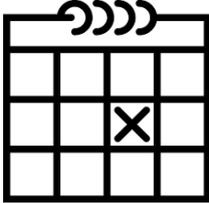


### **Service Agreement Easy Read**

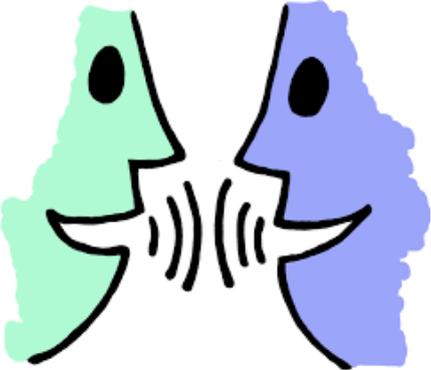
We have written this service agreement in an easy to read way and used pictures

	<p>This service agreement is between:</p>
 <small>twinkl.com</small>	<p><b>You-</b> _____</p> <p>Date of Birth: _____</p> <p>Do you identify as:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Other _____</p>
	<p>Who lives at</p> <p>_____</p> <p>_____</p>
	<p>Phone: _____</p>

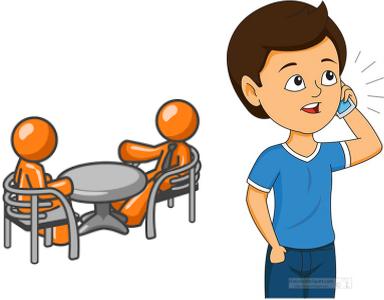


	<p>Email: _____</p>
	<p>Your Nominee or Representative</p> <p>_____</p> <p>_____</p>
	<p><b>AND</b>          us at Empowrd your NDIS Service Provider</p> <p>Start date: This agreement starts on          ____/____/____</p> <p>End date: This agreement ends on          ____/____/____</p> <p>Are you happy for Empowrd to keep supporting you until you tell us otherwise?</p> <p><input type="checkbox"/> YES</p> <p><input type="checkbox"/> NO</p>
	<p>When you see the words 'we' or 'us', it means Empowrd</p>
	<p>A <b>Service Agreement</b> is about the services you will get from us.          It explains the supports that we will give you</p>

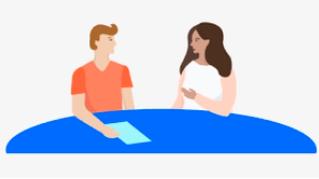
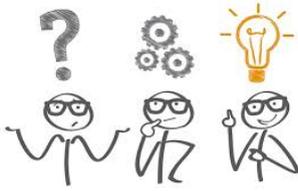
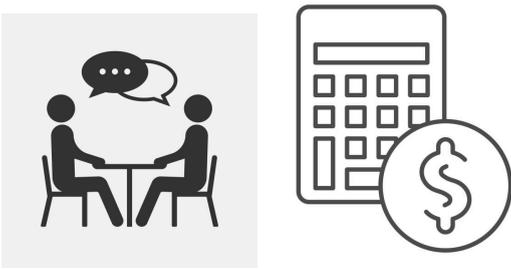


	<p>You can ask for help to read this service agreement</p> <p>A friend, family member or support person may be able to help you</p>
	<p>It explains what you can expect from us and what we can expect from you</p>
	<p>It helps us if we know your disability if you are happy to share this with us:</p> <hr/>
	<p>How would you like us to get in contact with you?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Email</li> <li><input type="checkbox"/> Phone</li> <li><input type="checkbox"/> Representative</li> <li><input type="checkbox"/> Mail</li> <li><input type="checkbox"/> Support Coordinator/LAC</li> <li><input type="checkbox"/> Please don't contact me</li> </ul>
	<p>Would you like to get a copy of our newsletter?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> YES</li> <li><input type="checkbox"/> NO</li> </ul>

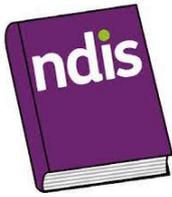


	<p>Sometimes we will have the people who represent the NDIS come and check on us to make sure the services we are providing are going well. Sometimes they might like to talk to people. Would you like to talk to them if they ask?</p> <p><input type="checkbox"/> YES</p> <p><input type="checkbox"/> NO</p>
	<p>Responsibilities: what <b>you</b> need to do and what <b>we</b> need to do, what we need to do <b>together</b></p>
	<p><b><u>What you need to do:</u></b> Tell us as soon as possible if your plan changes or ends</p>
	<p><b><u>What we need to do:</u></b> Give you supports that meet your needs when you want them</p>
	<p>Provide you with a copy of your service agreement, invoices and charges</p>



	<p>Talk about and explain <b>Privacy and Consent</b> including sharing your details to other providers so we can arrange the supports of your choice</p>
	<p>Keep your <b>paperwork stored safely</b> for your supports</p>
	<p>Give you 14 days notice if this agreement needs to end and help you connect to new services if you would like</p>
	<p>Listen to all your <b>feedback</b> good and bad</p>
	<p>Work as quickly as we can to fix any problems</p>
	<p><b><u>Together we need to:</u></b>          Treat each other kindly and with respect</p>
	<p>Work out a plan for your supports</p> <p>Check in to see how your supports and funding are going</p>





Follow the NDIS rules and laws - The National Disability Insurance Scheme Act. The laws state what supports you

- can spend NDIS money on
- cannot spend NDIS money on.

If you need support to understand this, please ask us.



**Plan Management** - Empowrd can do this if it is in your NDIS plan

Plan Managers look after paperwork for your plan and pay people from your NDIS funding that provide services to you

YES



We can set up an app on your phone for you so you can see how your funding is going?

YES

NO THANKS





Do you or your representative want to approve invoices before they are paid by the Plan Manager?

- YES  
 NO THANKS



**Support Coordination** - Empowrd can do this if it is in your NDIS plan

Support Coordinators connect you with supports and providers

- YES



**How to end this agreement**

You can end this service agreement if we can't give you the support you need or if you are unhappy with our service.

To end Plan Management services with us you can let the NDIS know you would like a new Plan Manager by calling 1800 800 110.

To end Support Coordination services with us, let us know by giving us 14 days notice so we can prepare information for your new Support Coordinator.





**Advocacy** is when someone helps you to speak up for yourself. An advocate can help you: talk to support services, organisations and employers.

We can help you connect to an Advocacy service.



We have policies and processes in place to report to the NDIS and help keep you **safe**.

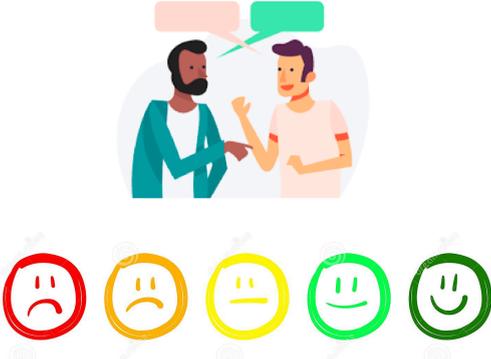


We will recognise and manage anything in our services that could be a **conflict of interest** and manage any **risks**.



We support you making your own choices, **choice and control**

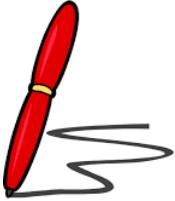
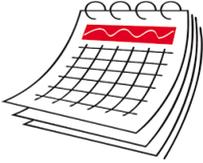


	<p>We have plans in place to ensure we can <b>continue</b> to provide our supports during an <b>Emergency or Disaster</b> like floods, bushfires or pandemics</p>
	<p><b>Tell us what you think:</b>          It's important you tell us what is working well and what is not working so we can make improvements</p>
	<p>You or your representative can send feedback or contact us through our website:  <a href="https://www.empowrd.com.au/feedback">https://www.empowrd.com.au/feedback</a></p>
	<p>You or your representative can contact us on:          86 834401</p>
	<p>You or your representative can visit us at the office and fill out a form or send feedback through the newsletter          10B Washington St, Port Lincoln SA 5606          Email us at <a href="mailto:hello@empowrd.com.au">hello@empowrd.com.au</a></p>



	<p>If you are unhappy with our discussion following your feedback, you can talk to someone from the NDIS Quality and Safeguard Commission.</p> <p>You can call: 1800 035 544</p> <p>You can email:  <a href="mailto:contactcentre@ndiscommission.com.au">contactcentre@ndiscommission.com.au</a></p>
	<p>TTY (Teletypewriter)</p> <p>133 677</p>
	<p>The National Relay Service Speak and Listen 1300 555 727</p> <p>SMS relay number 0423 677 767</p>
	<p>I understand and agree that the information in this agreement has been explained to me</p> <p><input type="checkbox"/> YES</p> <p><input type="checkbox"/> NO</p>
	<p>I accept this agreement</p>



	<p>Signature</p> <hr/> <p>Nominee or Representative</p> <hr/>
	<p>Date ____/____/____</p>
	<p>Empowrd staff name and signature</p> <hr/> <hr/>
	<p>Date ____/____/____</p>

