

Service Agreement with Identitywa

Guideline



This **guideline** is about helping you to understand your service agreement with Identitywa.

This guideline tells you what a service agreement is and why it is important.

When you see the word '**we**' in this document, it means **Identitywa**.



Who is this guideline for?

It is for you as a NDIS participant/recipient of services, your family or carer or guardian.



What is a service agreement?

It is an agreement or contract between you and Identitywa as a service provider.



- Your Plan tells us the goals you would like to work on.



- We sit with you and go through your Plan to see what services we can provide to you.



- The services written in the service agreement will help you reach some or all goals of your Plan.



- When you and Identitywa agree, both sign the service agreement.

The service agreement tells you:



- The services and supports you will receive from us.



- The Start date and the End date of services given by Identitywa.

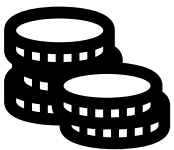


If you are **NDIS funded or self-funded** (Fee for Service), your service agreement comes with a *Schedule of Supports*

Schedule of Supports



- The *Schedule of Supports* is a list of
 - Your supports and how often services will be given.
 - The cost of your supports.



Your plan/services will be charged as per your schedule of supports.



Paying for your Supports

If your supports are funded by

- the **Insurance Commission of Western Australia** (ICWA) or
- the **Department of Health – Disability Support for Older Australians** (DSOA),



→ they will pay us for your supports.



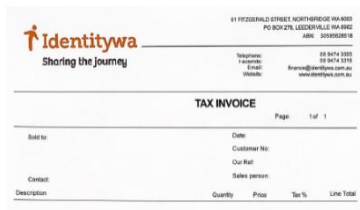
Plan Management Provider

If you are a **NDIS** participant:

- If you have a **Plan Manager**, they will pay us for your supports.
 - You are still responsible that the invoices are paid on time.



If you **manage your own funding**, you need to have enough funding to pay for our services.



We will send you or your Plan Manager invoices that say how much you/they need to pay us for the services provided.



If these invoices are not paid within 14 calendar days, we might not be able to continue providing you with support.

Direct Debit



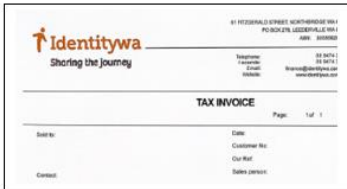
To make sure invoices are paid on time, you, your Power of Attorney or Plan Manager may want to set up regular payment via

Direct Debit.

- Direct Debit means you allow your bank to pay Identitywa invoices by automatic payments.
- You need to complete a **Direct Debit Request** form.



On the **Direct Debit Request** form,



Names on account _____

BSB number (Must be 6 Digits) | _ | _ | _ | - | _ | _ | _ |

Account number | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ |

- You choose if you would like to receive invoices for Board and Rent or not
- How you would like to receive invoices
- You give the name and details of your bank/financial institution
- You give the name on the account
- The account numbers from which the bank/financial institution will pay the invoices.



You can ask for the Direct Debit payments to stop at any time.



To cancel, you can call your bank/Financial Institution or call Identitywa on 08 9474 3303 and ask to speak to Finance.

What you need to do



Please provide Identitywa with a copy of your plan or goals.



We will ask you to sign a service agreement.

That is to make sure, that you and Identitywa are clear on what we have agreed to.

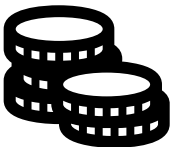


If your (NDIS/other) plan changes, you need to tell Identitywa.



7 days

If you need to cancel or change the service, tell us seven (7) days before the planned service.



We will have to charge you for the service if you do not tell us in time.



- If you are a NDIS participant, you must nominate Identitywa as a “My Provider” in PACE before we can provide services and invoice you.



Tell us what you think about our service

Tell us what is good about the service you receive.



Tell us if you are not happy with the support given.

You can make a complaint if something is wrong.

You can make a complaint to our Chief Executive Officer.

- You can call the CEO Office on (08) 9474 3303,
or
- You can send an email to us admin@identitywa.com.au.



If you are still not happy you can

- Call the Archbishop of Perth on (08) 6104 3650
or
- Contact the NDIS Commissioner by calling **1300 363 992** or
make a complaint [online](#).



14 days

Tell Identitywa 14 days ahead of time if you don't want to keep receiving services from Identitywa.



Further requirements are written in Identitywa's service agreement.



What we need to do

- We give you information in a way that you would like to and in a way which will help you.



- We need information about you to help us provide you with the right service.

- We must keep this information about you safe.



- We ask you how you want services to be given.



- Together we work out the best way for you to receive the supports you need from us or another provider.



- Other information and requirements are written in Identitywa's service agreement.



Do you need to know more?



Call Identitywa on (08) 9474 3303 and ask your questions or give feedback on the phone.



You can ask for an appointment to meet in person to discuss more.



Go to our website www.identitywa.com.au for more information.



Send us an email:

quality.feedback@identitywa.com.au.

Check out the National Disability Insurance Scheme (NDIS) factsheets



- [*Things to consider when making a service agreement*](#) – Easy Read version
- [*Making a service agreement – Things to think about*](#) – Easy Read version.