

YOUR SERVICE AGREEMENT



Sunnyfield Disability Services



Easy English





Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

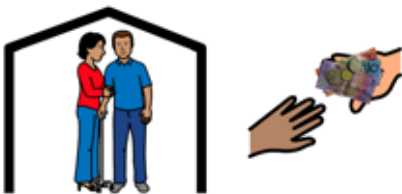


- find more information.

About this book



This book is about your **service agreement** with us.



A service is something you pay someone to do for you.



An agreement is when you say yes to something.



Your service agreement is a legal document.



You might need someone you trust to help you understand your service agreement.

Your service agreement

Your service agreement is between



- you

and

- Sunnyfield.

Your service agreement says



- what supports you will get from us

- when you will get supports



- where you will get supports

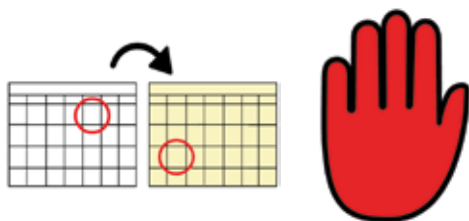
- how you will get supports



- how much supports will cost

- how long you will get supports for.

What you must do



You must tell us if you need to change or cancel an appointment.

You must tell us 24 hours **before**.



You must tell us if your NDIS plan changes.

You can tell us how you want to get supports.

You can tell us if you have a problem with the supports you get.



You can cancel the service agreement.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

You must tell us 28 days **before** the end date.

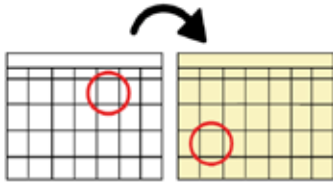


What we will do



We will treat you with respect.

We will talk to you about how and when you get services.



We might need to change or cancel an appointment with you.

We will tell you 24 hours **before**.



We will keep information about your

- support needs

and

- **goals**.



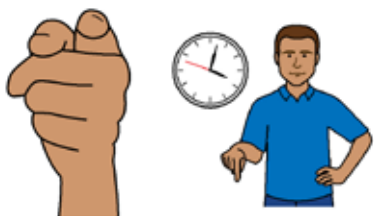
Goals are things you want to happen.

We will give you support and services that are

- good quality

and

- what you need.



We might need to end the service agreement with you.

S	M	T	W	T	F	S
		1	2	3	4	5
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13	14	15	16	17	18	19
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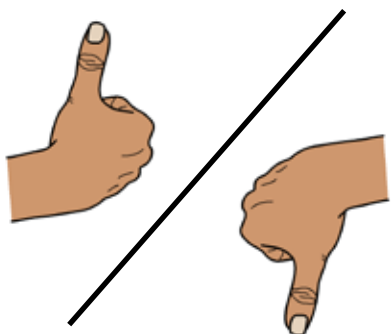
We will tell you 28 days **before** the end date.





How to give feedback

You can give us **feedback**.



Feedback means you tell us things you

- like about our service
- do **not** like about our service.
 - we call this a **complaint**.



A complaint can be about

- a person
- a service
- something else.



You can

- email feedback@sunnyfield.org.au

or



- call 02 8977 8899



How to get help

You can ask someone you trust to help you with your service agreement.

For example, you can ask

- a family member
- an **advocate**
 - an advocate is someone who can help you to tell us what you want.



- a **lawyer**
 - a lawyer can give you legal advice about your agreement.



- a **guardian**
 - a guardian can make legal choices for you.

You can ask us for help to find an advocate.



Call 1300 588 688

or



Email feedback@sunnyfield.org.au

If you have questions about payments for your supports talk to our Commercial Team.



Call 1300 588 688

or



Email myaccount@sunnyfield.org.au



Contact us

For more information contact Sunnyfield.



Call 1300 588 688



Website www.sunnyfield.org.au



Email feedback@sunnyfield.org.au



National Relay Service

TTY 133 677

Then ask for 1300 588 688

Speak and Listen 1300 555 727

Then ask for 1300 588 688

Internet relay users connect to the NRS

Then ask for 1300 588 688

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Scope's Communication and Inclusion Resource Centre wrote the Easy English in November 2018. www.scopeaust.org.au

To see the original contact Sunnyfield Disability Services.

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Sunnyfield
disAbility Services

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