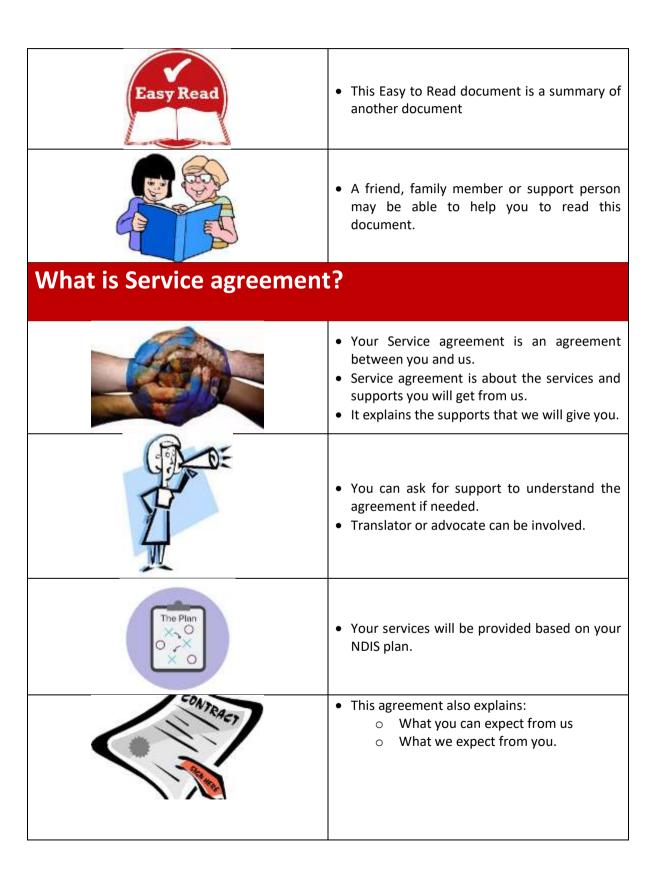
# **Service Agreement**



## 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
  - o 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:
  - o something has gone wrong
  - o 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

