



# Rocky Bay

HEALTH + COMMUNITY

## Service Agreement



**Easy English**  
GUIDE

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*your partner in possibility*

This book tells you what a service agreement is.



You will need to sign a service agreement so that we can give you good service and supports.



We will give you a service agreement to sign

It is a different form.



You need to read this book with our Terms and Conditions.

Terms and Conditions can be found on our website.



[www.rockybay.org.au](http://www.rockybay.org.au)

Your support person can help you with this.



Some words are written in **pink**.

We will explain what these words mean.

When you see the word



- **we**
- **our**
- **us**

in this book it means **Rocky Bay**.

## What is a Service Agreement



A **service agreement** is a written plan between

- you

and



- **us.**

It tells you about the supports and services



- you will use



- how we will give them to you



- how much they cost.

A service agreement helps you make sure you are getting the supports and services you have paid for.

A service agreement tells us



- who you are



- your date of birth



- where you live



- how we can contact you

It tells us



- who helped you join Rocky Bay



- how to contact them.

It also tell us who makes your decisions.



- you

or



- your legal **guardian**.



A guardian is someone that make legal decisions for you.

We also call them a **decision-maker**.



- where your money comes from

and



- how you will pay.

## Where money comes from to pay for your supports and services

How you pay for your supports and services is called **NDIS funding**.



NDIS funding is the money from your plan that pays for the supports and services you need.

You can decide



- what services you receive



- who provides them



- when you receive them.

## Services and supports



We do lots of things to give you the best service and supports that we can.



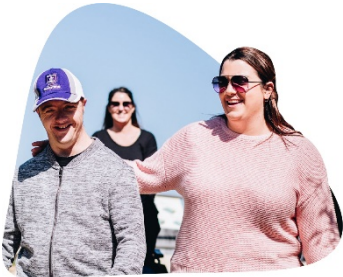
We will always

- write this information down



- keep it safe.

This includes



- how much time we spend with you to help you live the best life you can

and



- how we help you live the best life you can.





We do this in many ways  
For example

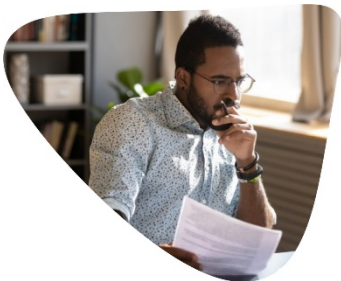
- emails



- phone calls



- write notes about your service



- **research**
- Research is when we learn more about how to help.

## How to pay for your services and supports



You need to pay for the services and supports we give you.



When you need to pay we will send an **invoice**.

An invoice will tell you



- how much you have to pay



- what you are paying for



- when you have to pay.



There are **3** different ways that you can pay for your services and supports

## 1. Self-Managed Plan



This is when an invoice is paid by

- you



or

- your decision maker.



We will send an invoice to you or your decision maker by

- mail



or

- email

You pay this invoice through the **NDIS myplace portal**.

You can

- make a payment request



or



- pay for the service with your own money

and

- ask for the money back.



You can find out more about the NDIS myplace portal on the NDIS website.



<https://www.ndis.gov.au/participants>

## 2. Plan- Managed



This is when another person will pay an invoice for you.



We will send the invoice to the person looking after your plan.

We call them your **Plan Manager**.

### 3. Agency Plan



This is when your NDIS provider will pay an invoice for you.

We call this a **claim**.



If you have an Agency Plan we will make the claim for you.

For example



- you can have all your services and supports given to you by Rocky Bay



- we can be your Agency provider
- we will send your invoices to NDIA
- NDIA will pay the invoice from your funding.

a

## When you will get an invoice



We will send an invoice **2** times each month.

You can always see how much funding have left.



You can

- ask us



- log into the NDIS website

<https://www.ndis.gov.au/participants>

Your support person can help you with this.



Your service agreement will start from the day you sign the form.



You will not have to pay until we see you for the first time.