

Guideline

A guideline provides guidance about Identitywa and the way we do things. When you see the word **we** in this document it means **Identitywa**.



This guideline tells you

- What is a service agreement and why it is important.

Who is this guideline for?

- It is for you as an NDIS participant, your family or carer or guardian.

What is a service agreement?

- It is an agreement between you and Identitywa.
- The service agreement says you would like Identitywa to give you services funded by your NDIS Plan.
- Your NDIS Plan says the goals you would like to work on. The services are things that help you reach the goals on your plan.
- When you and Identitywa agree, we both sign the service agreement.



The service agreement says things like...

- What services you will receive
- How much the services cost
- Who pays for the services.



What is the schedule of supports?

- Your schedule of supports is where your exact support is outlined.
- Your schedule of supports will include:
 - The dates/timeframe that you will receive supports.
 - The cost of your supports.
- Your plan will be charged as per your schedule of supports.



What is expected of you?

- If you choose Identitywa as your service provider this means you want Identitywa to give you some of the services outlined in your NDIS plan.
- It is helpful for Identitywa to have a copy of your (plan or goals).
- If you are happy with this, please provide Identitywa with a copy of your (plan or goals). If your plan changes, please tell Identitywa.
- We will then ask you to sign a service agreement to ensure services are provided in line with what's been agreed with you.
- Identitywa will charge for the services as per your schedule of supports.
- If the amount of money in your plan changes, tell Identitywa.
- If you need to cancel or change the service you need to tell us in a timeframe set out in your service agreement.
- Tell Identitywa if you are not happy with the support given.
- Tell Identitywa 14 days ahead of time if you don't want to keep receiving services from Identitywa.
- Further requirements are outlined in Identitywa's service agreement.



What is expected of Identitywa?

- We give you information in a way that you would like. We keep information about you. We need information to help us provide a good service.
- We work together with you.
- We ask you how you want services to be provided.
- We treat you with courtesy and respect. We communicate openly and honestly in a good amount of time.
- We will work out the best way for you to continue to receive the supports you need from us or another provider.
- Further requirements are outlined in Identitywa's service agreement.



Do you need to know more?

- Call Identitywa on (08) 9474 3303 or go to www.identitywa.com.au
- Send us an email: quality.feedback@identitywa.com.au