

## Service Agreements

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### **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.



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### 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



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## Your Service Agreement may include:

The services we will deliver and your goals



Any fees, and how you will pay fees



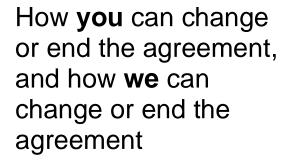
Your rights and responsibilities and our responsibilities



Any conditions



How to cancel an appointment





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### We will ask you to sign the agreement



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



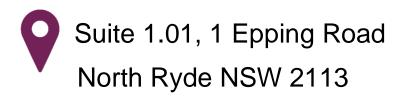
We will give you a copy of your service agreement in a format that you understand

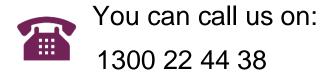


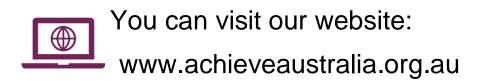
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# Achieve Australia Contact Details

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







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