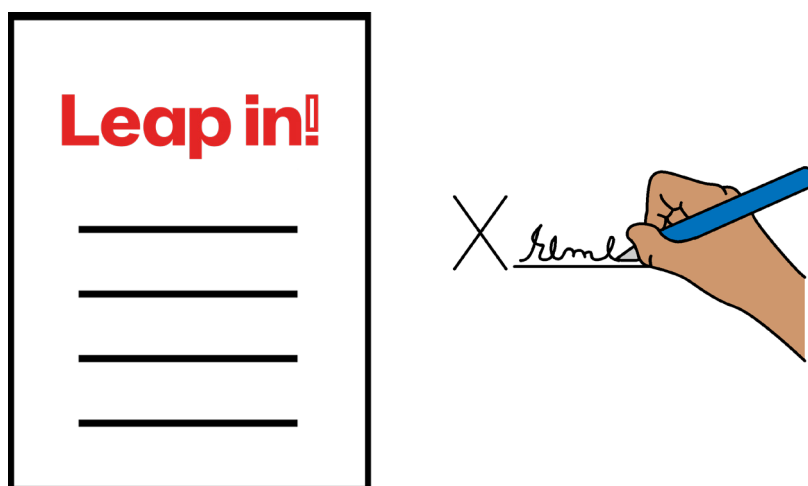


Leap in!



Support coordinator service agreement

Leap in!



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

Leap in!

This book is from Leap in!.

Leap in! gives people
support coordination services.



Support coordinators help NDIS participants manage their NDIS plans.



This book has information about your support coordinator **service agreement**.



For example

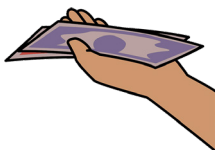
- your rights



- what we will do

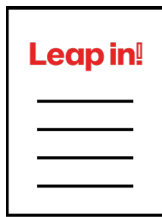


- what you must do



- your payments.

Your service agreement is a legal document



If you choose to use our supports you **must**

- read this book



- sign your service agreement.

You can ask someone you trust to help you understand your agreement.

For example, you can ask



- a family member



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

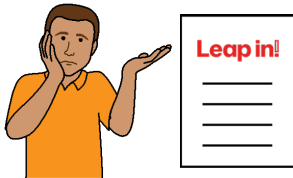


- an **advocate**
 - an advocate is someone who can tell us what you want



- a **guardian** or **nominee**
 - a guardian or nominee can make choices for you.

An advocate, guardian or nominee can sign your agreement for you.



You can tell us if you

- do **not** understand information in your agreement



- do **not** want to sign your agreement.

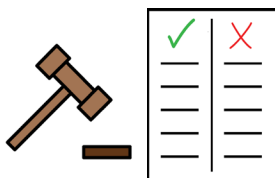


If you want to use Leap in! support coordination services you **must**

- be 18 years or older



- have funding for support coordination in your NDIS plan



- follow the **terms** in the service agreement.

Terms means legal rules.

Your rights



You have the right to

- support coordination services that meet your needs



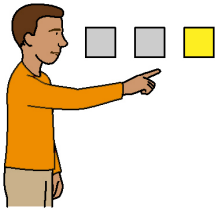
- be treated with **respect**
 - respect means everyone is treated well



- give feedback and make **complaints**
 - a complaint means you tell someone you are **not** happy about something.



- get clear information that you can read and understand



You also have the right to

- make your own choices



- get help from someone you trust if needed



- **privacy**

Privacy means we do **not** share your **personal information** with others unless



- you say **yes**.



- the law says we must
 - for example, to keep you safe.



Personal information might be

- your name and address



- your NDIS plan and payments.



You can read our privacy policy on our website.

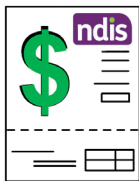
What we will do

We will give you services you need.

For example



- help to understand your NDIS plan



- help to plan your NDIS spending



- help to find the services and supports you need



- help with forms to get services and supports

- help to write reports for the NDIS.



We will also

- help you use your NDIS plan to achieve your goals

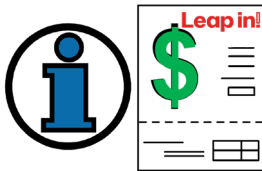


- tell you how to give feedback

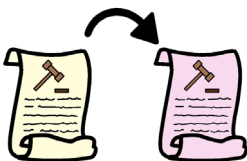


- fix problems quickly

- contact you to ask if you need help



- give you clear information about costs



- tell you if our terms change

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		

- tell you 30 days **before** we stop giving you services.

What you must do

When you use our services you must give the right information.

For example



- your name



- your NDIS plan and number

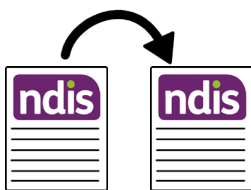


- the services you need.

You must tell us if things change.

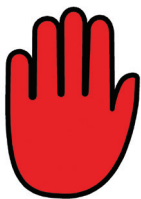
For example

if your NDIS plan is



- changed

- put on hold



- stopped.



You must tell us 30 days **before** you stop using our services.



You must keep information in your NDIS plan safe.

For example, do **not** share the password for your Leap in! app.



You must tell us if you want someone you trust to

- make decisions for you



- access your information.



You must always respect our staff.

For example you must **not** be rude to staff



When you use our services you must follow the law.

About service providers



Your service providers

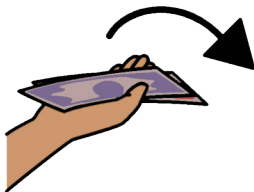
- will work directly with you



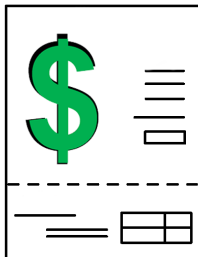
- must follow the law.

You must check to make sure your service providers follow the law.

About your payments



When you book our service it means you **must** pay for our service.



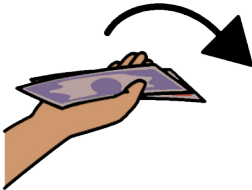
We will send you a bill **after** we give you our service.

How to pay



If you self manage your NDIS plan

- we will send the bills to you

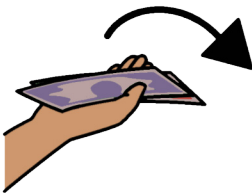


- you must pay the bills.



If a plan manager manages your NDIS plan

- we will send the bills to your plan manager

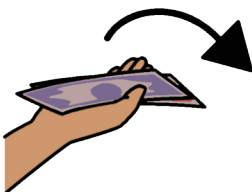


- your plan manager must pay the bills.



If the NDIS manages your plan

- we will send bills to the NDIS

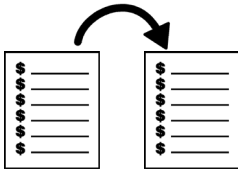


- the NDIS must pay the bills.

Service costs



The NDIS Price Guide says what prices we can charge for services.



The price of your supports will change if NDIS prices change.



We will charge the highest NDIS price for our services.



We will charge for every 6 minutes we spend helping you.



More information



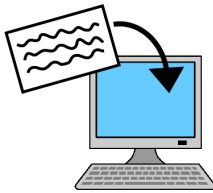
For more information contact Leap in!

Call 1300 057 878.



Website www.leapin.com.au

You can read the full service agreement on our website <https://www.leapin.com.au/support-coordination-terms/>



Email

connect@leapin.com.au



If you need help to speak or listen use the National Relay Service.

Call 1800 555 660



Website

communications.gov.au/accesshub/nrs

Give the relay officer the phone number you want to call.

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