



# About your Service Agreement



Easy English



Uniting Communities helps you to do things.  
The NDIS call this support.



We agree to work together. We write down  
the support you want. Then

- you sign the forms
- and**
- we sign the forms.

The NDIS call this your Service Agreement.



The agreement is with

- you
- and**
- Uniting Communities.



Some one you trust may be part of the  
agreement too. This person signs for you.



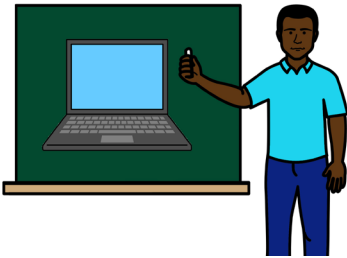
We talk to you about the support you want.

Your agreement tells you the support we give you.

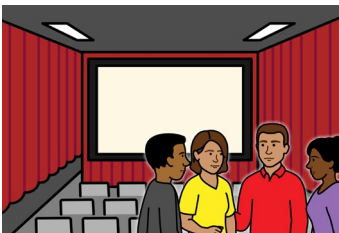


You may want support with things like

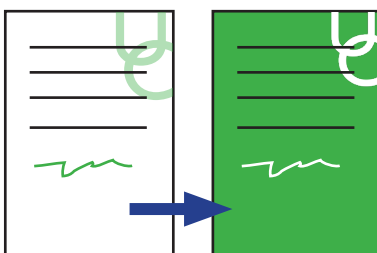
- your NDIS meeting



- your computer class

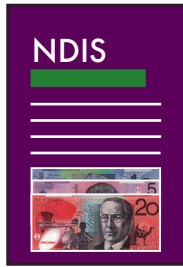


- to go to a movie.



You can change your service agreement.

Your needs may change. We can help you.



Money from your NDIS plan pays for your support.



Your agreement tells you how much you pay for support.



Your agreement tells you how much you pay to go places. The NDIS call it travel.

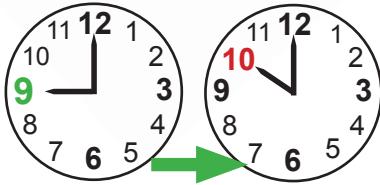
Travel is

- the time staff support you

**and**



- how far the car goes.



Your agreement tells you how much you pay for your support worker. You pay money for each hour of staff support.

For example

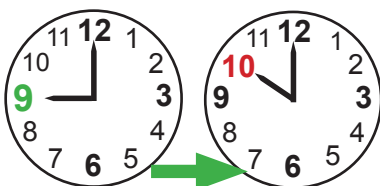
- Your support is at 9
- Your support ends at 10
- You pay for 1 hour.



S	M	T	W	Th	F	S
●						●
●						●
●						●
●						●
●						●

Your agreement tells you when you pay more for support. Like

- at night
- on the weekend
- on a public holiday. Like
  - Christmas Day
  - Adelaide Cup.



You pay more for each hour.



Your agreement tells you

- what you need to do
- what we need to do.

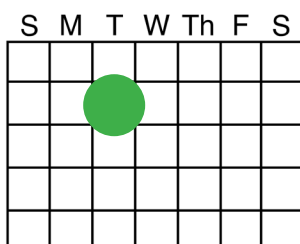
We call these rights and responsibilities.



There is a book that tells you about the rules.

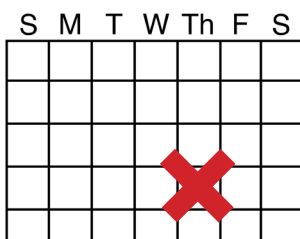
We call them rights and responsibilities.

We can give you this book.



Your agreement tells you

- When your support starts



- When your support ends.



We **must** listen if you are **not** happy.

You make a complaint. You are **not** happy with your

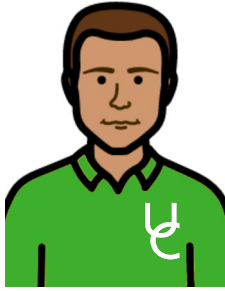
- worker
- services
- support.



We must try and fix the problem.

Like your worker is late a lot.

We will talk to your worker.



## Talk to us



Call 08 8202 5269

or

1800 668 685



Email

[NDIS@unitingcommunities.org](mailto:NDIS@unitingcommunities.org)

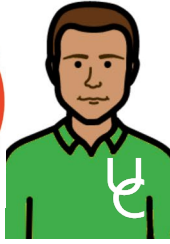


Visit us

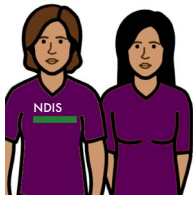
43 Franklin Street

Adelaide SA 5000

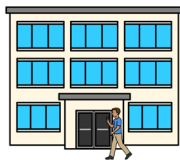




You are **not** happy with Uniting Communities.  
It is ok there are other people you can talk to.



You can make a complaint to the NDIS  
Quality and Safeguards Commission.  
Call 1800 035 544



## Images

The images are from

- Boardmaker
- The Noun Project.

