

National 360

Service Agreement – Easy Read Guide

What is a Service Agreement?

**National
360**



This document will help you understand the National 360 Service Agreement.



Service Agreement is an **important document**.

It is an agreement between **you** and **National 360** (your **allied health service provider**).

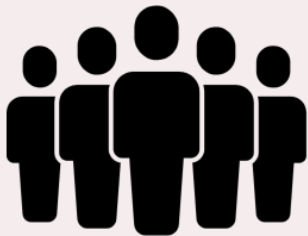


Your Service Agreement is helpful because it **provides everything agreed to in writing**.



When you or your support person requests for services. We ask:

- About your NDIS goals.
- Services needed to support your NDIS goals.
- Your preferences or requests regarding service delivery.



Who is your **support person**?

Anybody you choose to **assist** you in finding the **right provider, services and/or to provide you assistance during service delivery** like:

- Your family member
- A trusted person
- Your support coordinator
- Your advocate



All the **important details** about the services are **written down** in the **Service Agreement**.



The Service Agreement says that **you** and **National 360 agree** to the services that will be provided to you.



To show that you agree, you **sign** the service agreement. You can also choose to provide a **verbal consent** to the service agreement by calling Customer Service on 1300 340 440. National 360 also signs the service agreement before it is sent to you.



Who can **sign** the **service agreement** or provide consent to it?

- **You**
- Your **legally appointed Guardian**
- Your **NDIS plan nominee**
- If you are **under 18**, then the **child representative**.

You can ask **your support person** to **support** you in **understanding** the **service agreement**.



You can locate an independent advocate on [Advocate finder](#)

You can also contact National 360's customer service on **1300 340 440** for any clarification on the details listed on the service agreement. Or send an email to: info@national360.com.au



What information is in the Service Agreement?

The service agreement that includes:

- **Your rights and responsibilities**
- National 360's rights and responsibilities
- **Start and End Date** of the Service Agreement.
- Information about **costs**.
- Information on how to provide **feedback**
- Who is responsible for **payment of invoices**
- Information on appointment **cancellation**
- How National 360 manages:
 - Your **personal information**
 - Services during **disasters** and **emergencies**



You can **change or end** your **Service Agreement** with **National 360**

To do this:

- Please **call customer service** on **1300 340 440**
- Ask your **therapist** (if the services have already started).
- Send an email to info@national360.com.au



We will give you a copy of your Service Agreement and we will keep a copy in your file.