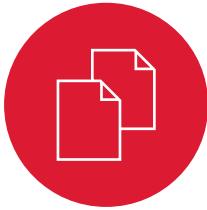


Service Agreement

When you joined Workpower, we entered into a service agreement with you.

What is a Service Agreement?



A 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.

Service Agreement

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 persons.

The trusted person can speak for you.



Also, it's 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 the NDIS Plan to the agreement.



Service Agreement

What should the 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 support?



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 and what you can do if any problems occur.



Information about the costs:

- How much the service costs.
- When you pay.
- How to pay.

Service Agreement



The Provider will talk to you and let you know:

- Your rights.
- What supports will be provided.
- Your responsibilities.
- Their responsibilities.
- Any conflict of interest.
- Of any considerations required.

Together we will:

- Consult and talk to each other.
- Write the Agreement.



When do you sign the Agreement?

After your trusted person has read the Agreement, and is happy that the Agreement meets your needs, and that you've had your say.

And after the provider has agreed with what is written.



Sign the Agreement if you are happy to agree what is written. Once you have signed, the provider will sign.

You will be given a copy of your Service Agreement.