



What you need to know about your Service Agreement

	<p>The Service Agreement</p> <p>The Service Agreement is made between yourself and Onemda, and is our shared understanding of what supports will be delivered and how they will be delivered.</p>
	<p>Schedule of Supports</p> <p>The Schedule of Supports is part of your Service Agreement and sets out the services you will receive from Onemda, including:</p> <ul style="list-style-type: none">• The types of supports• When and where they will be delivered• The cost to your NDIS Plan <p>The costs of these services are in line with the NDIS Price Guide.</p>
	<p>Payments & Invoicing</p> <ul style="list-style-type: none">• Onemda will generally invoice fortnightly for services delivered.• Invoices from Onemda will require payment within 7 days.• Invoices from Onemda will include details of services <u>delivered</u> and their charge• Any late payments will be subject to Onemda's Participant Fee Policy, which is on the Onemda website.
	<p>Missed Supports</p> <ul style="list-style-type: none">• It is important that you let us know as soon as possible if you are going to miss, cancel or change a contracted service. Please call Onemda on 9842 1955 or email services@onemda.com.au• If you do not let us know within the required time frame, then fees will be charged according to NDIS price guide Cancellation rules. These timeframes and charges vary by service and are outlined in your Service Agreement.
	<p>Onemda's Responsibilities</p> <p>Onemda agrees to:</p> <ul style="list-style-type: none">• 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 Service Agreement.• Store your personal information carefully and privately and keep it up-to-date in accordance with our Privacy Policy.

	<ul style="list-style-type: none"> • Give you at least 24 hours' notice if Onemda needs to change your scheduled service. • Obey all the rules and laws that apply. This includes the <i>National Disability Insurance Scheme Act 2013</i> and the <i>National Disability Insurance Scheme Rules</i> and the <i>Disability Act 2006</i>. • Provide accurate invoices and statements of your supports (all supports are GST exempt unless otherwise specified). • Talk to you every 12 months to make sure the Service Agreement is working well for you.
	<p>Your Responsibilities</p> <p>You agree to:</p> <ul style="list-style-type: none"> • 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 and to other participants in any program or service that we provide to you. • Tell Onemda if you have any feedback or problems with your services and support. • Advise Onemda if you can't make it to an appointment as soon as possible by contacting Onemda on 9842 1955 or email services@onemda.com.au • Tell Onemda straight away if you want to end the Service 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. • Allow us to contact medical assistance in case of unexpected illness or injury. You must pay any costs relating to your health. • Pay your invoices on time. • Accurately fill in the participant information details requested and tell us straight away if any of those details change. • Provide Onemda with any personal and sensitive information as needed in order for us to provide services to you.
	<p>Changing your Service Agreement</p> <ul style="list-style-type: none"> • Your services can be changed at any time, provided both you and Onemda agree to the changes. These will be updated in your Schedule of Supports. • All changes need to be in writing and signed off by you and Onemda.



Ending this Service Agreement

- If you want to end your Service Agreement, you are required to tell Onemda.
- Onemda requires 14 days' written notice should you wish to end this agreement.
- If Onemda wants to end the Agreement, we must tell you by giving you 28 days written notice.



If you have feedback, a problem or concern with your service

- Please contact a member of Onemda staff or management if you have any feedback about our services.
- A feedback form is available online and an easy-read feedback form is available in program rooms or at reception.
- If you have any concerns please contact our Onemda Feedback and Privacy Officer for a private discussion by calling us (03) 9842 1955
- You may wish to get support from someone to help provide your feedback. This person is called an advocate and can be a family member, friend, staff member or other member of the community.



If your problem still isn't fixed, or you have any further concerns you can contact one of the official complaints bodies below:

- National Disability Insurance Agency (NDIA) via 1800 800 110 or email feedback@ndis.gov.au or visit www.ndis.gov.au
- National Disability Quality & Safeguards Commission via 1800 035 544 or visit www.ndiscommission.gov.au
- Disability Service Commissioner via www.odsc.vic.gov.au or call 1800 667 342
- Victorian Disability Worker Commission via www.vdwc or call 1800 497 132



Privacy and Consent to share information

- In order to safely provide services to you, we are required to collect personal information about you.
- Your information will be collected, stored and managed in line with our Onemda Privacy Information Policy as well as Privacy and Data Storage legislation and governing body requirements.
- Your Service Agreement details the services and people with whom you give us permission to share information.
- We may share personal information with 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.

	<ul style="list-style-type: none"> If you DO NOT consent for us to share your personal information in this way, please inform Onemda's Privacy Officer on 9842 1955.
	<p>Temporary Transition Pricing (TTP)</p> <p>The NDIS aims to assist providers like Onemda to continue transforming their business and remain competitive. To do this, the NDIS allow for a 'conditional loading' meaning an increased fee to be applied to some services. All services which have TTP loading are highlighted in Onemda's Price Catalogue. NDIS Plans are adjusted to cover the cost of TTP.</p>
	<p>Out of Pocket Fees</p> <p>These are expenses that are not covered through your NDIS Plan.</p> <p>Session Fees</p> <p>Session Fees are an out of pocket expense (meaning a cost not covered by the NDIS) which relate to you attendance of our Onemda Group Services. 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"> Program consumables such as art, craft and stationery supplies, hygiene supplies, personal protective equipment (eg masks), and refreshments. Specialised resources, equipment and tutors such as supplying and maintaining modified IT resources, aids and equipment, and the provision of specialty tutors. Operating fully maintained and accessible vehicle fleet (not covered by the NDIS). <p>Session fees are charged for each day of attendance and increase per hour of additional services. The Session Fee invoice will be sent to the nominated carer / family member.</p> <p>Activity Fees</p> <p>Some programs and activities have an associated cost, such as an entrance fee, meal, short course or event. These are called Activity Fees.</p> <p>You will be informed of your Activity Fee via your individualised timetable and Activity Fees are charged weekly to cover these associated costs. Activity fees will be listed on your individual timetable and cannot be claimed against your NDIS Plan.</p>