

## EASY READ SERVICE AGREEMENT DESCRIPTION

### WHAT IS A SERVICE AGREEMENT?



This document will help you learn about  
**Service Agreement**



Service Agreement is a **document**.

It is for you and your service provider.

The **Service Provider** is the person or organisation that provides you with supports.



The document says that you both **agree** about the services you are going to receive.



When you have agreed, you both **sign** the document.



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



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



How to make a **Service Agreement?**



You can ask another **trusted person** to enter into the Agreement for you.

This might be a family member, carer, friend or other person.

The trusted person can speak for you.



Also, its a good idea to take a copy of your **NDIS Plan** to any meetings you have about your Service Agreement.

If you want to, you can **attach a copy** of your NDIS Plan to the Agreement.



What should your Service Agreement **include?**



The Service Agreement should include information about the **supports** you receive.



Talk to us about your supports. Tell us:

- What type of supports you need
- How you want the supports
- Who you want to work with you
- When you need supports
- How long you will need the supports



It will also include:

- What is expected of you - This is about your responsibilities.
- What is expected of your service provider.



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



### **Costs:**

- How much the services cost
- When you pay
- How you pay



### The Provider will let you know:

- your rights
- what supports will be provided
- your responsibilities
- their responsibilities
- of any considerations (if required)



### Together we will:

- Consult and talk to each other
- Write the agreement



When do you **sign** the agreement?



- After you or your trusted person has read the agreement.



- After you or your trusted person is happy that the agreement meets your needs and that you have your say.



- After the provider agrees with what is written.



Sign the agreement if you are **happy** with what is written.

Once you have signed, the provider will sign.



You will be given a copy of the Service Agreement.

Don't forget to keep a copy of the Service Agreement.