



Perpetual Service Agreement (ongoing)

This agreement will cover you from the time you start support with You Connect until the time you stop support with us.



This service agreement is between



You

Who lives at

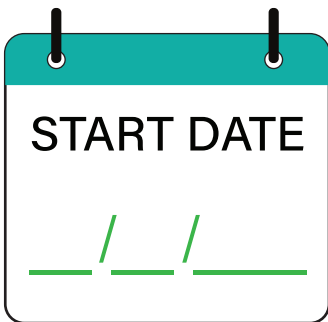


and



us – You Connect
– your NDIS service provider.

*(youthconnections.com.au trading as
You Connect, NDIS provider number
4050000435)*



This agreement starts on

__ __ / __ __ / __ __ __ __



This agreement is ongoing.

It will cover you from the time you start services with You Connect to the time you stop supports with us.

How to use this service agreement



You Connect wrote this service agreement.

When you see the words 'we' or 'us', it means You Connect



We have written this service agreement in an easy-to-read way.

We use pictures to explain some ideas.



You can ask for help to read this service agreement.

A friend, family member or support person may be able to help you.

What is in this document?

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What is a service agreement?





This service agreement is about the services and supports you will get from us.



It explains the supports that we will give you.

List of Supports		
1	====	\$
2	====	\$
3	====	\$
4	====	\$

Along with this document we will give you a quote for:

-  your supports
-  their prices.

Schedule of Supports
=====
=====
=====
=====
=====\$\$

We call this your Schedule of Supports



This agreement also explains:



➔ what you can expect from us



➔ what we expect from you.

Responsibilities

Responsibilities are things that:



➔ you need to do.



➔ we need to do.



➔ both of us need to do together.

What you need to do

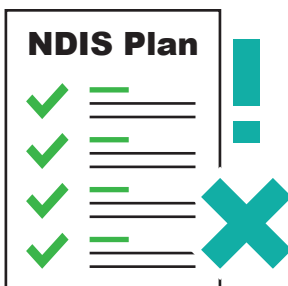
You need to:



tell us how you want us to support you.



tell us a week (7 days) before if you want to cancel supports.



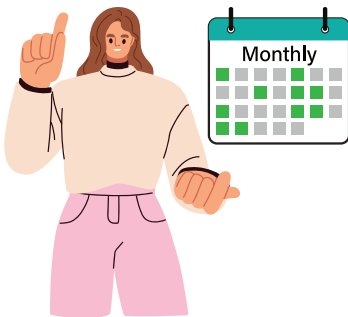
tell us as soon as possible if your plan changes or ends.

What we need to do

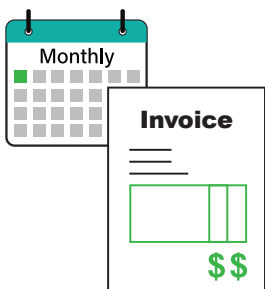
We will give you:



supports that meet your needs.



supports when you want them.



an invoice for your supports at least once a month if you self-manage.

If you are NDIA managed or Plan managed we will send invoices directly to them.

What both of us need to do together

We both need to:



treat each other kindly and with respect.



work out a plan for your supports.



check how your supports are going, at least once a year.



talk to each other about your supports and funding.

National Disability Insurance Scheme Act 2013

✓ follow NDIS laws – the National Disability Insurance Scheme Act 2013.



✓ keep the paperwork for your supports.



✓ give 4 weeks' notice if this agreement needs to end.



✓ listen to feedback.



✓ fix problems quickly.

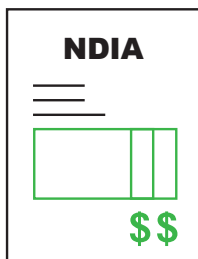
Paying for your supports



Funding is the money to pay for your supports. It covers your support worker costs but does not cover the costs for any additional materials or tickets.

The rate we charge depends on the pricing set by the NDIS in their document: ***NDIS Pricing Arrangements and Price Limits***.

This can be found on their website: [ndis.gov.au/providers/pricing-arrangements](https://www.ndis.gov.au/providers/pricing-arrangements)



If the National Disability Insurance Agency (NDIA) takes care of your funding, they will pay us for your supports



If you have a Plan Management Provider, they will pay us for your supports. If you have a plan manager, you will need to tell us their name:

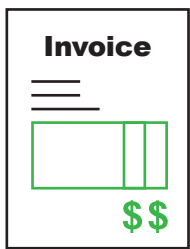
If you manage your own funding, you need to:



✓ have enough funding to pay for our services.



✓ pay for travel costs if you manage your own transport funding.



We will send you invoices that tell you how much you need to pay.



✓ You will need to pay those invoices within 7 days.



If you don't, we might not be able to provide you with support.

Changing this agreement



This agreement will be in place from the time you start with You Connect until the time you wish to cease services. We refer to this as a "***Perpetual Service Agreement***" as it is ongoing. It covers you for the whole time you are with our Services.



Things change though!...and you might want to change your schedule of supports during this time. If so, let us know and we will get you an updated schedule that shows your new support times and their prices.



If we need to change anything we will communicate with you about any changes first.

Ending this agreement



You can end your service agreement if we can't give you the supports you need.



You need to tell us 4 weeks before you want the agreement to end.



If we need to end the agreement, we will tell you 4 weeks before the date.

Cancelling scheduled services



You must tell us if you need to cancel an appointment or support at least 7 days (one week) before to avoid being charged.



We will have to charge you a fee if you don't tell us.



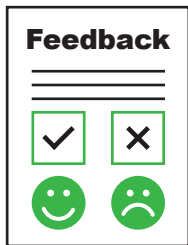
There is no limit on the number of times you can cancel however if you have a large number of cancellations, You Connect may contact you to understand why they are occurring.

Tell us what you think



It's important that we know how you feel about our service.

You can:



➔ give us feedback – tell us how things are going.



➔ make a complaint – tell us if something is wrong. It's OK to complain! If we did not support you correctly, tell us:



Phone 02 4346 11 11



Email admin@you-connect.com.au



Or fill out our [Online Feedback Form](https://you-connect.com.au/participant-and-family-feedback)
you-connect.com.au/participant-and-family-feedback

If you don't want to talk to us, you can:

ndia National Disability Insurance Agency



➔ contact the NDIA:

1800 800 110

www.ndis.gov.au

ndis



➔ You can contact the NDIS Commission:

1800 035 544

Interpreters can be arranged

Advocates can help you complain. The National Disability Advocacy Program can help you work with an advocate. Email them at:

disabilityadvocacy@dss.gov.au

Or search “disability advocate” online.



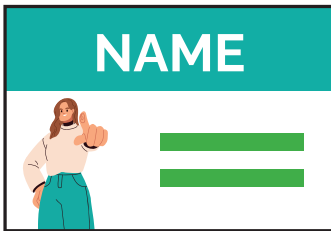
Making this agreement



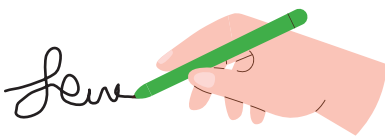
Please read and sign this page.



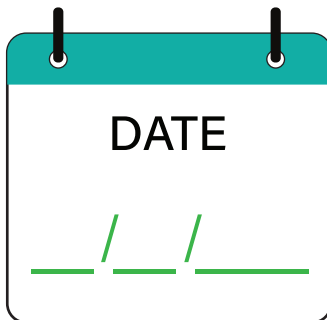
I understand and agree to everything in this agreement.



Your name




Your signature



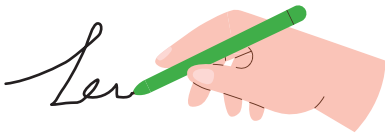
Date

__ / __ / __ __

NAME

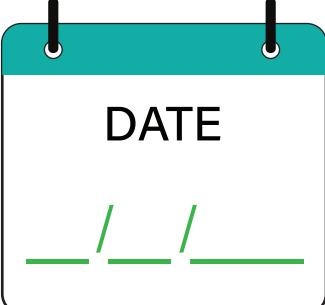


Your parent, nominee or guardian's name (cross out if this does not apply to you)



Your parent, nominee or guardian's signature


DATE



Date

___ / ___ / ___

NAME

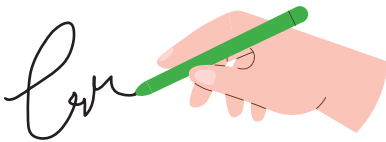


If you want them to - your Support Co-Ordinator or contact person can sign this page to let you know that they have also read and understand this agreement.



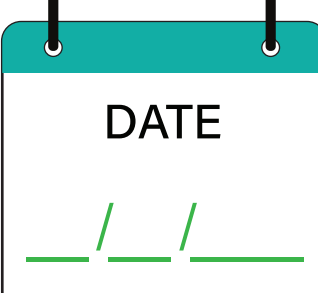
COS name

or contact person's name and where they are from



Your COS or contact person's signature

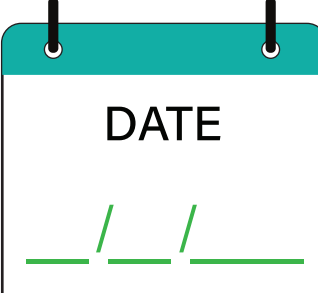
DATE



Date

__ / __ / ____

DATE



This agreement needs to be checked on or before:

__ / __ / ____

Contact us



Phone 02 4346 11 11



Email admin@you-connect.com.au



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West Gosford, 2250 NSW



Website you-connect.com.au