

Unique Care Group



Participants Understand Service Agreement

Easy Read Understanding Your Service Agreement

What is a Service Agreement?



Unique Care Group wrote this information.

When you see the words “we” or “us”, it means **Unique Care Group**



We have written this document in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this service agreement.

A friend, family member or support person may be able to help **you**.

What is a service agreement?



This service agreement is about the **services** and **supports you** will get from **us**.



It explains the supports that **we** will give **you**.

	List of supports
_____	1 _____ \$
_____	2 _____ \$
_____	3 _____ \$
_____	4 _____ \$

At the end of this document, there is a list of:

- **Your** supports
- Their prices



We call this **your Schedule of Supports**.

Responsibilities

Responsibilities are things that:



- **You** need to do.



- **We** need to do.



- **Both of us** need to do together.

What you need to do

You need to:



- Tell us how **you** want to get your supports.



- Tell us 48 hours before if **you** want to cancel an appointment.



- Tell us as soon as possible if **your** plan changes or ends.

What we need to do

We will give you:



- Supports that meet your needs.



- Supports when **you** want them.



- An invoice for your supports at least once a fortnight.



- Follow NDIS laws – The National Disability Insurance Scheme Act 2013.

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- Keep the paperwork for your supports.



- Give **30 days'** notice if this agreement needs to end.



- Listen to feedback.



- Fix problems quickly.

What both of us need to do together

We both need to:



- Treat each other kindly and with respect.



- Work out a plan for **your** supports.



- Check how **your** supports are going, at least once a year.



- Talk to each other about **your** supports and funding.

Paying for your supports

Funding is the money to pay for your supports.

Below is **how** your funding can be **managed**:



The National Disability Insurance Scheme (NDIS)



Self Managed



Plan Managed



If the National Disability Insurance Agency (NDIA) takes care of **your** funding, they will pay us for your supports.

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If **you** have a **Plan Management** Provider, they will pay us for **your** supports.

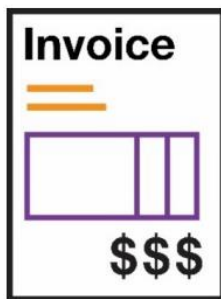
If **you** **Self Manage** your own funding, **you** need to:



- Have enough funding to pay for our services.



- Pay for travel costs if **you** manage your own transport funding.



We will send **you** invoices that tell **you** how much you need to pay.

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You will need to pay those invoices within 14 days.



If **you** don't, **we** might not be able to provide **you** with support.

Changing this agreement



This agreement might need to change.



You might want to change it.

We might want to change it.



We will talk to **you** about any changes.

Ending this agreement



You can end your service agreement if we can't give you the supports that **you** need.



You need to tell us **30 Days** before you want the agreement to end.



If **we** need to end the agreement, we will tell you **30 Days** before the date.

Cancelling services



You must tell us if you need to cancel an appointment at least **48 hours** before.



We may have to charge you a fee if you don't tell us.

Tell us what you think



Its important that **we** know how **you** feel about our service.

You can:



- Give **us** feedback – tell **us** how things are going.

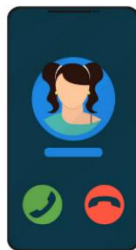
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- Make a complaint – tell us if something is wrong.

Contact Us



0458 044 838



Operations Manager/ Management team

Admin@uniquecaregroup.com.au

Director

mshaaya@uniquecaregroup.com.au



www.uniquecaregroup.au

If you don't want to talk to us, you can contact:

NDIS Quality and Safeguards Commission

Email: contactcentre@ndiscommission.gov.au

Phone: 1800 035 544 (free call from landlines)

or TTY 133 677