

Service Agreement Guide



easy
read



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For more information at Kern



In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are blue and underlined. These are links which will go to another website which has more information.

Introduction



Kern Allied Health is a therapy provider.



We provide therapy supports within the **National Disability Insurance Scheme (NDIS)**.



The **NDIS** helps people with disability (participants) get support and services, like our therapy.



The NDIS wants people with disability (participants) to have choice and be in control of their therapy services.



This information is a guide to the Kern service agreement. It will explain everything about our service and how we should work together.

Our responsibilities

We agree to always:



- work with you and your family as a team



- get your permission on any decisions



- keep your information private



- tell you about our latest changes.

You can expect to:



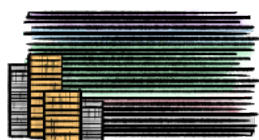
- be treated with respect
- have your choices supported.

Your responsibilities



You agree to always:

- tell us how we can support you to meet your therapy goals
- make sure you have enough funding available for the support you would like.



Common questions and answers

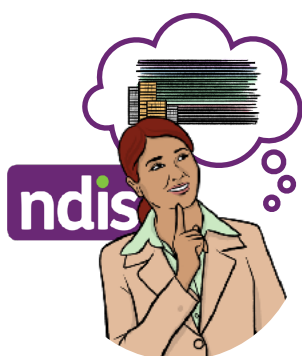
Can you change your therapy services with us?



Yes - you can change your services at any time.

Please talk to your Key Worker to discuss changes.

How much do our services cost?



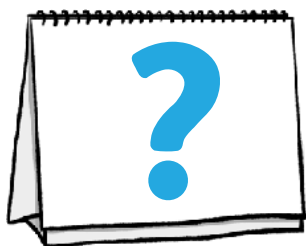
The NDIS Price Guide Limits assists Kern in setting our prices.



Sometimes our prices might change.

If prices do change we will let you know in writing, on our website and on social media.

How do we work out these prices?



Our prices depend on how long it takes to provide the service and we will agree this with you in advance.

This does not just include face to face services. It also includes:



- paperwork and documents
- planning therapy sessions
- communicating with other services with your permission
- telephone and written communication
- travel.

What happens if you need to cancel your appointment at short notice?



To cancel your appointment you should try to give 2 days notice.



If you do not give 2 days notice, you will still have to pay the full price of your service.



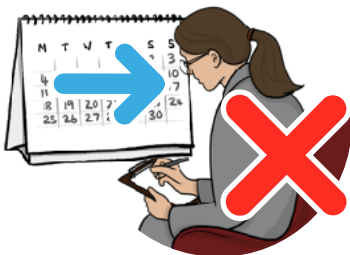
What happens if your situation changes?

Speak with any of your therapy team if you have any changes.

What if you want to take a short break from your therapy?



You are able to take a short break from your therapy if you wish.



If it is for longer than 4 weeks you may not be able to continue with the same therapist.



We may have to give you another therapist to work with.

How do we get paid?

We get paid by either:

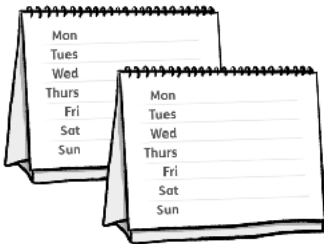
- the NDIS who pays for you
- yourself
- the plan manager you have chosen to pay for you.



Can your service agreement be ended?

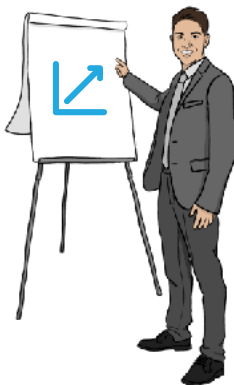


You are allowed to end this service agreement at any time.



You should try to give us 2 weeks notice.

What can you do if you are concerned about something?



We welcome your feedback. It helps us improve our services.



If you are seriously concerned about something and wish to speak to someone outside Kern, contact the NDIS Quality and Safeguards Commission:

www.ndiscommission.gov.au/about/complaints

For more information at Kern

You can contact us for a feedback form by:



- phone: 1300 122 155



- email: info@kernhealth.com.au



- website:

www.kernhealth.com.au/contact-us/