



SERVICE AGREEMENT

Easy Read Version



Service Agreement – Easy Read Version



This service agreement is between



You – _____

And



Us – LotUs Assist your NDIS service provider.



The Agreement starts on the day that you sign it. The Agreement will last until you or LotUs Assist decide to end it.



The Agreement will not end when you get a new NDIS plan. You must tell us if you want the Agreement to end.

How to use this service agreement



LotUs Assist wrote this service agreement.

When you see the words 'we' or 'us', it means LotUs Assist.



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

We use pictures 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.

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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 _____ \$

At the end of this document, there is a list of:

- your supports
- their prices



We call this your *Schedule of Supports*.

This agreement also explains:



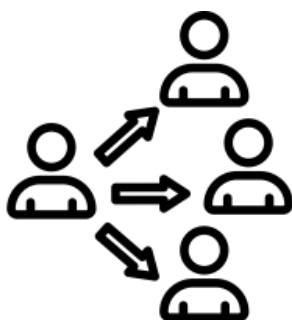
- What you can expect from us



- What we expect from you

Services we provide

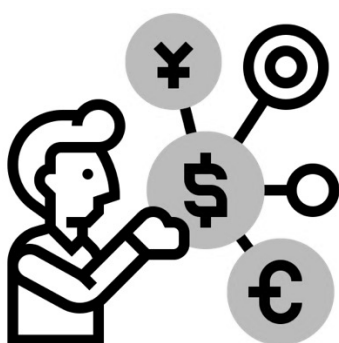
SUPPORT COORDINATION



Support Coordination is when someone helps you to:

- understand your NDIS plan
- find out what services you can get with your plan
- find the right service providers for you
- work with your service providers.

PLAN MANAGEMENT

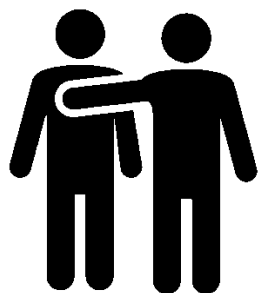


Plan Management is when someone helps you to look after your money.

The NDIS will pay us for the Plan Management services that we give you.

If we give you Plan Management services we will only pay your service providers if:

- the service provider gives us an invoice that follows the rules of the NDIS
- the NDIS can say that the services are 'reasonable and necessary'.



RECOVERY COACH

A recovery coach is a worker that has mental health knowledge.

A recovery coach will:

- spend time with you, and people important to you, to get to know you and understand your needs
- help you to find out about different services and supports, and how these can help you
- help you get support from mental health services
- help you better understand the NDIS and support you with the NDIS

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 at least **24 HOURS** before if you want to cancel an appointment



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



- always treat the staff who work with you with respect.
- work with us to fix any problems with your services.

What we need to do

We will give you:



- supports that meet your needs and goals



- supports when you want them



- an invoice for your supports at least once a month if you self-manage.

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



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



- keep the paperwork for your supports



- give **2 WEEKS NOTICE** if this agreement needs to end



- listen to feedback



- fix problems quickly

Paying for your supports



Funding is the money to pay for your supports.

Your funding can be managed in all different ways:



- 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 supports.



If you manage your own funding, you will 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 7 days.



If you don't, we may 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 agreement if we can't give you the support you need.



You need to tell us **2 WEEKS** before you want the agreement to end.



If we need to end the agreement, we will tell you **2 WEEKS** before the date.

Cancelling Services



You must tell us if you need to cancel an appointment with us at least **24 HOURS** before.

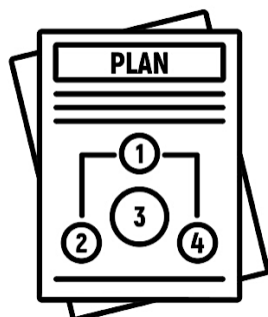


We will have to charge you 100% of the appointment fee if you don't tell us.



If we have to charge you these fees more than 8 times per year, we have to tell the NDIA.

Emergency & Disaster Management



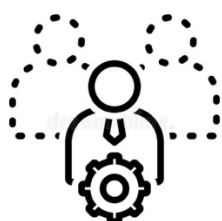
LotUs Assist has an Emergency and Disaster Plan



So supports can safely continue in an emergency or disaster.



We will contact you or your plan nominee to discuss any changes due to the emergency or disaster.



We will work with you to identify critical supports and alternative arrangements as part of our individualised risk assessment and support planning process.

Tell us what you think



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

You can:



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



- Make a complaint – tell us if something is wrong.



If you wish to make a complaint about a provider, including LotUs Assist you can also talk to the NDIS Commission:

1800 035 544

www.ndis.gov.au

Making this agreement



Please read and sign this page.



I understand and agree to everything in this agreement.



Your name



Your signature



Date

 / /



Your parent, nominee or guardian's name



Your parent, nominee or guardian's signature



Date

____/____/____



Your co-ordinator or contact

reads and signs this page.



I accept this agreement for



Staff member's name



Signature



Date

/ /

Contact Us



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07 3305 0279



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PO Box 316, Runaway Bay 4216



www.lotusassist.com.au

Your Schedule of Supports

For people who use the NDIS only

Name of support 	About this support 	How much this support costs 