

Service Agreement



- This Easy to Read document is a summary of another document



- A friend, family member or support person may be able to help you to read this document.

What is Service agreement?



- Your Service agreement is an agreement between you and us.
- Service agreement is about the services and supports you will get from us.
- It explains the supports that we will give you.



- You can ask for support to understand the agreement if needed.
- Translator or advocate can be involved.



- Your services will be provided based on your NDIS plan.



- This agreement also explains:
 - What you can expect from us
 - What we expect from you.

What does a service agreement say?



Your service agreement talks about:

- What you can expect from us
- What we expect from you.
- Period you will use our service
- Things we must do
- Things you must do
- The rules of your service agreement
- What happens if you break the rules
- When your agreement ends
- How to make a complaint if you're not happy with our service



- You must pay your service fee on time.



- You must respect
 - Other participants
 - Workers who work with you



- There are things your worker must do while you are with us. They are part of your agreement:
- They must treat you with respect.
- They must protect your privacy.

How do you make a complaint?



- It is always ok to speak up.
- You can talk to us when something goes wrong with your supports or services.



- We call this a complaint.
- Complaints help us all learn how to:
 - Have a better service support
 - Have a safer environment for our participants and workers



- You can complain about your services and supports when:
 - something has gone wrong
 - something is not working well
 - something has not been done the right way
- something makes you unhappy
 - you have been treated badly.

What do we do about complaints?



We:




- listen to complaints
- help people fix their complaints

We handle complaints in a way that:

- helps participant get what they want and need
- gets good results
- is clear, simple and done the same way each time
- helps everyone know what they need to do
- helps make NDIS supports and services better
- is handled in a way that suits the problem.

How do you make a complaint to us?

- You can call us between 9am and 5pm, Monday to Friday.
- You can email us, Complete Form02.Complaint Report Form

	<ul style="list-style-type: none"> • Visit our website and complete the form https://app.smartsheet.eu/b/form/f702e79e17494638bbb706b8b04691ff
	<ul style="list-style-type: none"> • It is always ok to speak up. <p>You can talk to us when something goes wrong with your supports or services.</p>
	<p>You can complain about the services and supports when:</p> <ul style="list-style-type: none"> ○ something has gone wrong ○ something is not working well ○ something has not been done in a right way ○ something makes you unhappy ○ you have been treated badly. <p>We will always listen and take action to fix the matter.</p>