



## 1.6 UNDERSTANDING YOUR SERVICE AGREEMENT (EASY READ) POLICY AND PROCEDURE

What is a Service Agreement?



Your Service Agreement is between:

You



And

Us – ESG Inclusive Homes – Your NDIS Registered Provider



This Service Agreement starts on the day that you sign the agreement

**Start date:**

\_\_\_/\_\_\_/\_\_\_

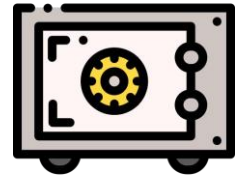
This Service Agreement ends when either you choose to exit ESG Inclusive Homes services or if ESG Inclusive Homes needs to end it for a certain reason.

**End date:**

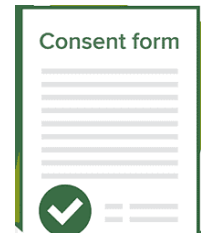
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## Your Privacy

We will store your information carefully and make sure it is kept private



We will only share your concerns relating to an incident when you say it is okay to share or if we must legally report it.



Some people are allowed to see it through – this includes:

The NDIS



NDIS Commission



Your authorised representative, plan nominee or guardian.



## Understanding the NDIS

If you need help understanding how the NDIS works, and your rights and responsibilities as a participant, ESG Inclusive Homes can provide you with Easy Read guides to help you to understand.



## Schedule of Supports

A Schedule of Supports is a part of your Service Agreement that describes:

The services that you have asked for



The type of support we will provide



How much it will cost



## Changes to Support

Occasionally, you may choose to alter your supports. We will only ever do this with your consent or if you have asked us to.

If the changes are permanent, we will ask you to sign a new Service Agreement and Schedule of Supports.



## What we Do Not Pay For

Entrance Fees/ Event Tickets

Meals



## What We Will Give You

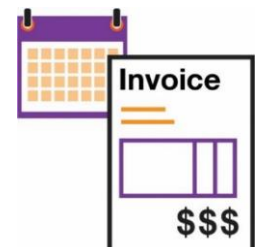
Support that meets **your** needs



Supports when **you** want them



An **invoice** for your supports at least once a fortnight



Follow NDIS laws – The National Disability Scheme Act 2013



Keep the **paperwork** for your supports



Give **30 days'** notice if this agreement needs to end,



**Listen** to feedback and fix problems quickly.



### What You Need to Do

Tell us how you want to get support



Tell us **48 hours** before you are meant to see us if you need to cancel an appointment



Tell us as soon as possible if your **plan changes or ends**



## What Both of us Need to do Together

Treat each other kindly and with respect



Work out a plan for your support



Check how your supports are going, at least one time per year



Talk to each other about your supports and funding



## Paying for Your Supports

Funding is the money that the NDIS pays for your supports

There are three ways that your funding can be managed:

**Self-Managed Plan** – this is where you look after your own funding, and you pay us directly for our support



**Plan-Managed** – where an agency looks after your funding, and they pay us on your behalf



**Agency-Managed** – where the National Disability Insurance Agency (NDIS) takes care of your funding, and they pay us on your behalf



If you self-manage your own funding, you need to:

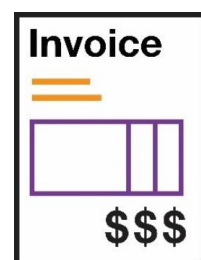
Have enough funding to pay for our services



Pay for travel costs if you manage your own transport funding



We will send you invoices to tell you how much you need to pay



You will need to pay these invoices within 14 days



If you don't, we might not be able to provide you with support



### Changing this Service Agreement

This Service Agreement might need to change at times



**You** might want to change it



**We** might need to change it

**We** will talk to **you** about any changes





## Emergency and Disaster Management Planning

ESG Inclusive Homes will work with you to develop an *Emergency and Disaster Management Plan* to ensure you are always safe



## Continuity of Support

Occasionally, there may be times when your supports may be interrupted such as if a support worker is sick

ESG Inclusive Homes will always discuss any interruptions with you and support you to continue receiving the support you need



## Ending this Agreement

**You** can end your Service Agreement if we cannot give you the supports you need



You need to tell us **30 days** before you want this Service Agreement to end

If we need to end this Service Agreement, we will tell you **30 days** before the end date.



## Cancelling Services

You must tell us if you need to cancel your scheduled service at least **48 hours** before



We may have to charge you a fee if you do not give us enough or any notice



## Feedback, Compliments and Complaints

You can contact us by phone between 9AM – 5PM Monday to Friday by calling 0418 163 945.



You can contact us by email at any time by sending an email to [patrick.wilsmore@experiencesocialgrowth.com](mailto:patrick.wilsmore@experiencesocialgrowth.com)



If you have a complaint, you can speak to your support worker, or you can phone us or email us.

You can always contact the NDIS at any time by calling 1800 035 544 or sending an email to [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



If you have trouble hearing or speaking, you can contact the National Relay Service on 1300 555 727 or use the SMS Relay Number by texting 0423 677 767.

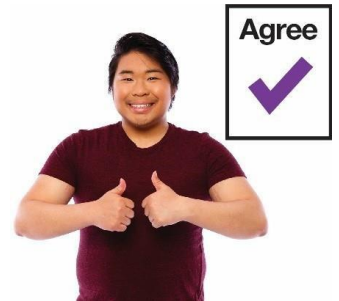


## What Happens Now

You or your nominee, will be asked to **read and sign** your Service Agreement



Before your nominee signs your Service Agreement, we will ask **you** if you are happy with the terms of the agreement



You can provide feedback or make a complaint if you are unhappy with your Service Agreement – **it is okay to speak up!**



We also will work closely with **your family, friends, or carers** – It is okay for them to speak up if you have told them that you are not happy with your services

