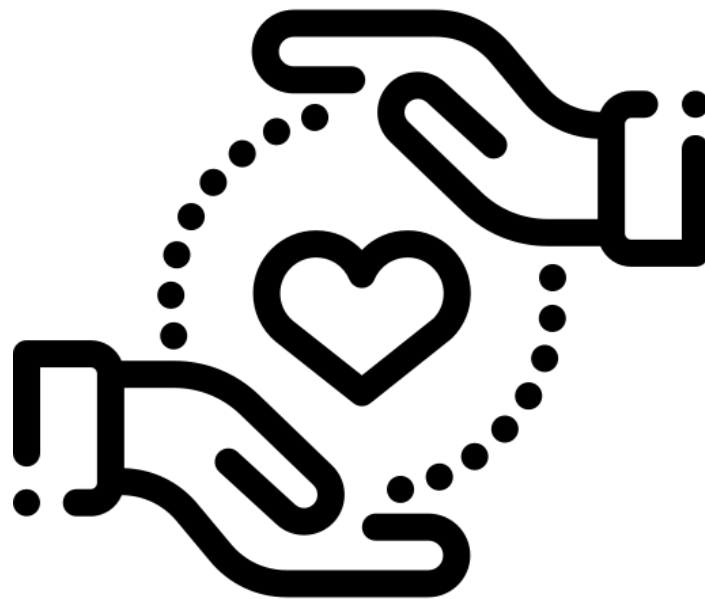




**SERVICE AGREEMENT
EASY READ GUIDE
2020 V1**



Introduction



We are **Home Nursing Solutions**, a registered organisation which provides support under the NDIS



You are a **client**, or **participant**



You may also have some one you trust helping you, they are a **representative**



A **service agreement** is a contract which contains all of the support, services and products we are going to supply you.

How to Contact Us



(08) 8331 3791

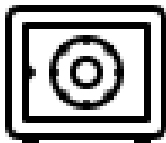


admin@homenursingsolutions.com.au



271 The Parade, Beulah Park SA 5067

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



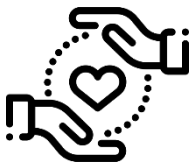
Your Authorised Representative, Plan Nominee or Guardian

The Agreement & The NDIS

Your agreement will:



Start and finish when you choose.



List the services that you have asked for.



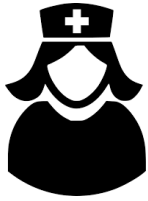
Have a copy of your plan attached (if you say it is ok for us to see it)



Be made according to the NDIS rules and principles.

Schedule of Supports

This will include:



The **type of support** we will provide



When we will provide the support

(we can provide support at a day and time that suits you, for as long as you need)



How much the support will **cost**

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>Tell you 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> 




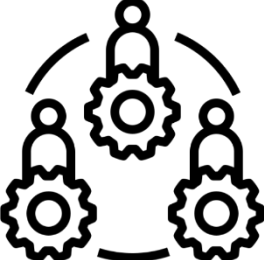
Your Responsibilities

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 of 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:

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

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.

Feedback

Please tell us if you are not happy:



Kate



08 8331 3791



admin@homehursingsolutions.com.au

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



271 The Parade, Beulah Park SA 5067

Or you can tell somebody else:



The Office of the Australian Commissioner
1300 363 992



enquiries@oaic.gov.au



The National Disability Insurance Agency
1800 800 110



feedback@ndis.gov.au



The NDIS Safeguards and Quality Commission
800 035 544



contactcentre@ndiscommission.gov.au