

# Easy English Guide

## Our Service Agreement with you

# About this book



This booklet is about your **Service Agreement** with Plan Partners. It is written in a way that is easy to read.



A **Service Agreement** is an agreement between you and Plan Partners. It says

- how Plan Partners will support you and
- the things that you and Plan Partners agree to do while Plan Partners gives you support.



You will need to

- sign the Service Agreement to say that you agree with what it says
- fill in some parts about you and what you want.



You should read all the parts of the Agreement before you sign it.



Talk to us before you sign the Agreement if you **do not**

- understand something in the Agreement
- or
- agree with something it says.





You can ask someone to help you read the Agreement.

Some words in this book are in **orange**. You can find out the meaning of these words in the part called **What orange words mean.**



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# About the Agreement



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



There is important information in the Agreement that you must understand.



You must understand that

- we will give you the **Plan Management** and/or **Support Coordination** services in the way the NDIS say that we must give them to you.



- we will check with the NDIS and let you know if this way is different from your NDIS plan. We will tell you by email or phone.



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

# Ending the Agreement



You or Plan Partners can end the Agreement at any time.



Whoever wants to end the Agreement must give **30 days notice**. Notice is when you say something is going to happen in



- writing
- or
- by phone.

## Service Agreement



If you or Plan Partners do not follow the rules of the Agreement then it can be ended without any notice.

If you or Plan Partners end the Agreement we will tell the NDIS and your **service providers**.

# Paying our costs – 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**'.



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

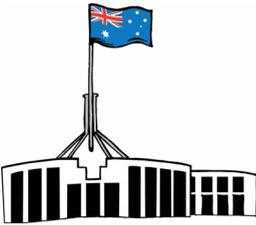
- listed in your NDIS plan
- in an agreement you have made with a service provider
- the NDIS agrees to pay for those services.



# Goods and Services Tax



You may have to pay the **Goods and Services Tax** or **GST** for some of your supports. This will come out of your NDIS money.



The government has rules about the Goods and Service Tax. These rules say that the services we give you must be listed in your NDIS plan.

We must follow these rules.

# Paying our costs – 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.





If we give you **Support Coordination** services

but

- **do not** manage your plan
- we will send the invoice to the
- person
- or
- organisation



that manages your plan. This will happen within 30 days.

## Cost of staff travel



If our staff travel to give you **Support Coordination** services, the cost will come out of your NDIS plan.

# Things we can do



When you sign the Agreement you agree that

we can

- talk to the NDIS and other **service providers** about you and your NDIS plan. This may include
  - **Local Area Coordinators**
  - or
  - service providers that have given you services.





You agree that we can

- get
- use
- share



information about you when we give you services. This may include information about your health if we give you **Support Coordination** services.



- use your NDIS money to pay your service providers for the services they give you.



You agree that we can

- look at your NDIS plan. This is to help us give you services.
- give you services in the way that is written in the Agreement.
- show your information to others if we are being **audited** by the NDIS.



# What we agree to do

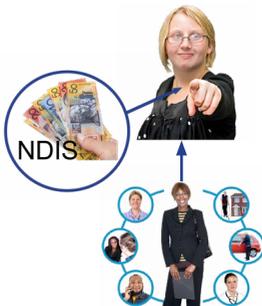


Plan Partners agree to

- follow the laws about how disability services should work.
- make sure there is enough money in your NDIS plan to pay for the services we give you.



- keep **accurate** information about the services that we give you.



- keep accurate information about your NDIS money that we use to pay your service providers.



- work with other **service providers** to
  - organise services for you if we do your **Support Coordination**
  - or
  - fix any problems you may have with your service providers.



- Plan Partners agrees to
- tell you about your NDIS money at least once a month. This includes how much money
    - you have spent
    - is left in your NDIS plan.



- treat you with respect.
- talk to the NDIS about your plan when we need to.



- follow our **Conflict of Interest** policy when we work with you. This means it is important that you know you do not have to choose Plan Partners to help you with your NDIS plan. You can choose other **service providers** for **Plan Management** and **Support Coordination** if you want.

# What you agree to

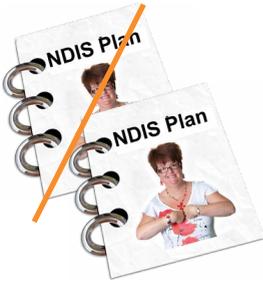


You agree to

- decide which **service providers** you want. We cannot do that for you. You will need to tell us
  - the name of your service providers
  - what you have agreed with them.



- tell us if you are not happy with any of your services or service providers. This includes the services that we give you.



- tell us if you
  - change your NDIS plan
  - or
  - stop being a **NDIS participant**.



- tell us if you stop or change the services you get.



You agree to

- give us a copy of your NDIS plan when you get a new one. You must do this as soon as you can.



- tell us if you do not want us to send you information by email.



- always treat the staff who work with you with **respect**.



- work with us to fix any problems with your services.

# Tell us what you think



We want you to tell us what you think of our service. We want you to tell us if you

- have a problem
- or
- are not happy with how we support you.

This is called **giving feedback** or **making a complaint**.



We will listen and try to fix any complaints as soon as we can.

You can tell us by

**Phone** 1300 333 700

**Email** [info@planpartners.com.au](mailto:info@planpartners.com.au)



or

Fill in the form on our website.  
You can talk to us about this if you  
need help.



If we cannot fix your complaint  
you can tell the **NDIS Quality  
and Safeguards Commission**.

You can

**Phone** 1800 035 544

or you can visit their website at  
[www.ndiscommission.gov.au/  
complaints](http://www.ndiscommission.gov.au/complaints)



If you live in Western Australia you can talk to the **Health and Disability Services Complaints Office**.

You can

**Phone** 1800 813 583

or you can visit their website at

[www.hadsco.wa.gov.au/complaints](http://www.hadsco.wa.gov.au/complaints)



If you need help to make a complaint you may want to talk to

- a friend
- someone in your family



- an advocate. An advocate is someone who talks or acts for you. The Disability Advocacy Finder can help you find an advocate. You can talk to us about this.



It is very important that you tell us if you

- do not feel safe
- or
- are getting bad services.

We follow the laws about disability services when you give us feedback or make a complaint.

# Sending you information about us



You agree that you are happy for us to send you information about

- what we are doing
- and
- other services we can give you.

You must tell us if you do not want us to do this.

## What orange words mean

<b>accurate</b>	Up to date and right.
<b>audited</b>	When work is checked by another organisation. This is to make sure that the work is being done right.
<b>Goods and Services Tax or GST</b>	<p>When you buy goods or services you must pay some extra money to the government at the same time. This is a tax called a GST. It is also called a Goods and Services Tax.</p> <p><b>Goods</b> are things like food and clothing.</p> <p><b>Services</b> are things that people or organisations do for you.</p> <p>There are some goods and services you do not have to pay GST on</p>

<b>Local Area Coordinator</b>	<p>A person who can work with you and answer your questions about the NDIS.</p> <p>Local Area Coordinators do not work for the NDIS. They work for other service providers who have been given the job of supporting people to use the NDIS. Local Area Coordinators are also called LACs.</p>
<b>NDIS participant</b>	<p>A person who can use the NDIS is called a NDIS Participant. Every NDIS Participant has a special number of their own. This is called your NDIS Participant Number.</p>

<p><b>Plan Management</b></p>	<p>A Plan Manager looks after your NDIS money to make sure your services are paid for. They do things like</p> <ul style="list-style-type: none"> <li>• pay invoices</li> <li>• do the paperwork</li> <li>• keep records about your NDIS money and how much you have spent.</li> </ul>
<p><b>Reasonable and necessary</b></p>	<p>Reasonable and necessary support is support that the NDIS say you need because of your disability.</p>
<p><b>respect</b></p>	<p>To treat that person or thing well.</p>
<p><b>service provider</b></p>	<p>An organisation that provides a service. For example a disability service provider supports people with disability.</p>

## **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 provider for you
- work with your service providers.

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## How can I find out more?



You can ask us questions about

- the NDIS
- and
- what Plan Partners can do for you.

### You can contact us by:

Phone 1300 333 700

Email [info@planpartners.com.au](mailto:info@planpartners.com.au)

Website [planpartners.com.au](http://planpartners.com.au)