






WHAT IS A SERVICE AGREEMENT?

 A teal speech bubble containing a white question mark.	<p>This document tells you what a Service Agreement is and why you need one.</p>
 A teal icon of a document with a pencil, representing a service agreement or schedule of supports.	<p>A Service Agreement is a document.</p> <p>It is an agreement between you and your service provider.</p> <p>The service agreement also will have a Schedule of Supports.</p> <p>A Schedule of Supports gives more information about the supports you have asked for and what they will cost.</p> <p>A service provider is a person or organisation that provides you with your NDIS supports.</p> <p>OC Connections is a service provider.</p>



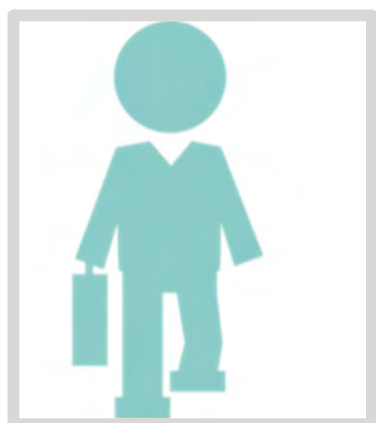
	<p>When you agree on the services you want from OC Connections, we write it down in a Service Agreement and the Schedule of Supports.</p>
	<p>The Service Agreement says that you and OC Connections agree to the services that they will provide to you.</p>
	<p>To show that you agree, you sign the Service Agreement.</p> <p>We will also sign the Service Agreement.</p>



The **Service Agreement** helps to make sure you **receive the services** that are **right for you**.



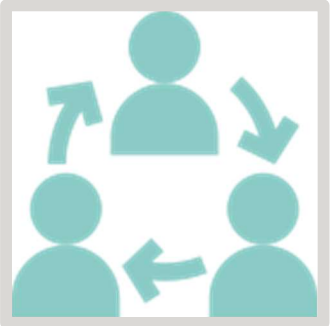


Your **Service Agreement** and the **Schedule of Supports** are helpful because they **provide everything agreed to in writing**.





If you need help to enter into 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.






	<p>Your trusted person can speak on your behalf if you give them permission.</p> <p>The trusted person cannot be an OC Connections staff member.</p>
	<p>Your trusted person can sign your Service Agreement for you (but only if you say that is okay).</p>
	<p>What information should be in a Service Agreement?</p>






 An icon showing two stylized human figures sitting on chairs and facing each other. A speech bubble is positioned between them, indicating a conversation.	<p>We will meet with you and we will ask you about the supports you want.</p>
 An icon of a stylized human silhouette. A speech bubble is coming from the person's mouth, containing three dots to represent text.	<p>We want you to tell us:</p> <ul style="list-style-type: none">• what type of supports you need• how 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.
 An icon showing three stylized human figures sitting around a table. One figure in the center is wearing a suit and tie, representing a professional or support worker.	<p>We will talk to you about:</p> <ul style="list-style-type: none">• the supports we can provide• your rights and responsibilities• our responsibilities• anything special that we must consider.


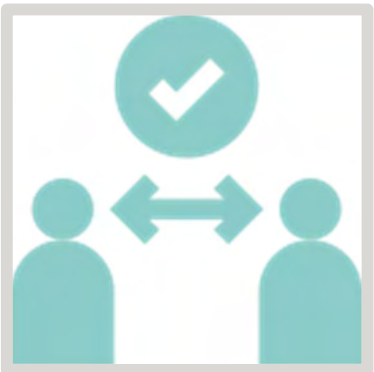



	<p>It is a good idea to bring a copy of your NDIS Plan to your Service Agreement meetings.</p> <p>(If you want, we can put a copy of your plan in your agreement).</p>
	<p>Once we both have agreed on supports and costs, we will write the Service Agreement and the Schedule of Supports.</p> <p>We will then provide two copies for you to read and sign.</p>
	<p>The Service Agreement will include what is expected from you and from us (our responsibilities).</p>




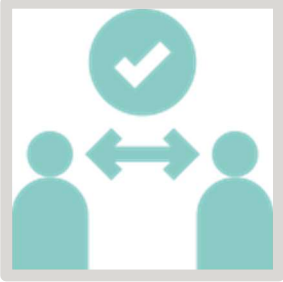


	<p>We will explain our responsibilities to you which we must meet.</p> <p>We will explain your responsibilities which you must meet.</p>
	<p>The Service Agreement will include a Schedule of Supports which gives you information about costs.</p> <p>It will include how much our service will cost you.</p>
	<p>When do you sign the Service Agreement?</p>



	<p>After you, or your trusted person, has read the Service Agreement.</p>
	<p>After you, or your trusted person, are happy that what is in the Service Agreement meets your needs.</p> <p>You are happy that you have had your say.</p>
	<p>You only sign the Service Agreement if you agree with what is written in it.</p> <p>There will be two copies to sign (one for you and one for us).</p>




 An icon showing a teal document with horizontal lines and a pencil pointing to it, all within a square frame.	<p>You sign the Agreement, then we will sign it.</p>
 An icon showing two overlapping teal documents, each with three checkmarks, all within a square frame.	<p>We will give you a copy of your Service Agreement and we will keep a copy in your file.</p>
 An icon showing a teal folder with a white padlock in the center, all within a square frame.	<p>Do not forget to keep your copy in a safe and private place.</p>
 An icon showing two teal human figures with a double-headed arrow between them and a checkmark in a circle above, all within a square frame.	<p>You can change or end your Service Agreement with us.</p>



	<p>To change the agreement, just talk to your support worker or support coordinator.</p>
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	<p>To end the agreement, simply tell us in writing (if you can).</p> <p>Please give us the right amount of notice, (check what is written in your Service Agreement).</p>
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	<p>We will provide you with the support you need to leave our service.</p>
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