



# Elephant In The Room Service Agreement



NDIS Approved Provider

Elephant In The Room Training  
& Consultancy is an NDIS  
Approved Provider

# Who is making this agreement?



Name of the participant

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Elephant in the Room Training and Consultancy



Name of guardian if not being completed by participant.

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This agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS)



A copy of your NDIS Plan is attached to this Agreement.

*You don't have to include your NDIS Plan if you don't want to.*

# What is a Service Agreement?



A Service Agreement is a Document.



It is for you and Elephant in The Room Training and Consultancy.  
Elephant in the Room is going to provide you with supports.



The document says that we both agree about the services you are going to receive.



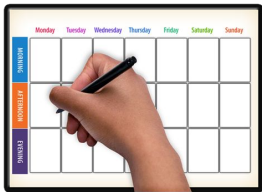
When you have agreed, we both sign the document.

# What supports will be provided?



How will the supports be provided?

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When will support be provided?

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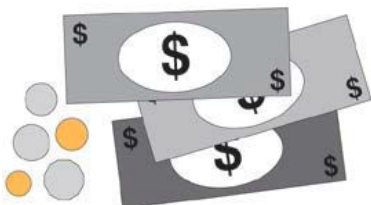
Who will provide the support?

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How long will the support be provided for?

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How much will the support cost?

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# What is expected of you?



When you sign a Service Agreement, it means you agree to do the things that are expected of you. These are called **responsibilities**



Tell Elephant in the Room workers about the supports that you want and how you want to receive them.



Being polite and respectful to the staff who work with you.



Telling Elephant in The Room staff if you have any problems



Telling Elephant in The Room staff if you can't make/ attend an appointment.



Telling Elephant in The Room staff if you want to end the Service Agreement



Letting Elephant in The Room staff know if your NDIS Plan changes or if you stop using the NDIS



# What you can expect from Elephant In The Room?



***Elephant in The Room are responsible for:***

Providing the service you asked for



Being open and honest about the work we do



Explaining things clearly



Treating you politely and with respect



Including you in all decisions about your supports.



Letting you know what to do if you have a problem or want to complain.



Listening to your feedback and fixing any problems quickly.



Telling you if we want to end the Service Agreement.



Making sure your information is correct and up to date.





Storing your information carefully and making sure it is kept private.



Obeying all the rules and laws that apply. This includes the *National Disability Insurance Scheme Act 2013* and the *National Disability Insurance Scheme Rules*



Providing statements and invoices for your supports.



Checking whether GST applies.



Checking that the agreement is working well. Asking you how often you would like the Service Agreement reviewed.

# How to pay for your supports?



If you manage your own NDIS funding you pay the invoice directly to Elephant In The Room.



If you have a **Plan Nominee** they will pay the invoice for you.



If the **NDIS** manages your funding we will send the invoice to them



In all these cases the invoice can be paid via direct payment into our bank account.



Payment should be made within 30 days.

# How to change your service agreement?



If you change your mind about something in your service agreement



Talk to us about it.



We will make the changes to the Service Agreement in writing.



We will sign the new document, you will sign the new document.

# How to end your Service Agreement?



If you want to end the Service Agreement you must tell us.



After you talk to us the agreement can end after 1 month. This is called a **notice period**.



If EITR wants to end the Service Agreement we will give you a 1 month notice period

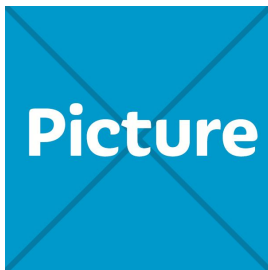


The Service Agreement can end without a notice period if EITR or you break the agreement in some way.

# What to do if you have a problem?



If you have a problem you can talk to your support person or an advocate



Your contact person is.....



Their phone number is .....

Their email address is .....



If talking to this person does not fix the problem you can contact the NDIA



The NDIA phone number is 1800 800 110

The NDIA email address is [www.ndis.gov.au](http://www.ndis.gov.au)

# Contact Details



Your phone number

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Your email address

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Your home address

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The name of a friend or support person we can contact if we can't get in contact with you.

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Their phone number

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Elephant in the Room phone number

0499 383 882



Elephant in The Room email address

admin@elephantintheroom.net.au



# Signatures



Participant name:

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Participant signature:

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Date:

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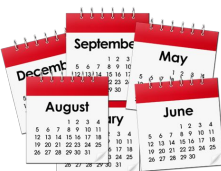


Elephant in The Room name:

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Elephant in The Room signature:

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Date:

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NDIS Approved Provider

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the **National Disability Insurance Scheme Act 2013** (NDIS), in the Participants NDIS Plan currently in effect under section 37 of the NDIS Act,"

## Get in touch



Phone



email

0499 383 882

[admin@elephantintheroom.net.au](mailto:admin@elephantintheroom.net.au)



This easy read document was developed by staff from Elephant In The Room Training and Consultancy August 2017

