



# **Easy Read – Service Agreements**

What is a service agreement?



This document tells you what a **Service Agreement is and why you need one.**



A **Service Agreement is a document.**

It is an **agreement between you and your service provider.**

The **service provider** is the person or organisation that provides you with supports (like Access Therapy).



When you agree on the services you want from the provider, it is **written down** in the Service Agreement.



The Service Agreement says that you and your **provider agree to the services that they will provide to you.**



To **show that you agree, you sign** the Service Agreement.

**We (the provider) will also sign the agreement.**



The Service Agreement helps to make sure you **receive the services** that are **right for you**.



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



If you need help to enter into a Service Agreement you can **ask a trusted person to support you**.

A trusted person might be a **family member, your carer, a friend or an independent advocate**.



Your trusted person (advocate) **can speak on your behalf.**



Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay).



**What information should be in a Service Agreement?**



We will meet with you and we will ask you to talk to us about the supports you want.



We want you to tell us:

- what type of **supports you need**
- how you **want your supports** provided
- the type of **support worker** you want to work with
- **when you need** supports
- **how long** you will need the supports.



We will talk to you about:

- the supports **we can provide**
- your rights and responsibilities
- our **responsibilities**
- anything **special** that we must **consider**.



It is a good idea to **bring a copy of your NDIS Plan** to your Service Agreement meetings.

(If you want, we can put a copy of your plan in your agreement).



Once we both have **agreed on supports and costs**, we will write the Service Agreement.

We will then provide two copies for you to read and sign.



The Service Agreement will include what is expected from **you and from us (our responsibilities)**.



We will explain **our responsibilities** to you.

We will **explain your responsibilities** which you must **meet**.



The Service Agreement will include **information about costs**.

It will include how much our service will cost you.



**When do you sign the Service Agreement?**





After you, or your trusted person, has read the Service Agreement.



After you, or your trusted person, are **happy that what is in the Service Agreement meets your needs.**

**You are happy that you have had your say.**



You only **sign the Service Agreement** if you **agree** with what is written in it.

There will be **two copies to sign** (one for you and one for us).



You sign the Agreement, then we will sign it.



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



Do not forget to keep your **copy in a safe and private place.**



You can **change or end** your Service Agreement with us.

To **change the agreement**, just talk to our Client Services Manager.



To **end the agreement**, simply tell us in writing (if you can).

Please give us the **right amount of notice**, (check what is written in your Service Agreement).



We will provide you with the support you need to leave our service.