













# Easy Read - Your Service Agreement

## What is a Service Agreement?

	<p>This document tells you what a <i>Service Agreement</i> is and <i>why you need one</i>.</p>
	<p>A <i>Service Agreement</i> is a <i>document</i>. It is an <i>agreement between you and your service provider</i>. The <i>service provider</i> is the person or organisation that provides you with supports (like <span style="background-color: #e0e0e0; border: 1px solid #ccc; display: inline-block; width: 100px; height: 1em; vertical-align: middle;"></span>).</p>
	<p>When you agree on the services you want from the Provider, it is <i>written down</i> in the Service Agreement.</p>
	<p>The Service Agreement says that you and your <i>Provider agree to the services they will provide</i>.</p>
	<p>To <i>show that you agree, you sign</i> the Service Agreement. <i>We (the Provider) will also sign</i> the agreement.</p>
	<p>The Service Agreement helps to make sure you <i>receive the services</i> that are <i>right for you</i>.</p>
	<p>Your Service Agreement is helpful because it <i>provides everything agreed to in writing</i>.</p>
	<p>If you need help to enter into a Service Agreement, you can <i>ask a trusted person to support you</i>.  A trusted person might be a <i>family member, your carer, a friend or an independent advocate</i>.</p>
	<p>Your trusted person (advocate) <i>can speak on your behalf</i>.</p>
	<p>Your trusted person (advocate) <i>can sign your Service Agreement</i> for you (but only if you say that is okay).</p>
	<p><i>What information should be in a Service Agreement?</i></p>
	<p>We will meet with you and ask you to talk to us about the support you want.</p>

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	<p>We want you to tell us:</p> <ul style="list-style-type: none"> <li>• What type of <b>supports you need</b></li> <li>• How you <b>want your supports</b> provided</li> <li>• The type of <b>support worker</b> you want to work with</li> <li>• <b>When you need</b> supports</li> <li>• <b>how long</b> you will need the supports.</li> </ul>
	<p>We will talk to you about:</p> <ul style="list-style-type: none"> <li>• The supports <b>we can provide</b></li> <li>• Your rights and responsibilities</li> <li>• Our <b>responsibilities</b></li> <li>• Anything <b>special that we must consider</b>.</li> </ul>
	<p>It is a good idea to <b>bring a copy of your NDIS Plan</b> to your Service Agreement meetings. (If you want, we can put a copy of your plan in your agreement.)</p>
	<p>Once we both have <b>agreed on supports and costs</b>, we will write the Service Agreement. We will then provide two copies for you to read and sign.</p>
	<p>The Service Agreement will include what is expected from <b>you and us (our responsibilities)</b>.</p>
	<p>We will explain <b>our responsibilities</b> to you.</p> <p>We will <b>explain your responsibilities which you must meet</b>.</p>
	<p>The Service Agreement will include <b>information about costs</b>. It will include how much our service will cost you.</p>
	<p><b>When do you sign the Service Agreement?</b></p>
	<p>After you, or your trusted person, has read the Service Agreement.</p>
	<p>After you or your trusted person have had <b>your say</b> and are <b>happy that the Service Agreement meets your needs</b>.</p>
	<p>You only <b>sign the Service Agreement</b> if you <b>agree</b> with what is written in it. There will be <b>two copies to sign</b> (one for you and one for us).</p>

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	<p>You <i>sign the</i> agreement, then <i>we will sign it</i>.</p>
	<p>We will <i>give you a copy</i> of your Service Agreement, and we will keep a copy in your file.</p>
	<p>Do not forget to keep your <i>copy in a safe and private place</i>.</p>
	<p>You can <i>change or end</i> your Service Agreement with us. To <i>change an agreement</i>, just talk to our</p> <p>_____</p>
	<p>To <i>end an agreement</i>, simply <i>tell us in writing (if you can)</i>. Please give us the <i>right amount of notice</i> (check what is written in your Service Agreement).</p>
	<p>We will provide you with the support you need to leave our service.</p>