

About your service agreement

Easy English version



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.



You can get someone to help you

- read this book
- know what this book is about
- find more information.





About this book

This book is written by Scope.

This book has information about your **service agreement**.

Your service agreement tells you

- what we will do for you
- what you must do for us
- how to give feedback
- how to stop your agreement.





Your agreement is a legal document.

If you choose to use our supports you **must**

- read this book



- sign your service agreement.

You can ask someone you trust to help you understand your agreement.



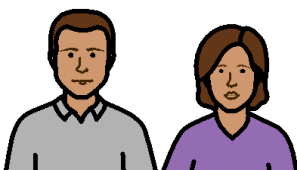
For example, you can ask

- a family member



- an **advocate**
 - an advocate is someone who can tell us what you want

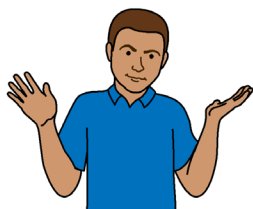
- a **lawyer**
 - a lawyer can give you legal advice about your agreement



- a **guardian**
 - a guardian can make legal choices for you.



An advocate or guardian can sign your agreement for you.



You can tell us if you

- do **not** understand something in your agreement
- do **not** want to sign your agreement.



This book is also about your **National Disability Insurance Scheme** plan.



We call the National Disability Insurance Scheme **the NDIS**.

What we will do for you



Your supports are written in your support package.



We will

- tell you about your supports



- ask how you want your supports to happen

- tell you who will give you supports



- make sure you get the supports you need

- check to make sure your supports are good



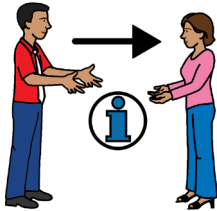
- tell you how to change or cancel supports.



We will follow the law.

For example, we will follow our **privacy policy**.

Our privacy policy says we will keep your personal information safe.



To set up your supports, we will need to share your information with

- your support coordinator
- the NDIS
- other people.



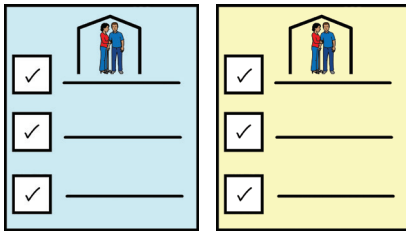
You can tell us if you need more supports and we will help you to get them.



We will make bookings for your supports on the NDIS website.



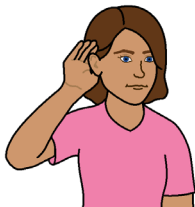
When you sign your agreement it means you say **yes** we can do this for you.



If you work for Scope **and** get supports from Scope you will have 2 different agreements.



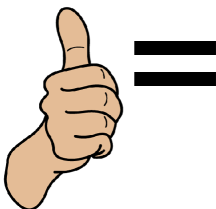
This book is **only** about the supports you get from Scope.

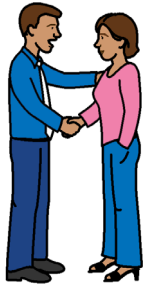


We will listen to you and respect you.

For example, we will

- keep you safe
- be fair
- tell you how to make a complaint
- listen if you make a complaint
- fix problems fast.

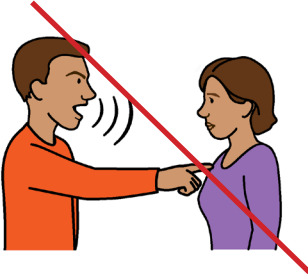




What you must do for us

You **must** always respect our staff.

For example, do **not**



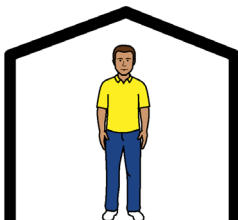
- hurt staff
- be rude to staff



- be rude to staff from different cultural backgrounds

- smoke around staff

- break things
 - you must tell us if you break something.



You must make your house safe for staff.

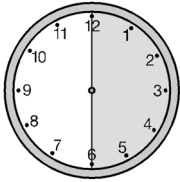


You must also follow the law.

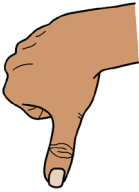


You can tell us

- about your cultural needs



- how and when you want supports



- if you are **not** happy with your supports.

You must tell us if things change.

For example, tell us

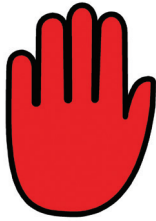


- if you do **not** want to use our supports any more



- if your NDIS plan or support package is
 - put on hold
 - changed
 - stopped.

How to cancel a service



If you want to cancel a **service** you must tell us.

A service might be therapy or support workers.

The NDIS make the rules about **when** you must tell us.

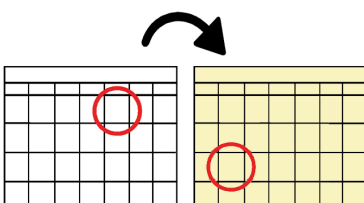


If you cancel your service too late you will have to pay the full service fee.

If you do **not** go to your service and do **not** tell us in time, you will have to pay the full service fee.

If you cancel many times we might stop our service.

We might tell the NDIS about the problem.



If there is a reason for you to cancel, we can try to change your appointments.



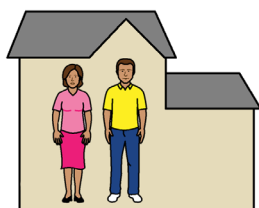
About core supports

Your NDIS plan might have funding for **core supports**.

Core supports means help with daily activities.

You can use core supports in different ways.

For example, help at home or in the community.



About supported independent living

Your NDIS plan might have funding for **supported independent living**.

Funding for supported independent living means help with activities in a share house.



You can **not** use this funding for

- rent
- daily expenses.



How to cancel a product

You might have products in your NDIS plan.

For example, a communication aid.



If you cancel your product order you might still have to pay for the product.

About your payments



We will

- keep records about your supports
- send bills that explain your support costs



- only charge money for supports in your agreement
- tell you 24 hours **before** an appointment if we need to cancel.

You will **not** be charged if we cancel.



How to pay

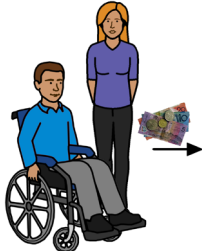
There are 4 ways you might pay for your supports.



1. You might self manage your NDIS plan

If you self manage your plan

- we will send you the bills
- you must pay the bills.



2. You might have a plan nominee

A plan **nominee** is someone who manages your plan for you.

A nominee can help you

- understand information
- say what you want.



A nominee might be

- someone in your family
- a friend
- a lawyer.

You must tell us if you have a nominee.

We will send your nominee the bills.

Your nominee must pay the bills.



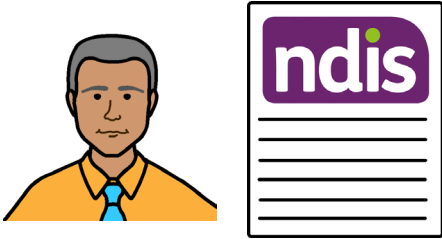
3. The NDIA might manage your plan

The **National Disability Insurance Agency** or NDIA manages the NDIS.

If the NDIA manages your plan

- we will send the NDIA the bills
- the NDIA must pay the bills.

4. A registered plan manager might manage your plan



A **registered plan manager** is someone who manages your plan for you.

You must tell us if you have a plan manager.

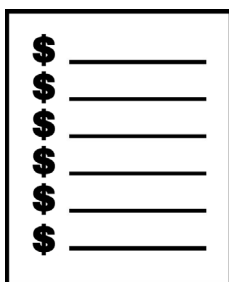
We will send your plan manager the bills.

Your plan manager must pay the bills.



Price of supports

The NDIS Price Guide says what prices we can charge for your supports.



The price of your supports will change if NDIS prices change.

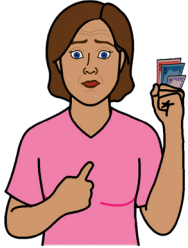
Your bill will say if your supports have Goods and Services Tax or GST.

You must pay for other costs.

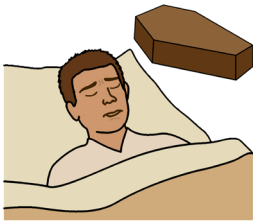
For example, transport and meals.

Help if you cannot pay

You may be going through **financial hardship**.

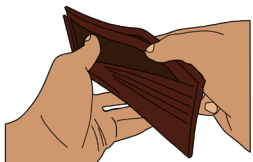
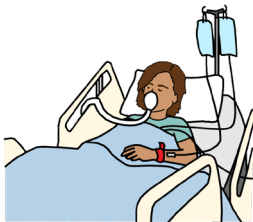


Financial hardship means you find it hard to pay for things like bills.



You might **not** have the money to pay you bills because

- someone in your family has died
- someone in your life is very sick
- you lost your job.

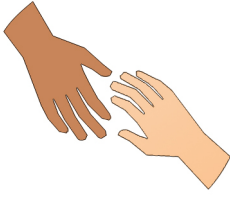


You can let us know why you **cannot** pay for services right now.



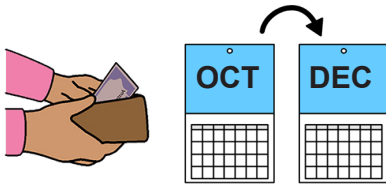
We will work with you to help.

How we can help if you cannot pay

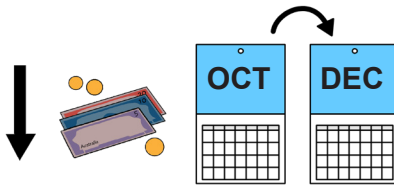


We can help you a few different ways.

1. Payment plan

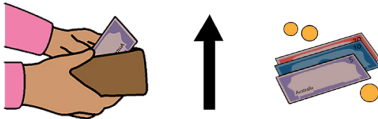


A payment plan says how you will pay your bills in the future.



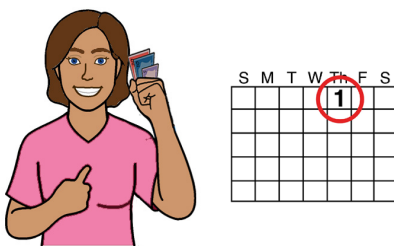
Your payment plan might say that

- it is okay to pay less money for a while



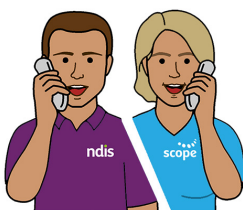
- you pay more money when you can.

2. Deferred payment



We can set up a plan for you to pay at a later date when you know that you will be able to pay soon.

3. NDIS plan review



We can check if you can get more funding from the NDIS.

Late payment



All payments must be made by the due date on the bill.



If your payments are more than 14 days late we might stop your services.



If you do **not** pay your fees we might stop this agreement.

Service agreement dates

If your NDIS plan dates change, your service agreement dates will change.

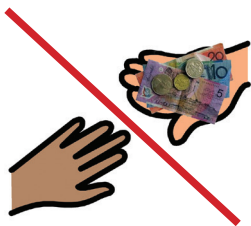
if your NDIS plan ends, your service agreement will end.



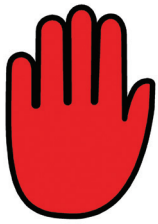
We might stop your services

We might stop services if

- our staff are **not** safe
- we can **not** meet your needs
- your NDIS plan changes
- you have **not** paid your fees on time
- you do **not** cancel services on time.



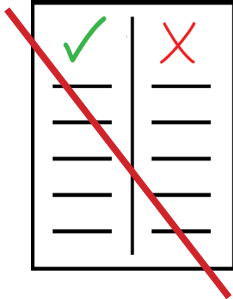
We can start services again if the problems are fixed.



We might stop the agreement

We might stop the agreement if

- our staff are **not** safe
- you break the rules of the agreement
- you do **not** cancel services on time.



We will tell you 30 days **before** we stop the agreement.



You might stop the agreement

You might stop the agreement if

- you do **not** want us to give you supports any more
- we break the rules of the agreement.

You must tell us 30 days **before** you stop the agreement.

You can only employ our staff 6 months **after** you stop the agreement.

If the NDIA contact you



The NDIA might contact you to do an **audit**.

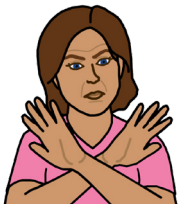


An audit is used to check that Scope are following the rules made by the NDIS.



The NDIA will want to

- ask you questions
- look at your files.



If you do **not** want to be part of the audit, you can opt out.



You **must** let us know if you want to opt out of the audit.

How to give feedback

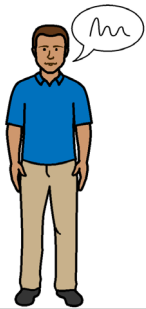


You can give us **feedback**.



Feedback means you tell us things you

- like about our service
- do **not** like about our service
 - we call this a complaint.



A complaint can be about

- a service
- a person
- something else.

You can make a complaint to Scope.



Call 1300 472 673



Email contact@scopeaust.org.au

If you do not want to talk to Scope

NDIS Quality and Safeguards Commission



Call 1800 035 544

Website www.ndiscommission.gov.au



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

Give the relay officer the phone number you want to call.



More information

For more information contact Scope.



Call 1300 472 673



Website www.scopeaust.org.au



Email contact@scopeaust.org.au

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This Easy English document is written to be more accessible for people with reading difficulties. This should be read as an accompanying document to the original version of the agreement.

Legal advice and, if necessary, support from an appropriate advocate or professional should be obtained to ensure the individual has capacity to understand and sign the agreement. This Easy English document was updated in November, 2023.

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