

Your Service Agreement



**Yumba Bimbi
Support Services
Easy Read**

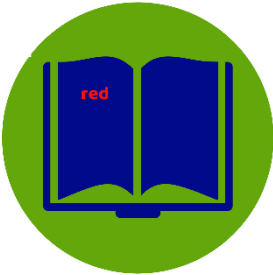
Registered NDIS Provider

**building
inclusive
communities**



Hard words

This book has some hard words.



The first time we write a hard word

- the word is in **red**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

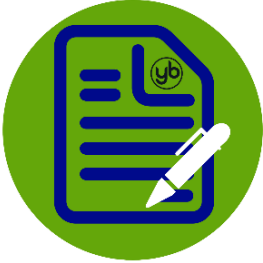
- read this book

- 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

- Yumba Bimbi Support Services.



Your service agreement says

- what supports you will get from us



- where you will get supports



- how you will get supports



- how much supports will cost



- when you will get supports
- how long you will get supports for.

What you must do



- You must tell us if you need to change or cancel your support time.



- You must tell us 2 business days **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.



- You must tell us 14 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 your support time.



We will give you as much notice as possible.



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.



We will tell you 14 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

- call 07 498 77933

or

- Email admin@yumbabimbi.com.au





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 07 4987 7933

or

Email admin@yumbabimbi.com.au

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



Call 07 4987 7933

or

Email admin@yumbabimbi.com.au

Contact us



For more information contact Yumba Bimbi Support Services.



Call 07 4987 7933



Email admin@yumbabimbi.com.au



Website <https://yumbabimbi.com.au>