



SERVICE AGREEMENT and EASY READ DOCUMENTS

SERVICE AGREEMENT

NOTE: A Service Agreement can be made between a participant and a provider or a participant's representative and a provider. A participant's representative is someone close to the participant, such as a family member or friend or someone who manages the funding for supports under a participant's NDIS plan.

1. Parties

This **Service Agreement** is for **[insert name of participant]**, a participant in the National Disability Insurance Scheme and is made between:

Participant	[insert name of participant]
Advocate/Participant's Representative <i>(e.g. a family member or friend)</i>	participant's representative – if involved]

and

Provider	[insert name of provider]
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This Service Agreement will commence on **[day, month, year]** for the period **[insert date]** to **[insert date]**.

2. The NDIS and this Service Agreement

- (a) This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).
- (b) A copy of the participant's NDIS plan is attached to this Service Agreement **[delete this sentence if participant chooses not to attach their Plan]**.
- (c) The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.
- (d) The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:
 - support the independence and social and economic participation of people with disability
 - enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

3. Schedule of Supports

The provider agrees to provide the participant **[insert description of supports]** for **[insert duration of each of the supports provided]**. The Schedule of Supports will include the following information

- (a) how they will be provided
- (b) when they will be provided
- (c) who will provide them
- (d) how long they will be provided for
- (e) how much they will cost.

The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports.

Additional expenses, (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of **[insert participant / participant's representative name]** and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, laundry products, creams etc.

4. Responsibilities of the provider

The provider agrees to:

[Insert any agreed information about how the provider is to work with the participant in the provision of supports. Below are suggested minimum inclusions]

- (a) Review the provision of supports at least [specify frequency e.g. 3 monthly] with the participant.
- (b) Complete an individual emergency evacuation plan, if required. Note: If required, the Plan will be added as an appendix in this Agreement.
- (c) Provide supports that meet the participant's needs at the participant's preferred times.
- (d) Communicate openly and honestly in a timely manner.
- (e) Treat the participant with courtesy and respect.
- (f) Consult the participant on decisions about how supports are provided.
- (g) Ensure that there is no conflict of interest and inform participant if there is any potential for this.
- (h) Provide the supports that meet your needs at the preferred times.
- (i) Review the provision of supports monthly.
- (j) Give the information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant).
- (k) Listen to the participant's feedback and resolve problems quickly.
- (l) Provide the participant a minimum of 24 hours' notice if the provider has to change a scheduled appointment to provide supports.
- (m) Keep personal information private
- (n) Follow critical incident management procedures to ensure safety of participants through providing information via Participant Handbook
- (o) Keep you safe and ensure the safety of others.
- (p) Never provide the participant with financial advice or information (see Participant Handbook for more details)
- (q) Review your support plan and service agreement when you circumstances change.
- (r) Provide you with a copy of any update support or risk plan as soon as is practicable.
- (s) Provide you with the opportunity to select your support worker/s via interview or meetings. You have the final say on your workers.
- (t) Train staff to meet your needs and circumstances.
- (u) give the participant the required notice if the provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- (v) protect the participant's privacy and confidential information inclusive of the participant's personal data, health information and other personal details gathered during the intake process. We will ensure that your information remains private during the delivery of our services.
- (w) provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the participant
- (x) issue regular invoices and statements of the supports delivered to the participant.
- (y) The provider has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation or discrimination are made (service provider employs a Zero Tolerance policy and procedure).

4.1 Australian consumer law

\$(Organisation Name) ensures that the participant is treated fairly. Our services are fit-for-purpose and match the description provided, as per the *Competition and Consumer Act 2010 (CCA)*. Support or replacement of services will be negotiated with the Participant. \$(Organisation Name) will provide proof of financial transactions to the participant or their advocate, as requested. In the development of Service Agreements with the Participant, we do not:

- mislead or deceive participants (this includes providing false information or not enough information)
- accept payment for goods or services if we are unsure of our ability to supply them to the participant
- accept payment for goods or services that the participant has not agreed to purchase
- as part of their service agreement.

\$(Organisation Name) will not undertake unfair treatment or take advantage of the participant. Examples of this include:

- providing services or expending funds contrary to the participant's approved Plan
- asking for or accepting any additional fees for providing a service
- offering inducements or rewards that have no particular link to an NDIS Plan that could be perceived to encourage participants to take up or continue with your organisation or a particular service option
- engaging in high-pressure sales tactics.

4.2 NDIS Code of Conduct

All of our actions are linked to the NDIS Code of Conduct, and we will act with honesty, integrity and transparency at all times. Our actions include:

- supplying truthful information about the capacity, qualifications, training and professional affiliations of our workforce, and we will never advise the participant of our ability to provide a specialised service when not legally able to do so
- never making false claims about the efficacy of any of our supports, services or products
- providing clear advice regarding the total costs of the service or support and what the cost covers
- not making claims about the efficacy of treatments or supports that cannot be substantiated independently.

4.3 Critical Incidents

All reportable incidents are managed as per our policy and procedure requirements. We will support you and inform you of the actions taken and their results. We follow the NDIS (Incident Management and Reportable Incident) Rules 2018. See information in Participant Handbook and Easy Read documents in the appendix for more details.

5. Responsibilities of the participant/participant's representative

The participant/participant's representative agrees to:

- (a) Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- (b) Abide by the terms of your Agreement with us.
- (c) Understand that your needs may change, and with this, your services may need to change to meet your needs.
- (d) Accept responsibility for your actions and choices, even though some choices may involve risk.

- (e) Tell us if you have problems with the care and services you are receiving.
- (f) Give us enough information to develop, deliver and review your support plan.
- (g) Care for your health and wellbeing as much as you are able.
- (h) Provide us with information that will help us better meet your needs.
- (i) Provide us with a minimum of 24 hours' notice when you will not be home for your service.
- (j) Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- (k) Participate in safety assessments of your home.
- (l) Ensure pets are controlled during service provision.
- (m) Provide a smoke-free working environment.
- (n) Pay the agreed amount for the services provided.
- (o) Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- (p) To inform staff if you wish to opt-out when asked
- (q) inform the provider about how they wish the supports to be delivered to meet the participant's needs
- (r) treat the provider with courtesy and respect
- (s) talk to the provider if the participant has any concerns about the supports being provided
- (t) give the provider a minimum of 24 hours notice if the participant cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy will apply
- (u) give the provider the required notice if the participant needs to end the Service Agreement (see '[Ending this Service Agreement](#)' below for more information)
- (v) let the provider know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS.

6. Payments

The provider will seek payment for their provision of supports after **the [insert participant/participant's representative name]** confirms satisfactory delivery.

[One or more of the below paragraphs may apply - DELETE those that do not apply].

[If the participant manages the funding for any of the supports provided under this Service Agreement :]

The participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will send the participant an invoice for those supports for the participant to pay. The participant will pay the invoice by **[specify cash/cheque /EFT]** within **[insert reasonable time period, e.g. 7 days]**.

[AND / OR]

[If a Plan Nominee :] manages the funding for any of the supports provided under this Service Agreement

The participant's Plan Nominee manages the funding for supports provided under this Service Agreement. After providing those supports, the provider will send the participant's Nominee an invoice for those supports for the participant's Nominee to pay. The participant's Nominee will pay the invoice by **[specify cash/cheque/EFT]** within **[insert reasonable time period, e.g. seven working days]**.

[AND / OR]

[If the National Disability Insurance Agency manages the funding for any of the supports provided under this Service Agreement :]

The participant has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from the NDIS

[AND / OR]

[If a Registered Plan Management Provider manages the funding for any of the supports provided under this Service Agreement :]

The participant has nominated the Registered Plan Management Provider [insert name of Registered Plan Management Provider] to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from [insert name of Registered Plan Management Provider].

A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the [National Disability Insurance Scheme Act 2013](#) (NDIS Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

7. Changes to this Service Agreement

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties.

8. Ending this Service Agreement

Should either party wish to end this Service Agreement, they must give [insert reasonable time period depending on nature of supports, e.g. 1 month] notice.

If either party seriously breaches this Service Agreement, the requirement of notice will be waived.

9. Feedback, complaints and disputes

If the participant wishes to give the provider feedback, the participant can talk to [insert name of provider's contact person] on [insert contact details, e.g. phone, email, and/or postal address].

The participant can also make an anonymous complaint by completing the Anonymous Complaints and Feedback Form or phoning our Complaints Manager.

If the participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk to our Complaints Manager, [insert name of provider's complaints manager name], on [insert contact details, e.g. phone, email, and/or postal address].

If the participant is not satisfied with the handling of the complaint or does not want to talk to our complaints manager regarding their feedback or complaint, they can contact the National Disability Insurance Scheme at any time throughout the process by calling 1800 035 544, visiting one of their offices in person, or visiting ndis.gov.au for further information.

10. Goods and Services Tax (GST)

For GST legislation, the Parties confirm that:

- (a) A supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the [National Disability Insurance Scheme Act 2013](#) (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act

- (b) The participant's NDIS plan is expected to remain in effect during the period the supports are provided.
- (c) The participant, **[insert participant/participant's representative name]**, will immediately notify the provider if a new plan replaces the participant's NDIS Plan or stops being a participant in the NDIS.

11. Access to Records

My file can be accessed by NDIS Registered Auditor for audit purposes only Yes No

I agree that the following people can be provided access to my records.

Please tick below the people you wish to have permission to access your records:

- Support Coordinator
- Plan Manager
- School
- Parents
- Family Member. Name: _____
- Other practitioners
- Other List _____

12. Information Storage

The NDIS Commission may collect personal information about you from you, your representative or a third party. Using forms, online portals and other electronic or paper correspondence to collect this information. The NDIS Commission or we as service providers may collect information directly. The NDIS Commission may also obtain personal information collected by other Commonwealth agencies, State or Territory government bodies, or other organisations. From time to time, the NDIS Commission may receive personal information from members of the public without it being requested.

The NDIS Commission and we as service providers will not ask you for any personal information we do not need. The Privacy Act requires that we collect information for a reasonably necessary purpose for, or related to, a function or activity of the NDIS Commission.

When the NDIS Commission collects personal information, we are required by the Privacy Act to notify you of several matters. These include the purposes for collecting the information, whether the collection is required or authorised by law and any person or body to whom we usually disclose the information. The NDIS Commission generally provides this notification by having Privacy Notices on our paper-based forms and online portals.

13. Contact details

Participant Contact details	
Phone [B/H]	
Phone [A/H]	
Mobile	
Email	
Address	
Alternative contact person/advocate	

Provider Contact details	
Contact name	
Phone [B/H]	
Phone [A/H]	
Mobile	
Email	
Address	

14. Participant's copy of service agreement

The participant confirms they have been offered a copy of this Service Agreement once completed:

Yes No

The participant advised that they **DO NOT** wish to receive a copy of this Service Agreement.

Yes No

If the above answer is yes, the reason/s why the participant does not want a copy of the Service Agreement to follow:

Agreement signatures

The parties agree to the terms and conditions of this Service Agreement.

This Agreement has been explained verbally: Yes No

**Signature of Participant/Participant
Representative**

Name of Participant/Participant's
Representative

Date

**Signature of authorised person from
provider**

Name of authorised person from provider

Date

Copy of participant's NDIS Plan

[Attach a copy of the participant's NDIS Plan or delete this page if not required.]

Copy of participant's evacuation plan

*[Attach a copy of the participant's Individual Evacuation Plan or **delete this page if not required.**]*

SCHEDULE OF SUPPORTS

[Insert a table of the supports to be provided under the Service Agreement, including sufficient details such as description, price, and how they will be provided. Example table below.]

Support List the name of the support.	Description of support List the details of the support, including scope and volume.	Price and payment information List the price of the support (e.g. per hour / per session / per unit) and whether NDIS funding for the support is managed by the Participant, Participant's Nominee, the NDIA, or a Registered Plan Management Provider.	How the support will be provided List how, when, where, and by whom the support will be provided.

14. Cancellation Policy

[Insert the cancellation policy. Cancellation policies must be reasonable and comply with all applicable laws (e.g., Australian Consumer Law).]

EASY READ DOCUMENTS

ADVOCACY



This document will help you understand **advocacy** and **who an advocate is**.



Advocacy is when a person publicly helps to **promote, provide and protect your human rights**



Advocacy can help **your voice be heard** and **your wishes met**.

Advocacy can **be used to help you become part of your community**.



Sometimes you might find it **hard to say what you want**. You might want someone to:

- **support** you
- **speak up** for you
- be your **voice**.



An advocate can be that person.
An advocate is someone who provides a public voice for you if you cannot or do not want to speak up for yourself.



An advocate should be fair and treat everybody in the same way.

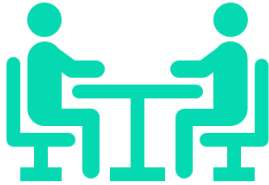


You can ask someone **you trust** to be your advocate, like your:

- mum or dad
- brother or sister
- close friend.



Or you can ask a **professional, independent advocate** to help you and to be your voice.
They can help you make good decisions and choices that are right for you.



Your advocate should always:

- **listen** and **support** you
- **take your side**
- **help you make your own good choices and decisions**



Your advocate can help you:

- get ready for **meetings**
- tell people/providers **what you want**
- by **signing documents** for you.



Importantly, your advocate can **represent you and speak on your behalf.**



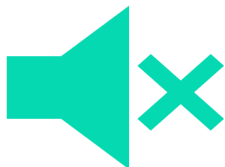
Your advocate can help you **make a complaint** if you are not happy **with:**

- supports provided
- the way you have been treated.



Your advocate **can speak for you** and tell us how **you have been mistreated.**

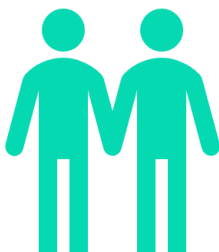
They will help us understand the **support and assistance you need.**



Your advocate must keep your information **private.**



Not sure how to **find an advocate?**



Talk to the **{Manager Position}** at **{Organisation Name}**.

Call: **[insert phone number]**

They will help you find an advocate.

Our $\{Manager\ Position\}$ can also help you go online to use **the NDIS Disability Advocacy Finder**



COMPLAINTS AND FEEDBACK



This document tells you about **how to make a complaint or give feedback.**

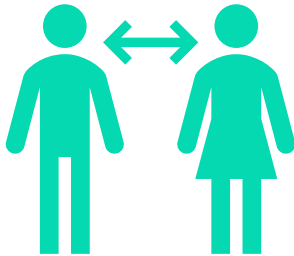


`\${Organisation Name}` wants you to give us **feedback or make a complaint** if you are unhappy.



It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your **support workers**
- **`\${Organisation Name}`.**



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.

Ask them to help you make a complaint.



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our $\{\text{Manager Position}\}$ to help you. Call them on **[insert number]**.



How do you make a complaint or provide feedback to us?



You can **talk** to:

- your **support worker**
- our **Complaint Manager**
- the **#{Manager Position}**.



You can **call or email our Complaints Manager** directly:

- Call: **[insert number]**
- Email: **[insert email address]**



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:

[insert mailing address]
Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the **participant survey** we send to you every year.



You can make a complaint **at any time** directly to the **NDIS Commission**:
Call: **1800 03 55 44**
Or go to their website:
www.ndiscommission.gov.au
u



You can make a **complaint and remain anonymous**. Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.





Remember, if you complain anonymously, we **cannot provide you with a response**, as we will not know who you are.



We take **all complaints and feedback** we receive **seriously**.

They help us to make our **service and supports better for you!**



How do we manage your complaint or feedback?



Our **Complaint Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.

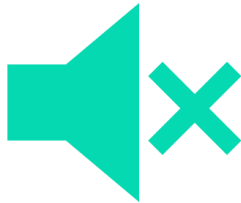


Our **Complaint Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being put **in danger of being hurt**, we will tell the police and the NDIS.



We **keep** everything you tell us **privately**.



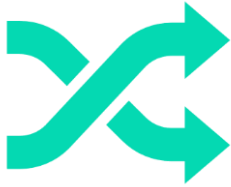
If you are unhappy with the way we handle your feedback or complaint, you can tell the **NDIS Commission:**

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**

CONFLICT OF INTEREST



This document explains what a **conflict of interest** is and what $\{\text{Organisation Name}\}$ does to manage them.



A conflict of interest is when a staff member's interests are different to $\{\text{Organisation Name}\}$'s or your best interests.



Our staff should always do what is best for $\{\text{Organisation Name}\}$ and you.



Our staff's interests are called **private interests**.



A **private interest** can be:

- **direct** – something owned by the person
- **indirect** – something owned by a family member or a close friend.



A **private interest** can also be:

- **financial** – getting money from it
- **non-financial** – builds personal relationships in the community or with friends and family.



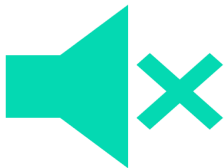
It is **okay** for staff to have a conflict of interest, **as long as they tell** $\{\text{Organisation Name}\}$.

We can **then decide** what to **do** about their conflict of interest to **manage it**.



A conflict of interest may be:

- **actual** – it happened
- **potential** – it could become a problem
- **perceived** – it seems like a conflict but is okay as long as it is monitored.



A conflict of interest is **wrong** when a staff member uses it to **get more than they should** for themselves or their friends.



A conflict of interest can happen if a staff member's **close friends or family become involved in work decisions.**



A conflict of interest can happen if a **staff member gets extra money** by working for a **different company** while working at **\${Organisation Name}**.

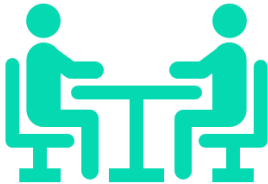


A conflict of interest happens when our **staff**:

- are **involved** with **another organisation**
- **encourage you** to use the other Provider to receive supports.



How does **#{Organisation Name}** manage a staff conflict of interest?



We ask all of our **staff** to **tell us** (declare) their **conflict of interest** as **soon as possible**.



Our **#{Manager Position}** **assesses all staff conflicts of interest** to make sure they will not severely impact our organisation or you in any way.



Our \${Manager Position} will **manage and monitor** all declared conflicts to make sure that they continue not to impact you or us.



We regularly check that conflicts of interest **are not impacting** \$Organisation Name} 's:

- support provision
- quality of support
- good decision-making.



How do we make sure there is no conflict of interest with a participant?



Our \${Manager Position} will **talk with you** about any identified conflicts of interest that could **impact the supports you receive.**



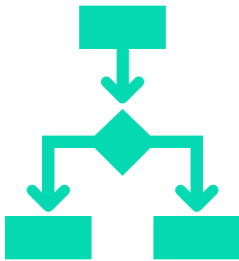
Our **Manager Position** will explain how we **will manage the conflict**.



We want you to **tell us** if **you are unhappy** about managing the conflict of interest.



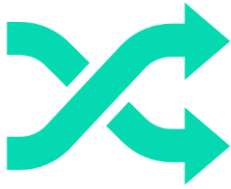
We will **work with you** to try and **make changes** so that you are happy.



Any **decisions** you make about your providers or supports **will not impact the current supports** we provide you.



Using other providers will not impact the quality of supports you receive from **Organisation Name**.



If we **cannot fix the conflict** of interest and are unhappy, we may need to **refer you to another provider**.



We will talk with you **about this**.

We will work out the **best way** for you to **continue receiving the supports** you need.



If you are referred to **another provider**, we will **assist with your transition** from our service.

Incident Management



This document tells you **what an incident is** and how **`\${Organisation Name}`** manages them.



There are **two types**:

1. A general incident
2. A reportable incident.



A **general incident** is:

- When a person **causes you harm** or could have caused you harm
- when **you hurt someone else**
- when you feel that someone is **going to hurt you**.



A reportable incident is when one of the following happens:

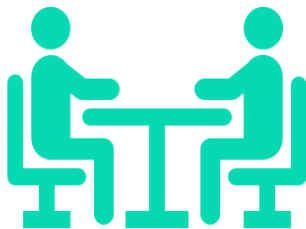
- a death
- a serious injury
- abuse
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



If you are involved in an incident, you must **tell our $\{Manager\}$, your support worker or a trusted person immediately.**



Our $\{Manager\}$ **will meet with you to record** what was said and done during the incident.



Our **{Manager Position}** will ask you:

- **what happened**
- the names of **people who saw** the incident
- **when you told someone** about the incident (date and time)
- details of the **person you told**
- how the incident **affected you**
- what could be **done to stop the incident from happening again.**



Your **safety is important** to us.

After an incident, **we will provide support or assistance** to help you recover from the incident.



After an incident, **{Organisation Name}** will:

- **do all we can** to make sure you are safe
- provide you with **advice and support**
- arrange _____ for **counselling** _____ or **medical support** (if required).



We will support you by:

- **fixing** the incident quickly
- helping you look **after your health and wellbeing** (where we can).



We will regularly **keep you up to date** with how we are **managing the incident.**



The $\{Manager Position\}$ will **contact you to:**

- **talk about what happened**
- **tell you what actions we will take to fix the incident**
- **explain to you what actions have already been taken.**



We will ask for your:

- **feedback and thoughts** on how we are fixing the problem
- **ideas** about any changes that could **help you in the future.**



Our $\{Manager Position\}$ **investigates the incident** to work out what happened and stop it from happening again.



We then **complete a review** of the incident to **improve our service by:**

- **learning** what happened
- **making changes** to stop it from happening again.



Some changes we might make could be to:

- change our practices
- change our policies
- retrain our staff.



Reportable incidents



A **reportable incident** is when you, or another participant, is very **badly hurt** or **mistreated**.



If a **reportable incident** happens $\{\text{Organisation Name}\}$ must **tell the NDIS Commission**.



We must **complete an NDIS Reportable Incident Form.**

- Immediate Notification Form
- 5-Day Notification Form.



`\${Organisation Name}` then must send the form to the NDIS Commission using the NDIS portal.



The NDIS Commission reviews the incident. They will tell us if we need to take any further action.



We will **update you on the NDIS Commission's findings**, including any actions we must take.



We **keep everything you tell us privately**.



If **you are unhappy** with the way we handle your incident, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44**
(free call from a landline)
- Go to their website:
www.ndiscommission.gov.au

Money and Property



This document tells you how we will look after your **money and property**.



You are the owner of your money and property. If you say that it is okay, we can help you **buy things** with your money, and **we will use your property to deliver your services.**



We can only use your money or property if **you have agreed**, and it is **written in your Service Agreement and Support Plan.**



You agree to our staff helping you use by completing the **Participant Money and Property Consent Form.**



Property:

- Our staff will **only use your property** if it is needed to help deliver your services.
- You must tell us it is **okay to use** your property.
- We will **add a list of properties** that can be used in your Support Plan.



Money:

- **You tell us** how you want to spend your money.
- Our **staff cannot touch your money** without permission.



If you ask a support worker to **help you spend your money**, they must check they can with our **\${Manager Position}**.



Our **staff cannot use your PIN** or **get money from an ATM** because this is your **VERY private information**.



If a support worker helps you with your money, they **must follow our rules** to keep you and your **money safe**.



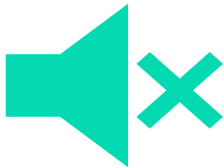
Our **staff will keep all of the receipts** for things they have used your money to buy. They will **keep a record** of all of your money that has been spent.



Staff will **count out your money** with you **before buying** something. They will **count out your change after buying** something. You will both **sign a record agreeing** your money was correctly spent.



#{Organisation Name} will tell you **every month how and when your money was spent.**



Our staff **cannot give you any advice or information about money matters.**



If we think someone is **misusing your money or property**, our #{Manager Position} will tell you.



The \${Manager Position} will:

- **investigate, record evidence and write a report**
- **tell the police** or other authorities, if needed
- **provide additional support** to you (if needed).



If you want help after the Service Agreement is written, we will:

- **talk to you about help needed**
- **write everything** in your notes.



The $\{$ Manager Position $\}$ will then:

- include the help you need in your **Service Agreement** and **Support plan** and give you an updated copy.



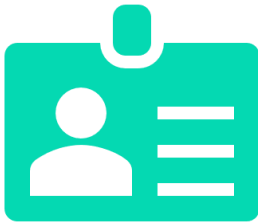
If **you are unhappy** with how we manage your money or property, you can tell the **NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**

Privacy and Your Personal Information



This document tells you **about your privacy and your personal information.**



To help us provide you with the proper support and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports and care that meets your** needs.



Personal information can include:

- your **name, address and phone number**
- **your advocate's** contact details
- details about **people who you are close to** (mum, brother or a good friend)
- **supports** you need
- your **medical records**
- other **support providers** you use
- **why and how** we are helping you.



It is $\{\text{Organisation Name}\}$'s **responsibility to keep** your personal information **private and safe**.



We **only share** your information with others if **you say “yes”** or if the law says we must.



When asked to **share your information with government agencies** (like the NDIS), you can **say ‘no’**.

This instruction means you **opt-out of sharing** your personal information.



We will ask you to **sign an information consent form**. The form **gives us your approval** to use your personal information.



We also ask you to include all of the people with whom you are **happy to share your personal information** on the form.



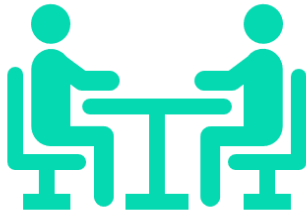
Your information will **only be shared with people who you have said can see it**, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government

organisations that support you.



You have rights when it comes to the management of your personal information.



You can:

- **ask our $\{$ Manager Position $\}$ to see your personal information at anytime**
- **tell us to correct wrong or incomplete information**
- **tell us if you think the information is wrong and must be deleted**

Participant's Rights



This document tells you about **your rights**.

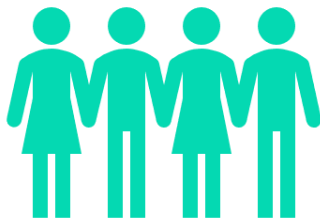


Australian laws respect the rights of people with disability. The laws say you:

- should be **included in community life**, and
- have the **same rights** as all other Australians.

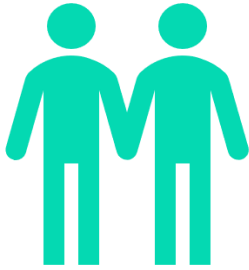


What are your human rights?



You should be:

- **safe** in your home and anywhere else
- treated with **respect**
- part of your **cultural community**.



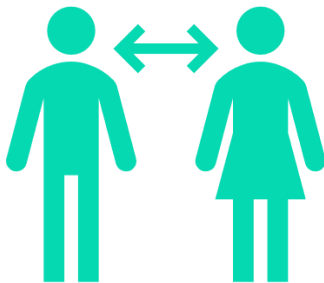
You should be able to:

- **participate** in your **religion**
- express your **sexuality**

communicate in your family's **language**.



When working with **{Organisation Name}** and other disability **support providers**, you also have **rights**.



You have the right to:

- receive good quality services
- tell us what you want
- choose the type of support worker you want

make your own choices.



You also have the right to:

- be safe
- get help when you need it
- try new things and take risks.

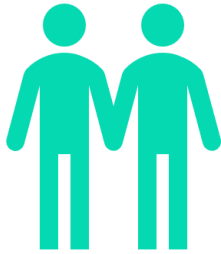


How does \${Organisation Name} respect your rights?



\${Organisation Name} will:

- keep you **safe**
- show you **respect and respect your privacy**
- **treat you well**
- **help you** make your own choices
- **listen to you**
- **involve your family, advocate and other support carers** (if you want us to).



We will also:

- ask you to tell us **what supports you want and the type of worker you need**
- keep your **personal information private.**

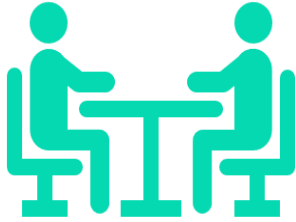


We can also help you find an advocate if you need one.



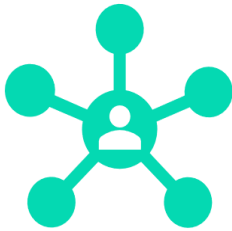
You can safely:

- **make complaints** and provide feedback to us
- tell us you want to use another provider.



We will **follow your instructions** unless we feel that you may get hurt.

We will then talk to you and your advocate/family about any risks involved to help you make a safe decision.



We also make sure our support workers follow our Service **Charter of Rights**.

What is a Service Agreement?



This document tells you what a **Service Agreement** is and why you need one.



A **Service Agreement** is a **document**.

It is an **agreement between you and your service provider**.

The **service provider** is the person or organisation that provides you with supports (like `${Organisation Name}`).



When you agree on the services you want from the Provider, it is **written down** in the Service Agreement.



The Service Agreement says that you and your **Provider** agree to the **services** they will provide.



To show that you agree, **you sign** the Service Agreement.

We (the Provider) will also **sign** the agreement



The Service Agreement helps to make sure you **receive the services** that are **right** for you.



Your Service Agreement is helpful because it **provides everything** agreed to in **writing**.



If you need help to enter into a Service Agreement, you can **ask a trusted person to support you.**

A trusted person might be a **family member, your carer, a friend or an independent advocate.**



Your trusted person (advocate) **can speak on your behalf.**



Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay).



What information should be in a Service Agreement?

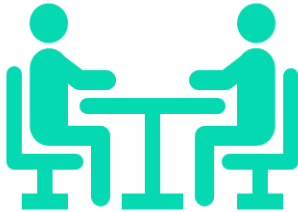


We will meet with you and ask you to talk to us about the support you want.



We want you to tell us:

- what type of **supports you need**
- how you **want your supports** provided
- the type of **support worker** you want to work with
- **when you need** supports
- **how long** you will need the supports.



We will talk to you about:

- the supports we can provide
- your rights and responsibilities
- our responsibilities
- anything special that we must consider.



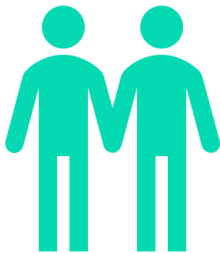
It is a good idea to bring a copy of your NDIS Plan to your Service Agreement meetings.

(If you want, we can put a copy of your plan in your agreement.)

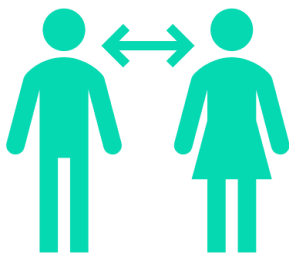


Once we both have **agreed on supports and costs**, we will write the Service Agreement.

We will then provide two copies for you to read and sign.

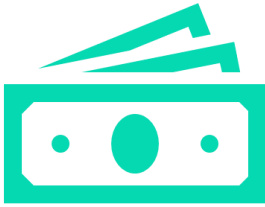


The Service Agreement will include what is expected from **you and us (our responsibilities)**.



We will explain **our responsibilities** to you.

We will explain **your responsibilities** which you must meet.



The Service Agreement will include **information about costs.**

It will include how much our service will cost you.



When do you sign the Service Agreement?



After you, or your trusted person, has read the Service Agreement.



After you or your trusted person have had **your say** and are **happy that the Service Agreement meets your needs.**



You only **sign the Service Agreement** if you agree with what is written in it.

There will be **two copies to sign** (one for you and one for us).



You **sign the agreement**, then **we will sign it**.



We will **give you a copy** of your Service Agreement, and we will keep a copy in your file.



Do not forget to keep your **copy in a safe and private place**.



You can **change or end** your Service Agreement with us.

To **change an agreement**, just talk to our **{Manager Position}**.



To **end an agreement**, simply **tell us in writing (if you can)**.

Please give us the **right amount of notice** (check what is written in your Service Agreement).



We will provide you with the support you need to leave our service.

Zero Tolerance - Violence, Abuse, Neglect and Exploitation



This document tells you about how $\{\text{Organisation Name}\}$ **prevents or manages** violence, abuse, neglect and exploitation.



You have **the right** to enjoy a life **free from violence, abuse, neglect and exploitation.**



You should always feel safe when receiving supports from us.

If you **do not feel safe**, tell our $\{\text{Manager Position}\}$ immediately.



Violence is when someone **hurts you physically** (like hitting, punching or slapping you).



Abuse is when someone **mistreats you**. They might hurt your body or your feelings.



Neglect is when someone is **not caring for you or helping you** the way they are supposed to.



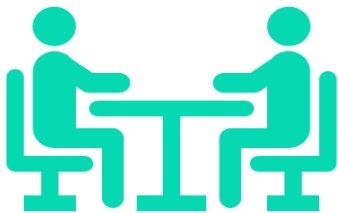
Exploitation is when someone is taking **advantage of you**.



{Organisation Name} does not allow any acts of violence, abuse, exploitation or neglect towards you.



It is our **responsibility to protect you and keep you safe.**



We want you to **tell us if someone hurts you or do not feel safe** when you are with a person.



If you do not feel comfortable telling us, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.



Or you can get help from a **professional, independent advocate.**



We can **help you find** an advocate if you want.

Ask our $\{\text{Manager Position}\}$ for help. Call **[insert phone number]**.

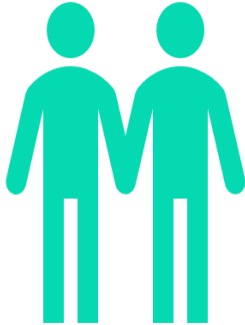


You can also get help by calling the **National Disability Abuse Hotline** on **1800 880 052.**



To **keep you safe**, we will:

- make sure our **staff follow the rules**
- **train staff** on how to help you
- keep your **information private.**



`\${Organisation Name}` will always:

- **support you** if something terrible happens
- **call the police** if we need to.



We will always:

- **listen to you** or your advocate
- provide you with the **support you need**
- **keep you updated** on what is going on.



If you are not happy with how we are helping you tell

the **NDIS Commission:**

Call **1800 03 55 44**

Go online

www.ndiscommission.gov

.au

