

About your Service Agreement



Easy English



Better Health Network

Our services

- Adult Disability Support Services
- NDIS Support Coordination
- Social Support Groups
- Primary Health - Therapy Services
- Primary Health - Child and Family Services

Hard words



This book has some hard words.

When we write a hard word for the first time

- the word is in **blue**
- we write what the hard word means.



You can get someone to help you

- read this book



- understand this book



- find more information.

About this book

This book is by Better Health Network.

When we say **we** it means Better Health Network.

About your service agreement

This book is about the service agreement between



- you

and



- us.



A service agreement is a document that says what services and supports you will get from us.



When you agree you say **yes** to something.



If you say **yes** to the service agreement we both sign the document.

Your service agreement

You will get services and **supports** from us.



Supports means the things that help you to meet your goals.

Your service agreement tells you about your supports.

Your service agreement tells you



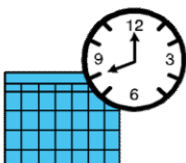
- the cost of supports



- when you will get supports



- where you will get support



- how long you will get supports for.



About your supports

You could get support to



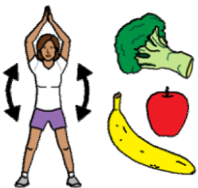
- go to school, training or a job
- learn how to do things on your own



- choose where you live



- choose who you live with
- do community activities



- be healthy.

Responsibilities

The service agreement tells you about **responsibilities**

Responsibilities means what is expected of you and us.

The service agreement tells you



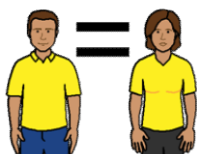
- what you need to do



- what we will do



- what we both need to do.



We both need to

- treat each other with respect



- make a plan about your goals and supports



- check your goals and supports with us at least once a year.

What you need to do

Tell us if you want to change your service agreement.



Changing your supports

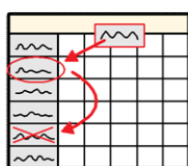
Tell us if you want to change

- which supports you want
- how you want to get supports
- if you have a problem with your supports.



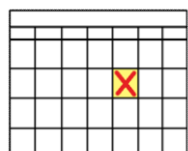
Changing your appointments

Tell us if you need to



- change an appointment

or



- cancel an appointment.

Tell us early if you want to cancel your appointment.



You may have to pay us if you cancel late.

What we will do



We will

- keep your information private



- make sure all your information is right



- explain things clearly



- give you the right supports

- send an **invoice** at the right time



An invoice tells you how much the supports cost and when to pay.



Laws

We will obey the **law** and follow the rules.

Laws means the government or a court makes rules for the community.



Feedback and complaints

We will do something about **complaints** and **feedback**

Feedback means you tell us



- what you like



- what ideas you have to make us better

We will use your feedback to make our service better.



A complaint is when you say what you do not like.

We will



- help you to make a complaint



- listen to you



- try to fix the problem.



More information

You can contact us if you have any questions.



Call 03 8587 0200



Email NDIS@cbchs.org.au



Website www.bhn.org.au



National Relay Service

Help for people with hearing or speech difficulties.

Call 1800 555 660

Website communications.gov.au/accesshub/nrs

Notes

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