

# Service Agreements

# About this document

This information is written in an easy to read way.



We use pictures to explain some ideas.



You can ask for help to read this information.



A family member, friend or support person may be able to help you.



# What is a Service Agreement?

If we can deliver services to you and you want them, we will make an agreement



The agreement is called a **Service Agreement**



We will make your Service Agreement with you and the people you want to involve like your family, friend, support person or advocate



# Your Service Agreement may include:

The services we will deliver and your goals



Any fees, and how you will pay fees



**Your** rights and responsibilities and **our** responsibilities



Any conditions



How to cancel an appointment

How **you** can change or end the agreement, and how **we** can change or end the agreement



We will ask you to sign the agreement



We will ask you to give us a copy of your **NDIS plan**



We will give you a copy of your service agreement in a format that you understand



# Achieve Australia

## Contact Details

**You can speak to someone at our head office:**



Suite 1.01, 1 Epping Road  
North Ryde NSW 2113



You can call us on:  
1300 22 44 38



You can visit our website:  
[www.achieveaustralia.org.au](http://www.achieveaustralia.org.au)