



**SERVICE  
AGREEMENT EASY  
READ GUIDE  
2021 V1**



## The Agreement & The NDIS

Your agreement will be made according to the NDIS rules and principles.



Your service agreement is between



you



and

us – Hunter Disability Services –  
your NDIS Provider

**Start date:**

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

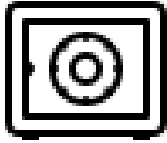
This agreement starts on the day you sign the agreement

**End date:**

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

This agreement ends either: when you choose to exit Hunter Disability Services

## Your Privacy



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



We will only share your information when you say it is ok to share.

Some people are allowed to see it though, they are the:



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, HDS can provide you with the Easy Read guides.

## Schedule of Supports

This will include:



List the services that you have asked for.



The **type of support** we will provide



How much the support will **cost**

## Changes to Support:



Occasionally, you may choose to alter your supports slightly. We will only ever do this with your consent or at your request.

For any permanent changes, we will sign a new Schedule of Supports.

We don't pay for:

Entrance Fees



Event Tickets















Meals etc









## Our Responsibilities

We will:

<p>Check in with you that the Agreement is working well.</p> 	<p>Be open and honest.</p> 	<p>Treat you with courtesy and respect.</p> 
<p>Include you in all decisions about your supports.</p> 	<p>Let you know what to do if you have a problem or want to complain.</p> 	<p>Listen to your feedback and fix problems quickly.</p> 
<p>Give you 24 hours notice if we need to change a support visit.</p> 	<p>We will give you 1 month notice if we need to end the Agreement.</p> 	<p>Store your information carefully and make sure it is kept private.</p> 
<p>Follow all the rules and laws that apply. This includes the NDIS Act 2013 and the NDIS Rules</p> 	<p>Provide invoices and statements for your supports.</p> 	<p>Explain things clearly.</p> 



## Your Responsibilities

We ask that you please:

<p>Tell us about the supports that you want, and how you want to receive them. Any changes will be agreed upon and written into your service agreement.</p> 	<p>Be polite and respectful to the staff who work with you.</p> 	<p>Tell us if you have a problem or are not happy.</p> 
<p>Tell us if you can't make it to an appointment or don't need support services, 24 hours before we are meant to come.</p> 	<p>Tell us if you want to end the Agreement (we ask for one month notice please).</p> 	<p>Let us know if you get a new NDIS plan or if you stop being an NDIS participant.</p> 

## Payments

There are different ways you can pay us for your supports:

	<b>SELF MANAGING</b> - you manage your NDIS funding yourself.
	<b>PLAN NOMINEE</b> - a person you trust, like a family member or friend is helping you.
	<b>NDIA MANGED</b> –the NDIA pays the invoices for you.
	<b>PLAN MANAGED</b> - a registered organisation helps to manage the funding.

In all of these cases, who is paying for the supports and the way the invoice is to be paid – will be written into the Agreement.



If you don't pay invoices within a reasonable time, we might not be able to provide you with support

## Feedback or Complaints

Please tell us if you are not happy:



Leigh or Jessica



02 40 440 540



[office@hunterdisabilityservices.com.au](mailto:office@hunterdisabilityservices.com.au)



If you don't want us to know you are complaining, you can write a letter to us and send it to:



PO Box 674 Maitland NSW 2320

Or you can tell somebody else:



The National Disability Insurance Agency  
1800 800 110



[feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)



The NDIS Safeguards and Quality Commission  
1800 035 544



[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

**Disability Advocacy Service – Hunter (DASH)**

**1300 365 085**



Disability  
**DA**  
Advocacy



## Conflict of Interest

HDS will always encourage you to choose the services that support you, even if it is not us.

If you do choose HDS to provide support and coordination, we will always provide you with choice and control over your decisions.



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## Continuity of Support

Occasionally there may be times when your supports may be interrupted such as a support worker being absent.

HDS will always discuss any major interruptions with you and support you to continue with receiving the support you need.



## How to Contact Us



(02) 40 440 540



[office@hunterdisabilityservices.com.au](mailto:office@hunterdisabilityservices.com.au)



333a High Street Maitland, NSW 2320



You or your nominee, will be asked to read and sign your agreement.



Before you or the nominee signs your agreement, you will ensure you understand and agree to it.