Allora Options

Service Agreement

Easy Read Version

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About this Document

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Description automatically generated with medium confidenceThis agreement explains:

* How we deliver supports to you
* Your rights when using our services
* Our rights as your provider

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Description automatically generated with medium confidence**IMPORTANT**

We may update this agreement. If any changes affect you, we will let you know in writing, **14 days** before changes happen.

About Allora Options

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Description automatically generated with medium confidenceWe offer supports like:

* Behaviour Support
* Therapy Support
* Early Childhood Support

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We work across Adelaide city, South Adelaide, North Adelaide and Regional South Australia.

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Description automatically generated with medium confidenceWe focus on supporting people with **complex needs**, including mental health challenges, and people who are involved with other agencies like Human Services and Child Protection.

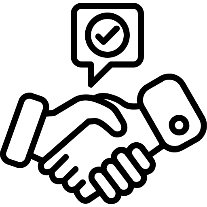
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  Description automatically generated with medium confidenceVision**: People are not subject to Restrictive Practices
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  Description automatically generated with medium confidenceMission**: Offer a quality service to remove and prevent Restrictive Practices.
* **Values**: Excellence, Teamwork & Compassion.
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  Description automatically generated with medium confidenceLegal Name: Vita Felix Group Pty Ltd
* Trading Name: Allora Options
* ABN: 81 656 727 534
* Organisation ID: 405 010 1713

How will we help you?

We promise to help you by:

* Being **honest** with you
* Communicating **clearly** with you
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  Description automatically generated with medium confidenceRespecting and **supporting you** and your wants and needs
* Keeping you **safe** and keep your information confidential
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  Description automatically generated with medium confidenceMaking sure our team is trained properly.
* Keeping accurate **records**.

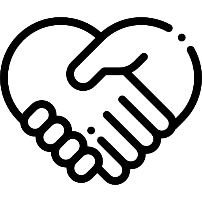
We will also follow rules such as:

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  Description automatically generated with medium confidenceThe NDIS Code of Conduct
* Our registration guidelines
* Our policies and procedures
* Our agreement with you

What will you do?

You agree to work with us by:



* Being **honest** with us
* Treating us with **respect**
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  Description automatically generated with medium confidenceSharing your concerns or **complaints**
* Giving us notice if you cannot come to a visit or appointment
* Let us know about any **changes** in your life or health
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  Description automatically generated with medium confidenceFollowing our agreement with you
* Understanding that we follow the NDIS Guidelines

Services, Pricing & Payments

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Services will start **after** your first meeting with your practitioner.

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Services are billed **per hour**, and we use the price in the [NDIS Price Guide](https://www.ndis.gov.au/providers/pricing-arrangements).

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Description automatically generated with medium confidenceIf you are Self-Managed, invoices will be due in 7 days. If you are Plan Managed, then we will send your invoices to them directly for payment.

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If invoices are **not paid**, we may pause services until payments can be fixed.

Cancellations and Changes to agreements

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Description automatically generated with medium confidenceWe **do not** normally charge for cancellations. If staff have already travelled out to you, we may charge for travel time.

Lots of cancellations may lead to some **fees**.

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Description automatically generated with medium confidenceIf your support needs change, we can update this agreement. Changes will be shared in writing, and you will have **2 weeks** to respond.

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You can **end this agreement** right away if someone breaks the rules. We can also do this.

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Description automatically generated with medium confidenceIf no rules have been broken, you can still end this agreement with no reason needed. We ask for **2 weeks’ notice** for this.

Safety, Damages and Liability

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Description automatically generated with medium confidenceYour safety and well-being are very important to us. You can share your views without fear of losing services or being treated differently. We will always treat you with respect.

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Description automatically generated with medium confidenceIf something is damaged by you during our visits with you, we are not responsible for fixing it.

You agree not to try to make us responsible for these damages or losses.

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Description automatically generated with medium confidence

We have a disaster plan to keep services going in case of an emergency.

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Description automatically generated with medium confidenceIf we cannot provide supports, we have partnerships with other providers who may be able to help.

Feedback, Compliments and Complaints

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Description automatically generated with medium confidenceIf there is a problem with our services, please let us know. We will work together to fix it.

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Description automatically generated with medium confidenceYou can make a complaint by:

* Going on our [website](https://www.alloraoptions.com.au/feedback)
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  Description automatically generated with medium confidenceBy emailing our team at [admin@alloraoptions.com.au](mailto:admin@alloraoptions.com.au)
* Speaking directly to your provider, or their manager
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  Description automatically generated with medium confidenceYou can also make a complaint to the [NDIS Quality and Safeguards Commission](https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker) by calling 1800 035 544
* We can help you with this complaint, or an advocate can assist you with this.

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Description automatically generated with medium confidenceWhen your services with us end, we would love your feedback. This will help us improve.

You can give us feedback by:

* Going on our [website](https://www.alloraoptions.com.au/feedback)
* By emailing our team at [admin@alloraoptions.com.au](mailto:admin@alloraoptions.com.au)
* Speaking directly to us in person

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Description automatically generated with medium confidenceAny feedback that you give to us is private. We keep it confidential unless the law requires us to share something.

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Description automatically generated with medium confidence

We will respond quickly to your feedback or complaints. You should receive a reply within 2 business days.

Signing and Agreeing to terms

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When you sign this agreement, you or your parent/guardian agree to:

* Let us know if you get a new NDIS plan or stop being a NDIS Participant
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  Description automatically generated with medium confidenceCommunicate with us about any changes to your support needs
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  Description automatically generated with medium confidenceKeep where we visit you safe and **drug and alcohol free** (including controlling any pets)
* Let us know if there will be changes to your budget

You or your parent/guardian understand that:

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  Description automatically generated with medium confidenceYou are responsible for any supports not covered by your NDIS plan
* Abusive or inappropriate behaviour towards our team is **not allowed** and could lead to cancelled services

Revisions and References

* Information adapted from *Service Agreement written by Nick Kakoliris*
* Revisions:
  + April 2022 – Nick Kakoliris
  + September 2023 – *Nick Kakoliris*
  + October 2024 *– Nick Kakoliris / Shannen Bayley*
* Images referenced from [*www.flaticon.com.au*](http://www.flaticon.com.au)