

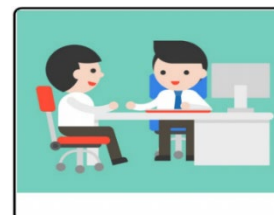
Your Service Agreement outlines the support, the YMCA and you have agreed to.

This Agreement is for you and the Y To help you with care and support, paid for by the National Disability Insurance Scheme (NDIS) plan.

This paper is about the help and support you will get from the Y, paid for by your NDIS plan.

The Y will:

- Help you be more independent.
- Help you join in activities.
- Let you make your own choices.



When you sign this agreement, The Y promises to:

- Talk to you on time.
- Respect your choices.
- Keep you safe.
- Listen and fix problems quickly.
- Keep your information private.
- Send you bills regularly.
- Tell you if anything changes.



Extra Things to Know

- If your worker is sick and we can't find a replacement, your shift will be cancelled.
- Sometimes volunteers help the workers.



We follow the laws, like the:

NDIS Act

Disability Act (Victoria)

Working with Children Act

Children, Youth and Families Act

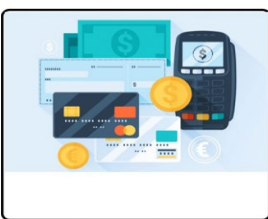
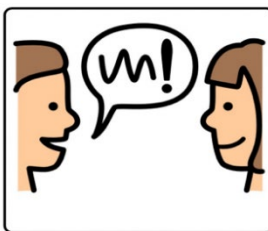
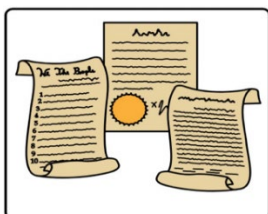
Guardianship and Administration Act

Australian Consumer Law



Your Job

When you sign this agreement, **you promise to:**

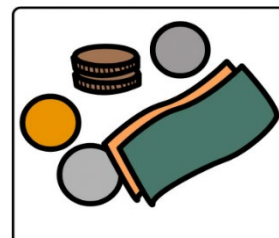


- Give us the information and papers we need.
- Respect our staff and tell us what you need.
- Tell us early if you can't come.
- Tell us 14 days before you want to stop services.
- Keep your information up to date.
- Help with good behaviour plans.
- Share information from your other support people (like therapists).
- Tell us about changes in writing.
- Tell us if your NDIS plan changes.
- Pay extra costs when needed.

Money and Payments

You must pay for your support.

If your NDIS money runs out, you or your helper must pay for your support.



Prices

The prices are set by the NDIS.

If NDIS changes their prices, the new prices will apply.



Transport (Travel)

If your transport is not in your NDIS plan, you must pay for it yourself.

Staff can claim for the kilometres they drive to help you.

We will send you bills for transport and other extra costs.



Signing the Agreement

You (or your carer) must sign.

The Y will also sign.

Signing means you agree with everything written here.



Understanding the Rules

By signing, you say you have seen and understood the service handbook.

You can find more information on the Y's website.



Changes to This Agreement

If you want to change something, we must talk about it together.

All changes must be written down and signed.

Prices may change if NDIS changes their prices.



Cancelling Services

If you can't make it to an activity, you must tell us early, following NDIS rules.

If you don't tell us early enough, you might still have to pay.

You may still need to pay for things even if you cancel.



Ending This Agreement

You or we can end this agreement. We need 14 days' notice.

You can end it sooner if you are not safe or we are not giving you good support.

We can end it in 30 days if there are safety problems or NDIS funding changes.

Any money still owing must be paid.



Your Supports

We will give you a list of the supports you get and their prices.

Extra costs (like travel) must be paid before the support starts.

You must keep your payment information up to date.



Giving Feedback or Making a Complaint

If you want to give feedback or make a complaint:

Talk to any staff member.



Or contact:

Annette Jurisch, General Manager

Phone: **1300 69 9622**

Email: **annette.jurisch@yinclusion.org.au**



If you still need help, you can call:

NDIS Quality and Safeguards Commission: **1800 035 544**

National Disability Insurance Agency (NDIA): **1800 800 110** or go to **[ndis.gov.au](https://www.ndis.gov.au)**

Victorian Disability Services Commissioner: **1800 677 342**