

Easy to Read Service Agreement Guide

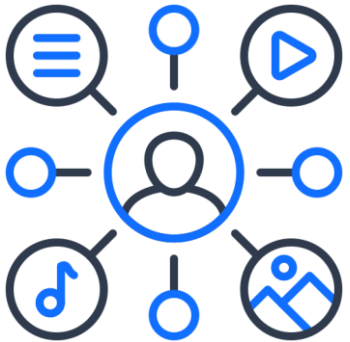


What is a service agreement?

A service agreement is a written plan between:

- You (the participant),
- And Us (the service provider)

It says what we will do to support you.



What is in a service agreement?

Your service agreement will include:

- What support you will get (like help at home or in the community)
- When and where you will get support
- Who will give the support
- How much it will cost
- What to do if you want to stop or change something
- What happens if something goes wrong

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Do you have to sign it?

Yes, but only if you agree. You (or your legal guardian) will sign the service agreement when you are happy with it. You will get a copy to keep.

Do you need to understand it?

Yes. We will explain the agreement, so you understand it. You can ask questions at any time. You can have someone help you (like a family member, carer, or advocate).

Can you make changes later?

Yes. You can ask us to:

- Make changes
- Stop a support
- Add something new

We will work with you to update your agreement.

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What if you're not happy?

If something goes wrong:

- Talk to your support worker or manager
- You can make a complaint (you won't get in trouble)
- We will try to fix the problem quickly
- You can stop the agreement at any time - we will talk about what happens next



Your rights

When you have a service agreement, you have the right to:

- Be treated with respect
- Choose your supports
- Be safe
- Say no
- Be heard
- Change your mind
- Stop services if you want

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What do we do?

We will:

- Give you good support
- Follow the agreement
- Keep you safe
- Keep your information private
- Help you understand your rights
- Let you know if we can't provide support anymore



Need help?

You can:

- Talk to your support worker
- Ask a friend or family member
- Speak to an advocate
- Ask for an interpreter
- Contact the NDIS for help