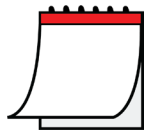
yes -



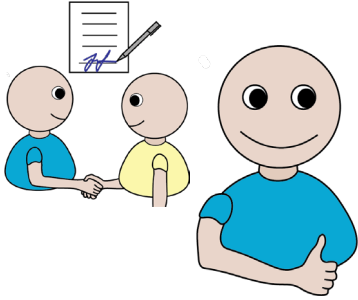
name



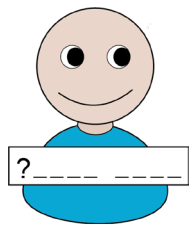
sign



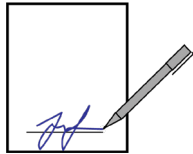
date / /



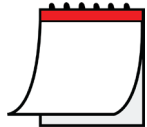
It is all good with us.



name



sign



date / /