





## Easy Read

### What you need to know about your Service Agreement

	<p><b>The Agreement</b> The Service Agreement is made between yourself and Onemda.</p>
	<p><b>Schedule of Supports</b> The Schedule of Supports sets out the services you will receive from Onemda, including types of supports, when and where they will be delivered. The costs of these services are in line with the NDIS price guide.</p>
	<p><b>Payments &amp; Invoicing</b></p> <ul style="list-style-type: none"> <li>• Onemda will invoice (at a minimum) fortnightly for services delivered.</li> <li>• Invoices from Onemda will require payment within 7 days.</li> <li>• Onemda will provide you with statements for services which have been delivered.</li> <li>• Any late payments will be subject to Onemda's Participant Fee Policy.</li> </ul>
	<p><b>Missed Supports</b></p> <ul style="list-style-type: none"> <li>• It is important that you let us know as soon as possible if you are going to miss, cancel or change contracted services. Contact Onemda on 9842 1955 or email <a href="mailto:services@onemda.com.au">services@onemda.com.au</a></li> <li>• If you do not let us know within the prescribed time frame, then cancellation fees will apply. These timeframes and charges are all outlined in your Schedule of Supports.</li> <li>• There may be times you are absent from Onemda and you were unable to let us know. This may be that your transport has not turned up or you fell ill and needed to attend an unexpected medical appointment. In these types of circumstances, you may not be charged for non- attendance.</li> </ul>



### Onemda's Responsibilities

Onemda agrees to:




- Provide services as agreed in your Schedule of Supports.
- Treat you politely and with respect, and include you in all decisions about your support.
- Let you know what to do if you have a problem.
- Listen to your feedback and work with you to fix any problems.
- Tell you if Onemda wants to end the Agreement.
- Ensure that your information is correct and up-to-date and store any personal information carefully and privately.
- Give you a minimum of 24 hours notice if Onemda needs to change your scheduled service.
- Obey all the rules and laws that apply. This includes the *National Disability Insurance Scheme Act 2013* and the *National Disability Insurance Scheme Rules* and the *Disability Act 2006*.
- Provide accurate invoices and statements of your supports (all supports are GST exempt unless otherwise specified).
- To check that the Agreement is working well. Onemda will provide a yearly review, unless otherwise requested.





### Your Responsibilities

You agree to:

- Tell Onemda about the supports that you want, and how you want to receive them.
- Be polite and respectful to the staff who work with you.
- Tell Onemda if you have any problems with your services and support from Onemda.
- Tell Onemda if you are unable to make it to an appointment as earliest as you can by contacting Onemda on 9842 1955 or email [services@onemda.com.au](mailto:services@onemda.com.au)
- Tell Onemda straight away if you want to end the Agreement.
- Let Onemda know straight away if your NDIS Plan changes or if you stop using the NDIS.
- Help Onemda to follow any relevant rules and laws.
- Onemda making contact with medical support services in case of unexpected illness or injury, and that any costs incurred are your responsibility.
- Provide Onemda with any personal and sensitive information as needed in order for Onemda to provide services.

	<p><b>Changing your Service Agreement</b></p> <ul style="list-style-type: none"> <li>• Your services can be changed at any time, provided both you and Onemda agree to the changes.</li> <li>• You will be reissued with a new schedule of supports which reflects the agreed changes.</li> </ul>
	<p><b>Ending this Agreement</b></p> <ul style="list-style-type: none"> <li>• If you want to end the Service Agreement, you are required to tell Onemda.</li> <li>• Onemda requires 28 days notice should you wish to end this agreement.</li> <li>• If Onemda wants to end the Agreement, they must tell you – and give you 28 days written notice.</li> </ul>
	<p><b>If you have a problem or concern with your service</b></p> <ul style="list-style-type: none"> <li>• If you have a problem, or are unhappy with your service please contact a member of Onemda staff, management or raise your concerns with the Onemda Complaints Officer.</li> <li>• If you don't have any success getting your problem fixed, you can contact the NDIA via 1800 800 110 or visit <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>, or National Disability Quality &amp; Safeguards Commission via 1800 035 544 / <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a></li> </ul> <p>For more information on Onemda's Complaint Policy please access our website or contact Onemda directly.</p>
	<p><b>Privacy and Consent to share information</b></p> <ul style="list-style-type: none"> <li>• Your information will be stored and managed in accordance with Privacy and Data Storage legislation and governing body requirements.</li> <li>• Your Agreement will detail the services and people with whom you give us permission to share information, and those services and people who you do not give this permission for sharing information. We may disclose personal information to other services/care providers with whom we work, and they may use that information to facilitate the services we offer in the best possible way. If you DO NOT consent for us to share your personal information in this way, please inform Onemda's Privacy Officer on 9842 1955.</li> </ul>

	<p><b>Temporary Transition Pricing (TTP)</b></p> <p>This conditional loading provided by the NDIS aims to assist providers to continue transforming their business in the move towards a more competitive marketplace. All services which have TTP loading applied are highlighted in Onemda's Price Catalogue.</p>
	<p><b>Additional Expenses</b></p> <p><b>Session Fees</b></p> <p>Session Fees are for service extras which are not funded by the NDIS. You are required to pay these fees as part of our Service Agreement with you.</p> <p>This fee helps Onemda to provide;</p> <ul style="list-style-type: none"> <li>• Program things (paints, craft &amp; paper supplies, cleaning supplies and food and drinks like tea and coffee, biscuits etc.)</li> <li>• Special things to help with your care and learning (hoists, modified and adaptive technologies and IT equipment, aids and equipment and special tutors etc.)</li> <li>• Use of Onemda buses and cars to access programs in the community.</li> </ul> <p>*Session Fees are invoiced monthly based on attendance. Fees are adjusted by indexation each year.</p> <p><b>Activity Fees</b></p> <p>Some Onemda programs and activities have an extra cost, such as entrance fees to things like the movies or the zoo, meals, external courses and special events etc.</p> <p>You will need to bring this money in each week to help pay for these costs.</p> <p>**Refer to the Schedule of Supports on how all of these costs are applied.</p>