Easy Read – Service Agreement

What is a Service Agreement?

Prepared for:

Name	
Address	
Date	

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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 iSeekSupport).

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.

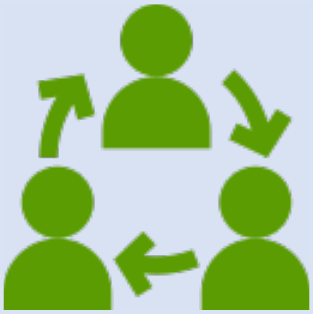
We (the provider) will also sign the agreement.

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

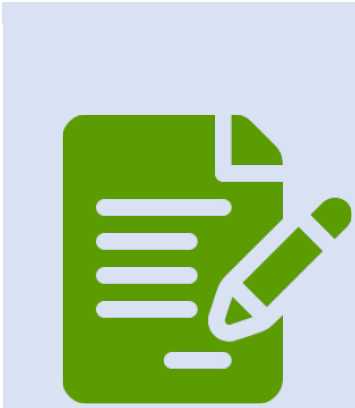
Your Service Agreement is helpful because it **provides everything agreed to in writing**.

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 Practice Team Leader.

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.