*futures in sight*

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NDIA Provider No. 405 003 6622

***Things you need to know about your agreement with futures in sight***

Here’s a bit more information about how we will work together so you can achieve your goals in the way that is best for you.

**Our Responsibilities**

*futures in sight* agrees to:

* provide you with the services that together we agreed to in the Service Agreement and in the Schedule of Fees
* assist you to direct your own support
* respect that you have control of your own life
* work with you in a polite and respectful manner
* respect your privacy and confidentiality (click [here](https://www.futuresinsight.com.au/how_we_work.html) to see our Privacy, Dignity and Confidentiality Policy for more information)
* provide you with accurate, relevant and high-quality information in a format that works best for you
* provide you with prompt (we aim to respond within 3 business days) and reliable service
* listen to any complaint and investigate it promptly (click [here](https://www.futuresinsight.com.au/how_we_work.html) to see our Complaints Policy for more information)
* make sure we work with you in a way that is free from abuse, neglect, harm, exploitation, discrimination and harassment
* give you at least 24 hours’ notice, if possible, if we need to change an appointment with you
* give you at least 28 days’ notice if we need to change this agreement
* give you a timesheet about the work we have done for you to sign at the end of each month (please note we will not provide you with a timesheet if you only use our Plan Management service, as the monthly fee is the same every month)
* respect your right to view and/or change any information about you held by *futures in sight*
* share our policies with you (you can check out the main policies on [www.futuresinsight.com.au](http://www.futuresinsight.com.au); for other policies please contact us)
* provide a service that is legal and ethical, and
* review our agreement with you regularly.

**Your responsibilities**

You agree to:

* tell us what you would like us to do and how you would like us to work with you
* treat everyone at *futures in sight* politely and with respect
* give us feedback about our work
* tell us if you are not happy with our work with you so that we can improve it
* not ask *futures in sight* to do anything that is illegal or unethical
* tell *futures in sight* if anything changes to your situation that you think might affect our Service Agreement
* approve or reject our timesheets within 7 days if you are using our Coordination of Support or other capacity building services
* approve or reject supplier invoices within 7 days if you are using our Plan Management service
* let us know if anything in your NDIS Plan changes that affects our work with you
* give us at least 24 hours’ notice, if you need to change an appointment with us
* give us at least 28 days’ notice if you need to change this agreement, and
* review this agreement with us regularly.

**Please note** – If we are plan managing your NDIS funding, we are NOT responsible for payments which are unable to be claimed from your NDIS Plan. You will also be personally responsible for paying for any costs for supports which you have agreed to that are more than the funds available in your NDIS Plan.

**Privacy**

*futures in sight* will only keep information about you that we need to be able to do our work with you.

We will keep this information secure and you may request access to or request a change to any personal information we hold about you at any time by contacting your Support Coordinator or Plan Manager.

Please make sure you have filled out the relevant information about your privacy in our agreement.

For more information, check out our policies on <https://www.futuresinsight.com.au/how_we_work.html>

**Payments**

*futures in sight* will provide services at a price in line with the latest NDIA price guide. This means our fees may increase during your current agreement with us. We will not charge you more than the NDIS Price Guide.

Depending on how your plan is managed, we will claim our fees from the NDIA or send an invoice to either you and/or your Plan Manager. If we claim from the NDIA we will make a service booking for the services written in the agreement with us.

**Cancellations**

If we need to cancel or change an appointment with you, we will give you at least 24hrs notice where possible. We will also make another time to meet with you that works best for you.

Please try to give us at least 24hrs notice if you need to cancel or change an appointment time with us.

If you give us less than 24hrs notice, or if you do not show up for our appointment, and we cannot fill the time with other paid work, we will claim the cost of our time for the cancelled appointment from your NDIS Plan.

**Reviews and Changes**

Both you and *futures in sight* can review and make changes to our agreement at any time.

We agree that we will give each other 28 days’ notice if either of us wants to make any changes. We can do this by writing a letter, sending an email or making a phone call.

**Ending this Service Agreement**

Our agreement has some attachments including a Schedule of Fees. Our services will begin and end in line with the dates on the Schedule of Fees.

You or *futures in sight* can also end our agreement any time.

If you want to end our agreement, please give us 28 days’ notice. You can tell us by writing a letter, sending an email or by giving us a phone call.

If *futures in sight* wants to end our Agreement, we will also give you 28 days’ notice by writing a letter or sending an email.

If either you or *futures in sight* breaks our agreement in a serious way, we will end the Agreement immediately.

**Policies and Procedures**

*futures in sight* is a registered provider with the National Disability Insurance Scheme and works in line with requirements outlined by the NDIS Quality and Safeguards Commission.

Our key policies can be found on our website. (<https://www.futuresinsight.com.au/how_we_work.html> ).

You will also find our Participant Handbook and our Service Charter on our website. If you would like to be sent a copy of those documents, please contact us.

**Feedback and Complaints**

We like to get your feedback. This feedback helps us to make sure that we keep providing a good service.

*futures in sight* also encourages you to let us know if you are not happy with our service so we can do better.

Like every relationship, sometimes things go wrong, and we hope that we can fix things by talking about them. We agree that we will talk with you and together we will try to fix things when something has gone wrong. We would really like you to do the same and talk to us when something has gone wrong.

*futures in sight* has a Complaints Policy and Procedure. You can download it from our website (<https://www.futuresinsight.com.au/how_we_work.html> ) or call us and we can send it to you.

If you are not happy with what we do, you can contact:

Our Complaints Officer – Donna Rhall – [donna@futuresinsight.com.au](mailto:donna@futuresinsight.com.au) or on 0432 414 210 or the other Partner, Barbel Winter – [barbel@futuresinsight.com.au](mailto:barbel@futuresinsight.com.au) or on 0468 312 515.

If you feel that you do not want to complain to us directly or you feel we have not listened to your complaint, you can also contact the NDIS Quality and Safeguards Commission on 1800 035 544; or visit their website: <https://www.ndiscommission.gov.au/about/complaints>

The NDIS Commission can take complaints from anyone about:

* NDIS services or supports that were not provided in a safe and respectful way
* NDIS services and supports that were not delivered to an appropriate standard
* how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

At any stage you can involve an independent advocate of your choosing. You can find a list of independent advocacy organisations from this website https://www.dana.org.au/find-an-advocate/ or at the end of our complaints policy.

**NDIS Information**

Our agreement with you is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).

You and *futures in sight* agree that our agreement is in line with the main ideas of the NDIS. These ideas include things like you being in control of your support, achieving your goals and taking part in the community.

Under tax law we must let your know that:

*"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 Act), in the Participant’s NDIS Plan currently in effect under section 37 of the NDIS Act."*