

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 for your child.



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



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



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 or another **trusted person** can enter into a Service Agreement. This might be a family member, carer, friend or another person. The trusted person can speak for you.



Also, it's a good idea to take a copy of your child's **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 the Service Agreement **include**?
(Answer on next page)



The Service Agreement should include information about the **supports** your child will 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



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 service costs
- When you pay
- How to pay



Ookami Kids will talk to 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 has person has read the agreement.



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



After provider agrees with what is written



Sign the agreement if you are happy to **agree** to what is written.
Once you have signed, Ookami Kids will sign.



You will be given a copy of the Service Agreement



Don't forget to keep a copy of your Service Agreement in a safe place.