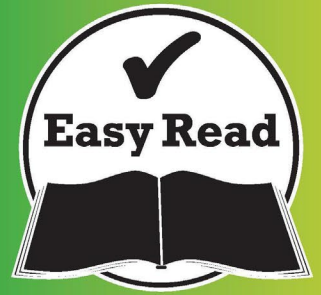




**121 SUPPORTS
HUNTER**
Disability & Mental Health Services



Easy Read Understanding Your Service Agreement

WHAT IS A SERVICE AGREEMENT?



121 Supports Hunter wrote this document understanding your service agreement .

When you see the words 'we' or 'us', it means **121 Supports Hunter**



We have written understanding this service agreement in an easy to read way.

We use picture to explain some ideas

You can ask for help to read this service agreement.

A friend, family member or support person may be able to help **you**.



What is a service agreement?



This service agreement is about the **services** and **supports you** will get from **us**.



It explains the supports that **we** will give **you**.

	List of supports 1 \$ 2 \$ 3 \$ 4 \$
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At the end of this document, there is a list of:

- **your** supports
- their prices.



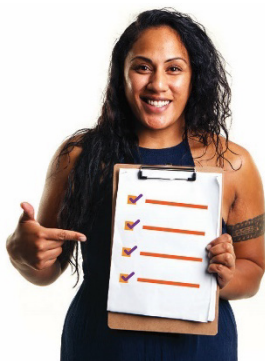
We call this ***your Schedule of Supports***.

Responsibilities

Responsibilities are things that:



- **you** need to do



- **we** need to do



- **both of us** need to do together.

What you need to do

You need to:



- tell us how **you** want to get your supports



- tell us 48 hours before if **you** want to cancel an appointment



- tell us as soon as possible if **your** plan changes or ends.

What we need to do

We will give you:



- supports that meet your needs



- supports when **you** want them



- an invoice for your supports at least once a fortnight



- follow NDIS laws – the *National Disability Insurance Scheme Act 2013*



- keep the paperwork for your supports



give **30 Days** notice if this agreement needs to end



- listen to feedback



- fix problems quickly.

What both of us need to do together

We both need to:



- treat each other kindly and with respect



- work out a plan for **your** supports



- check how **your** supports are going, at least once a year



- talk to each other about **your** supports and funding

Paying for your supports

Funding is the money to pay for your supports.

Below is **how** your funding can
be **managed**:



The National Disability Insurance
Scheme (NDIS)



Self Managed



Plan Managed.



If the National Disability Insurance Agency
(NDIA) takes care of **your** funding, they
will pay us for your supports.



If **you** have a **Plan Management Provider**, they will pay us for **your** supports.

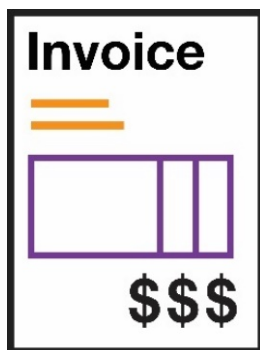
If **you Self Manage** your own funding, **you** need to:



- have enough funding to pay for **our** services



- pay for travel costs if **you** manage your own transport funding.



We will send **you** invoices that tell **you** how much you need to pay.



You will need to pay those invoices within 14 days.



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

Changing this agreement



This agreement might need to change.



You might want to change it.

We might want to change it.



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

Ending this agreement



You can end your service agreement if we can't give **you** the supports you need.



You need to tell us **30 Days** before you want the agreement to end.



If **we** need to end the agreement, we will tell you **30 Days** before the date.

Cancelling services



You must tell us if you need to cancel an appointment at least 48 hours before.



We may have to charge you a fee if you don't tell us.

Tell us what you think



It's important that **we** know how **you** feel about our service.

You can:



- give **us** feedback – tell **us** how things are going.



- make a complaint – tell **us** if something is wrong.

Contact us



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Community Engagement Coordinator

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General Manager

jhalliday@121supportshunter.org



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www.121supportshunter.org

If you don't want to talk to us, you can contact:

NDIS Quality and Safeguards Commission

Email: contactcentre@ndiscommission.gov.au

Phone: 1800 035 544 (free call from landlines) or

TTY 133 677