

Service Agreement with Identitywa Disability Services Limited (IDSL)

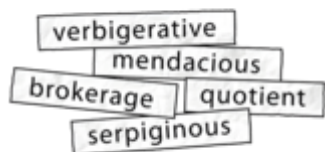


About this book

This book is written by Identitywa.
When you see the word **we** it means Identitywa.



This book is written so it is easy to read.
We use pictures to explain some ideas.



The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this book
- know what this book is about
- get more information



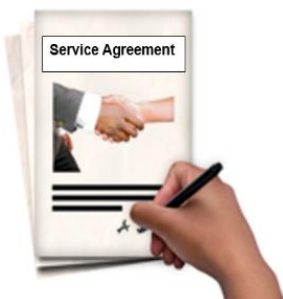
The Guideline

- This **guideline** is about helping you to understand your Service Agreement with Identitywa Disability Services Limited (Identitywa).
- This guideline tells you what a Service Agreement is and why it is important.



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.
- It shows us what you want to do.
- We use your Plan to support you and achieve your goals.



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



The start date and end date of the Agreement.



Schedule of Supports

If you are **NDIS funded or self-funded** (Fee for Service), your Service Agreement comes with a 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 services will be charged as per your Schedule of Support.





Paying for your Supports

If your support is funded by:

- the Department of Communities or
- the Insurance Commission of Western Australia (ICWA) or
- the Department of Health - Disability Support for Older Australians,
- they will pay us for your support.



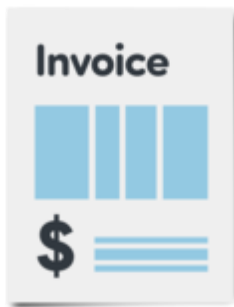
Plan Management Provider

If you are funded by the NDIS:

- If you have a Plan Manager, they will look after your budget and make sure the invoices are paid on time.



- If you manage your own funding, you need to make sure you have enough funds and that invoices are paid on time.



- We will send you or your Plan Manager a weekly invoice that shows 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

If you live in one of Identitywa's shared living homes, you or your financial representative 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.
- This form allows Identitywa to receive payment for the services provided.



On the **Direct Debit Request** form, you can choose if:

- you would like to receive invoices for Board and Rent fees and
- you want to receive it by email or by post.



- You will need to give the name and your bank details.



You can ask for Direct Debit payments to stop at any time by:

- Calling your bank or
 - Calling Identitywa on (08) 9474 3303
- and ask to speak to Finance.



What you need to do

Please provide Identitywa with a copy of your NDIS Plan.



We will ask you to sign a Service Agreement.

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



If your services or NDIS Plan changes, you need to tell Identitywa.



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



We may 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.



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

If you are still not happy, you can



- Call the Archbishop of Perth on (08) 6104 3650
- 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 provided.



Together we work out the best way for you to receive the support you need from us.



Do you need to know more? You can:

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

Ask for an appointment to meet in person.



Go to our website www.identitywa.com.au.



Send us an email:

quality.feedback@identitywa.com.au.



Check out the National Disability Insurance Scheme (NDIS) website on Service Agreements.

[Service agreements | NDIS](#)

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