

## SERVICE AGREEMENT FOR NDIS CUSTOMERS

SA – **XXXXXX**



### 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 <b>START</b> date	
NDIS Plan <b>END</b> 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.

**HARD WORDS found in this Service Agreement:**

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

**Services and Support to be Provided:**

Ability WA will provide the services and supports written in the table below, to you.

**Service Agreement SA-XXXXXX**

**Funding Type:** NDIS

**Total Allocation:** \$

**Notes:**

---

**Support Category:**

**Support Category Amount:**

**Allocated:**

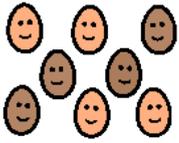
**Amount Unallocated:**

---

**Service Rate**

**Quantity**

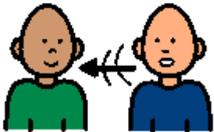
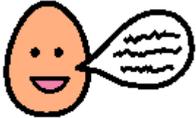
**Comments**



## Our Responsibilities to Each other

Ability WA  agrees to:

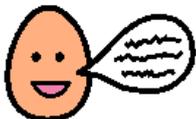
- Look after your privacy and confidential information at all times.
- Review your services and supports once a year.
- Provide supports and services at a place and time you choose together.
- Communicate openly and honestly in a timely manner.
- Treat you with respect.
- Talk about your goals and how 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 14 days' notice.
- Let us know straight away if your NDIS plan has stopped or changed.
- Letting us know if you are no longer apart 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](mailto:ndis@abilitywa.com.au)

Ability WA will **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 at Ability WA.
- Sending an email to an employee at Ability WA.

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

- Therapy Services

14

- Employment Services
- Short and Medium-Term Accommodation Services
- Opportunities programs
- Support Coordination Services

# 30

You must give Ability WA 30 days' notice for exiting:

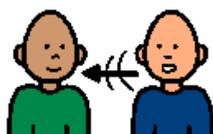
- Home and Living Services
- Shared Independent Living Services



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.



We will give you 2 weeks' notice.

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 Service Guide for a list of our services and how these are delivered.

## Billing and Charges

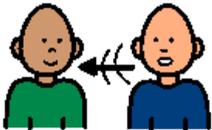


### How does Ability WA bill me for my services and supports?

We bill from your NDIS plan.

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

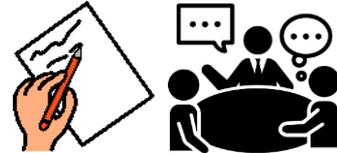
Services we bill for will be discussed with you and can include:



- Direct face-to-face services
- Teletherapy services
- Indirect services, such as:



- Report writing
- Making resources
- Writing plans
- 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](http://www.abilitywa.com.au) under 'Our Services'.



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](http://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 **48 hours before** your appointment via phone on 1300 106 106.

If you cancel a service **before 48 hours** of your appointment you will **not be billed**.

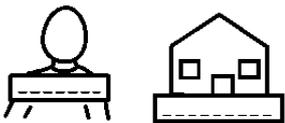
If you cancel a service **within 48 hours** of your appointment or **do not attend** your booked appointment, you will be **billed** for this service.

**48  
hours**

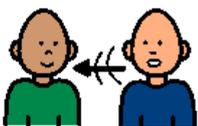


We understand that there are times you are unable to cancel an appointment in time, such as hospitalisation. Please speak with a Manager to discuss this cancellation.

## **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.



- 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 reach your goals.



If you would like more information, see our **Privacy Policy** or **Consent Policy**.

## Accepting your Service Agreement (signatures required):



Please tick a box below:

- I am the customer responsible for my own plan
- I am a parent of the customer who is under 18 years of age
- I am a guardian/authorised representative of the customer. Supporting documentation needed.

Customer Contact details:

Contact Name	
Mobile	
Email	
Address	

Customer's Representative Contact Details:

Contact Name	
Mobile	
Email	
Address	
Relationship	<input type="checkbox"/> Parent <input type="checkbox"/> Guardian/Authorised Representative

By signing this Agreement, you consent 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 Service 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.

\_\_\_\_\_  
Signature of **Customer** or  
**Customer's Authorised Representative**

\_\_\_\_\_  
Signature of **Authorised**  
**Ability WA Representative**