



Novita Service Agreement

Easy English

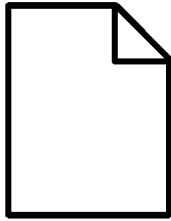
1300 668 482

www.novita.org.au



Novita Service Agreement

Who is making this agreement

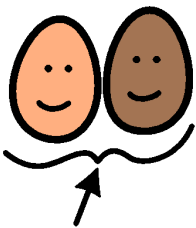


This service agreement is between



you _____.

and



us, Novita.

We are your NDIS service provider.

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

This agreement starts on ____ / ____ / ____.

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

This agreement ends on ____ / ____ / ____.

How to use this service agreement



Novita wrote this service agreement.

When you see the words 'we' or 'us' it means Novita.



We have written this service agreement in an easy-to-read way.

We use pictures to help explain some ideas.



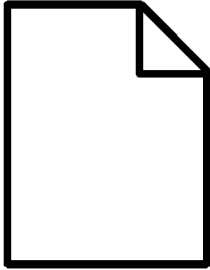
You can ask for help to read this service agreement.

A friend, family member or support person can help you.

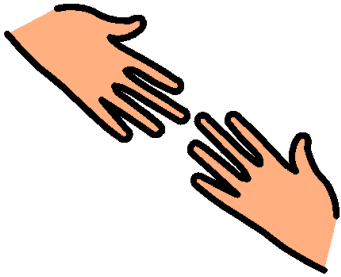
What's in this document

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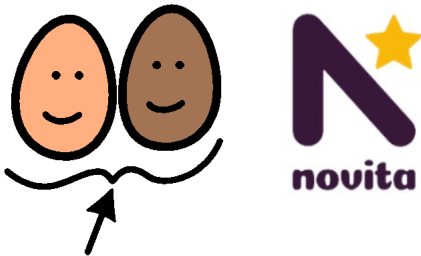
What is a service agreement



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



It explains the supports that we will give you.



This document will also explain:

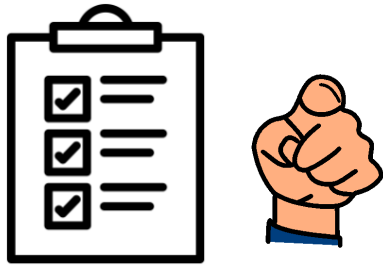
- what you can expect from us



- what we expect from you.

Responsibilities

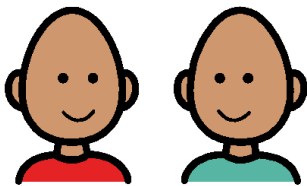
Responsibilities are things that:



- you need to do



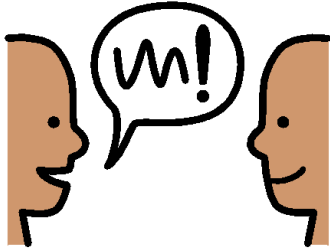
- we need to do



- both of us need to do together.

What you need to do

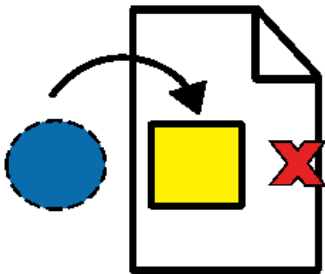
You need to:



- tell us how you want to get your supports



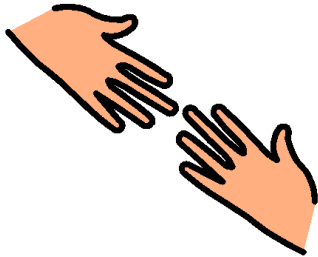
- tell us as soon as you can before you want to cancel a service



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

What we need to do

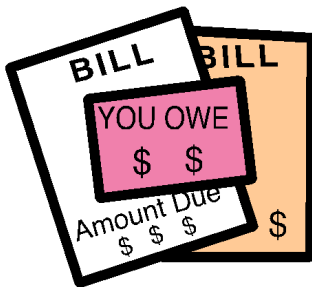
We will give you:



- supports that meet your needs



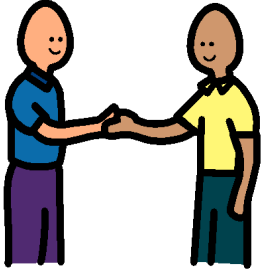
- supports when you want them



- an invoice for your supports.

What both of us need to do together

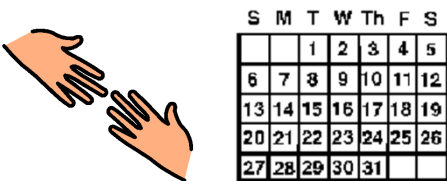
We both need to:



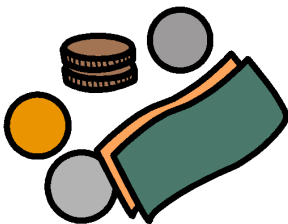
- treat each other kindly and with respect



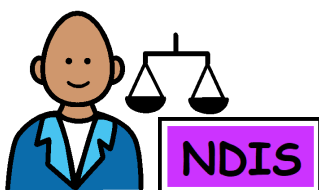
- work out a plan for your supports



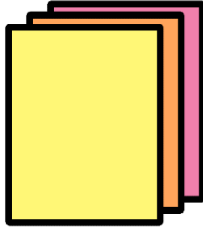
- check how your supports are going,
at least once a year



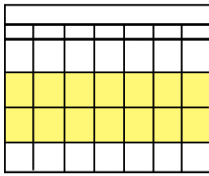
- talk to each other about your supports
and funding



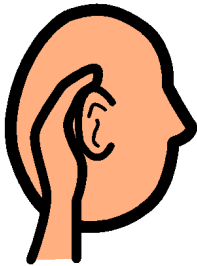
- follow NDIS laws from the *National
Disability Insurance Scheme Act 2013*



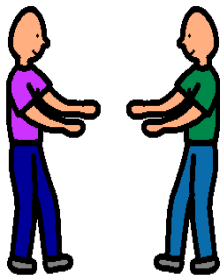
- keep all paperwork for your supports



- give 14 days notice if this agreement needs to end

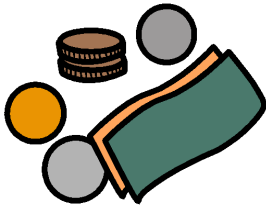


- listen to feedback

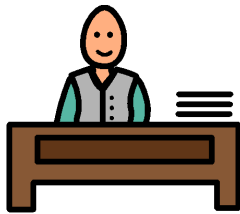


- fix problems.

Paying for your supports

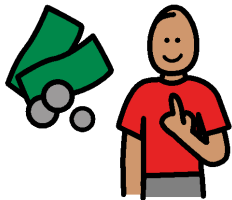


Funding is the money to pay for your supports.



If you have a Plan Manager, tell us who they are.

They will pay us for your supports.

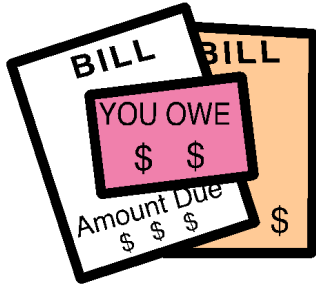


If you manage your own funding you need to:

- have enough funding to pay for services



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

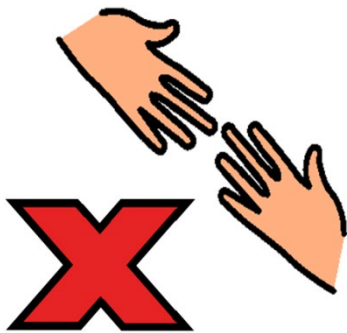


We will send you an invoice.

An invoice tells you how much you need to pay.



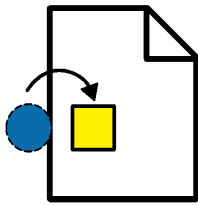
You will have 7 days to pay an invoice.



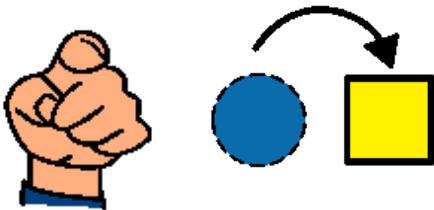
If you don't pay:

- we might need to stop your services.

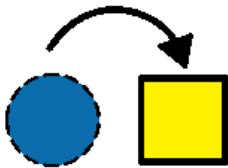
Changing this agreement



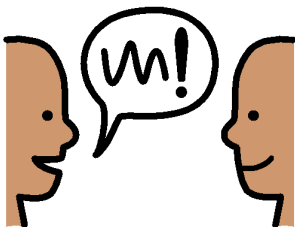
This agreement might need to change:



- You might want to change it

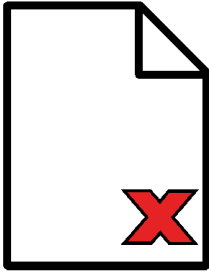


- We might want to change it.



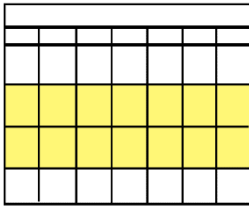
We will talk to you about any changes.

Ending this agreement



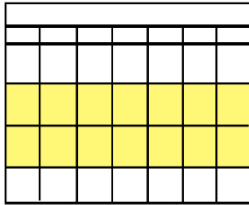
You can end your service agreement if:

- you are not getting the supports you need.



If you want to end the agreement:

- you will need to tell us 14 days before you want the agreement to end.



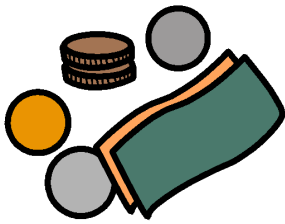
If we want to end the agreement:

- we will tell you 14 days before the end date.

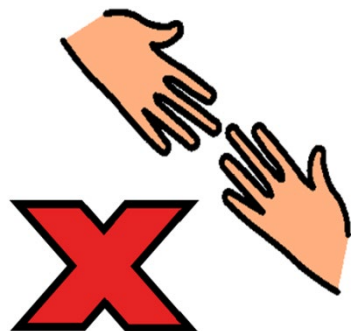
Cancelling services



You must tell us as soon as you can before you want to cancel a service.



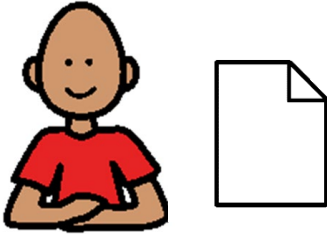
Sometimes we will have to charge you a fee if you don't tell us soon enough.



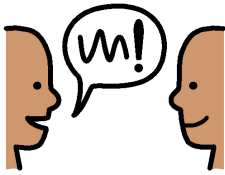
If we have to charge you this fee lots of times:

- we can stop your supports.

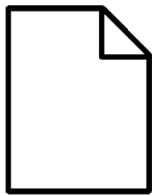
In an Emergency



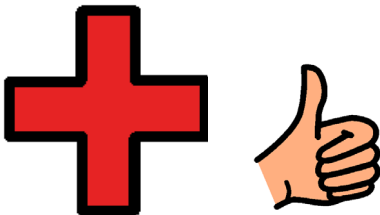
We will make a plan to help you be safe at Novita.



You can tell us what will help to keep you safe.



We will write what keeps you safe in your plan.



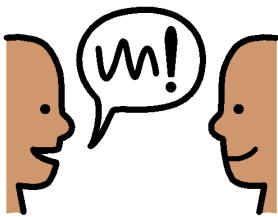
If there is an emergency we will follow your plan.

Tell us what you think

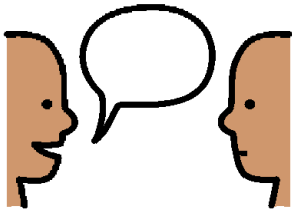


We want to know what you think about our service so that we can make it better.

You can:



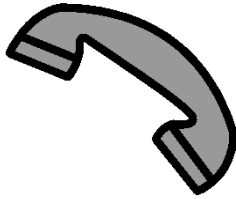
- give us feedback and tell us how things are going



- tell us if something is wrong.
This is a complaint.

Contact us

If you need any more help or support
please tell us.



Phone:

1300 668 482



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