



OUR AGREEMENT FOR SERVICES & SUPPORTS

This document will help you learn about our Service Agreement.



What is a Service Agreement?

A Service Agreement is a document between you and your service provider. The service provider is the person or organisation that provides you with supports.



The Service Agreement is a good way to make sure you receive the services that are right for you and your child.



You and your service provider both sign the agreement.



A signed Service Agreement shows that you and your provider agree about the services you will receive.



What happens if I need to change my Service Agreement?

Sometimes what you and child need will change.



Talk to your service provider:

- To tell them how you want the supports to change
- If you want to end services.





When do you sign the Service Agreement?

When you get a Service Agreement:

- Read the document or ask a trusted person to read through it with you
- Talk with your service provider if you have any questions about the agreement
- Sign the agreement if you are happy with it.



You may need to sign an agreement when:

- You start seeing a new service provider
- You get a new NDIS plan
- Your NDIS plan is extended
- There is a change in services that you have agreed to.



Your service provider will give you a copy of the agreement.



Keep your agreement in a safe place.



What is in a Service Agreement?

The Service Agreement has information about:

- What services will be provided
- What the service provider expects from you
- What you can expect from the service provider.



The Service Agreement also tells you:

- How you can end or change the agreement
- What you can do if any problems occur.



The Service Agreement states:

- How much the service costs
- When you pay
- How you pay.



What is needed to make a Service Agreement?

Your service provider will ask you questions to help them make a Service Agreement.



Talk to your service provider about:

- Your goals for your child
- What type of supports you need
- Where you want services
- How much you want to spend on services.



Your service provider will need to know:

- Your child's NDIS plan number
- The dates of the plan
- How you manage NDIS funds
- Who is responsible for the agreement (e.g., you or a trusted person).



What else should I know?

You and your service provider will talk about what you need so the agreement is right for you.



Your provider will let you know:

- Your rights
- What supports will be provided
- Your responsibilities
- Their responsibilities
- How to give feedback.



You can always ask your service provider questions about the Service Agreement or services.



It's okay to ask questions after you have signed the agreement.