

SERVICE AGREEMENT FOR NDIS CUSTOMERS



What is a Service Agreement?

A service agreement is a written document telling you:

- What services Ability WA will provide for you.
- How these services will be provided to you.
- How these services will be paid for.

This Service Agreement is **not** the same as your agreement between NDIS and you.



Your Service Agreement with Ability WA has a START and END date.

This Service Agreement dates are:

NDIS Plan START date	
NDIS Plan END date	



Any services booked outside of these dates **will not** go ahead, until you have a new Service Agreement with new dates.

Who is the Service Agreement with?

Your service agreement is between yourself or your chosen representative, and Ability WA.



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HARD WORDS found in this Service Agreement:

Term	Definition
NDIS	National Disability Insurance Scheme
NDIS Plan	Your plan documenting types of supports, products and services you need and how they will be paid.
Customer	Any person receiving supports or services from Ability WA.
Customer Representative	Someone who has been chosen by the customer. Such as a family member or guardian.
Employee	Employees and other representatives of Ability WA.
Transition	Moving from one service provider to another.

Services and Support to be Provided:

In this section of the Service Agreement you sign, you will find a table that lists all your services and supports. It will look like the tables below.

Service Agreement SA	
Funding Type:	NDIS
Total Allocation:	\$
Notes:	

Support Category	
Support Category Amount	
Allocated	
Amount Unallocated	

Service Rate	
Quantity	
Comments	

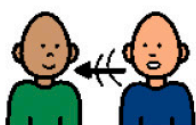
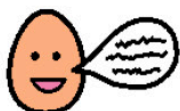
If you or Ability WA need to change your Service Agreement this will need to be signed.



Our Responsibilities to Each other

Ability WA agrees to:

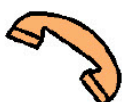
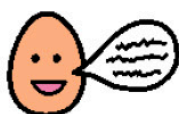
- Look after your privacy and confidential information at all times.
- Review your services and supports once a year.
- Provide supports and services at a place and time you choose.
- Communicate openly and honestly in a timely manner.
- Treat you with respect.
- Talk about your goals and how you will reach them.
- Give you information on how to manage any complaints or disagreements.
- Give you details on our cancellation policy.
- Give you information on how to exit Ability WA services.
- Give you information about why Ability WA may need to end your Service Agreement.
- Keep correct records on the services and supports provided to you.



Your Responsibilities to Ability WA

The customer or customer representative agrees to:

- Tell us about how you want your supports to be provided to meet your goals.
- Treat our employees with courtesy and respect.
- Talk to us if there are any concerns about the supports being provided.
- Follow our Cancellation Policy.
- Tell us if you would like to end this Service Agreement with the correct number of days notice.
- Let us know straight away if your NDIS plan has stopped or changed.
- Let us know if you are no longer a part of the NDIS.





What happens if there are changes to your NDIS plan?

The NDIS **do not** contact Ability WA when there are changes or extensions to your NDIS plan.



If there are any changes, please contact our Customer Engagement Team by phone or email, straight away so you can continue to receive services and support:



1300 106 106



ndis@abilitywa.com.au

Ability WA can not provide services if you do not have a signed Service Agreement or it is past its end date.



What happens when my NDIS Plan is due to end?

Ability WA will phone and email you **4 weeks** before your NDIS plan is due to end. One of our employees will talk to you about:

- What services were important to you.
- What services are needed on your new plan.
- How these services will be provided to you.

How do I stop or exit services with Ability WA?

You can exit Ability WA services at any time. You can tell us by:

- Calling our Customer Contact Team on 1300 106 106.
- Speaking with an employee from the area you receive your services at Ability WA.
- Sending an email to an employee from the area you receive your services at Ability WA.



14

You must give Ability WA **14 days' notice** for exiting:

- Therapy Services
- Short and Medium-Term Accommodation Services
- Opportunities programs
- Employment Services

90

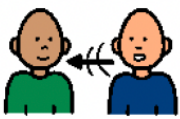
You must give Ability WA **90 days' notice** for exiting:

- Home and Living Services
- Supported Independent Living Services



If you exit our service, we will write reports about the services you received and your progress. This is required by the NDIS.

The report will be given to you and your new service provider for a safe and easy transition.



Any report writing **will be billed** from your NDIS plan.

We are also happy to speak directly to your new provider to support a safe and easy transition. This service will also be **billed** from your NDIS plan.

What happens if Ability WA need to stop services with me?

Ability WA care about your safety and ours.



We have the right to stop your services if:



- We feel we cannot provide the support you need.
- We feel at risk of harm or distress.
- You do not follow our policies.
- You are unable to pay for your services.

14

We will give you **14 days' notice** for

- Therapy Services
- Short and Medium-Term Accommodation Services
- Opportunities programs
- Employment Services

90

If you live in our group homes, we will give you **90 days' notice**, and all personal belongings must be taken away within 7 days from leaving.



What services do Ability WA provide?

See our Ability WA Services Guide for a list of our services and how these are delivered.

Billing and Charges

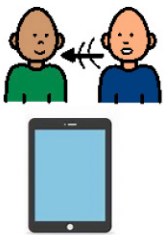


How does Ability WA bill me for my services and supports?

We bill from your NDIS plan.

The money will be taken out, after your booked service.

Services we bill for will be discussed with you and can include:



- Direct face-to-face services
- Teletherapy services
- Indirect services, such as:
 - o Report writing
 - o Making resources
 - o Writing plans
 - o Attending meetings to help reach your goals.



How much do the services cost?

You can find up-to-date costs of our services on our website at www.abilitywa.com.au under 'About Us' then 'How We Work' then 'Pricing Arrangements'.



If you do not have any more money on your NDIS plan, Ability WA **cannot** provide services or supports until you have paid your bills.

You can see **all payments** by going to the 'My Place' portal on the NDIS website: www.ndis.com.au.



Does Ability WA charge for travel?

Yes. If an employee travels to your home, school or a community location to meet you to provide a service, this travel will be billed as well as the service. This travel charge will be discussed with you before you sign your Service Agreement.

Cancellations



If you cannot make an appointment, please let us know **2 business days' before** your appointment via phone on 1300 106 106.

2
business
days

If you cancel your appointment with **2 business days' notice** you will not be billed.

If you do not give us **2 business days' notice** that you need to cancel your appointment, or **do not attend** your booked appointment, you will be billed for this service.



We understand that there are times you are unable to cancel an appointment in time, such as hospitalisation. Please speak with a Manager to discuss this cancellation.



Privacy and Consent

- Ability WA respects and values the privacy of all your personal information. We will collect and safely store your personal information to provide services for you.

If you would like more information, see our **Privacy Policy** on the Ability WA website - www.abilitywa.com.au.



- Ability WA will not discuss your information with anyone outside Ability WA unless we have your consent. Consent to share your information allows us to discuss your progress with employees or other providers working with you to help reach your goals.



In the Service Agreement you sign, you will need to choose if you or your chosen representative is signing the Service Agreement.

You will be asked to tick a box



In this section on the Service Agreement you sign, you confirm

- That you understand what is in this agreement.
- Ability WA employees providing supports and services written in this service agreement.
- The terms and conditions of how you receive services as written in the 'Ability WA Services Guide' and 'Services and Supports' table.
- Understanding your responsibilities and Ability WA's responsibilities, as written in this service agreement.
- Ability WA billing from your NDIS plan for services and supports provided in your service agreement.
- Ability WA making or changing appointments for you.
- The information you have provided is true and correct.
- The terms and conditions in the Ability WA Services Guide cannot be changed by you.