Easy Read – Service Agreement

What is a Service Agreement?

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| **Help with solid fill** | This document tells you what a **Service Agreement is and why you need one.** |
| **Contract with solid fill** | A **Service Agreement** is a **document.**  It is an **agreement between you and your service provider.**  The **service provider** is the person or organisation supporting you (like Able Disability Services) |
| **Handshake with solid fill** | When you agree on the services you want from the Provider, it is **written down** in the Service Agreement. |
| **Comment Like with solid fill** | The Service Agreement says that you and your **Provider agree to the services they will provide.** |
| Blackboard with solid fill | To **show that you agree, you sign** the Service Agreement.  **We (the Provider) will also sign** the agreement |
| Comment Like with solid fill | The Service Agreement helps ensure you **receive the services** that are **right for you**. |
| **Contract with solid fill** | Your Service Agreement is helpful because it **provides everything agreed to in writing**. |
| Judge male with solid fill | If you need help entering 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.** |
| Cycle with people with solid fill | Your trusted person (advocate) **can speak on your behalf.** |
| Blackboard with solid fill | Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay). |
| Document with solid fill | **What information should be in a Service Agreement?** |
| Chat with solid fill | We will meet with you and ask you to discuss the support you want. |
| User with solid fillChat bubble with solid fill | We want you to tell us the following:   * what type of **supports you need** * how do 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. |
| Boardroom with solid fill | **We will talk to you** about the following:   * the supports **we can provide** * your rights and responsibilities * our **responsibilities** * anything **special that we must consider**. |
| **Contract with solid fill** | 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. |
| **Blackboard with solid fill** | Once we both have agreed on support and costs, we will write the Service Agreement.  We will then provide two copies for you to read and sign. |
| **Two Men with solid fill** | The Service Agreement will include what is expected from you and us (our responsibilities). |
| **Social distancing with solid fill** | We will explain our responsibilities to you.  We will explain the responsibilities which you must meet. |
| **Money with solid fill** | The Service Agreement will include information about costs.  It will include how much our service will cost you. |
| **Help with solid fill** | **When do you sign the Service Agreement?** |
| **Document with solid fill** | After you, or your trusted person, has read the Service Agreement. |
| **Comment Like with solid fill** | After you or your trusted person have had your say and are happy that the Service Agreement meets your needs. |
| **Blackboard with solid fill** | 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). |
| **Blackboard with solid fill** | You sign the Agreement, and then we will sign it. |
| **Document with solid fillDocument with solid fill** | We will give you a copy of your Service Agreement, and we will keep a copy in your file. |
| **Lock with solid fill** | Do not forget to keep your copy in a safe and private place. |
| **Chat with solid fill** | You can change or end your Service Agreement with us.  Just talk to the Able Disability Managing Director to change an agreement. |
| **Signature with solid fill** | To end an agreement, tell us in writing (if you can).  Please give us the right amount of notice (check what is written in your Service Agreement). |
| **Care with solid fill** | We will provide you with the support you need to leave our service. |