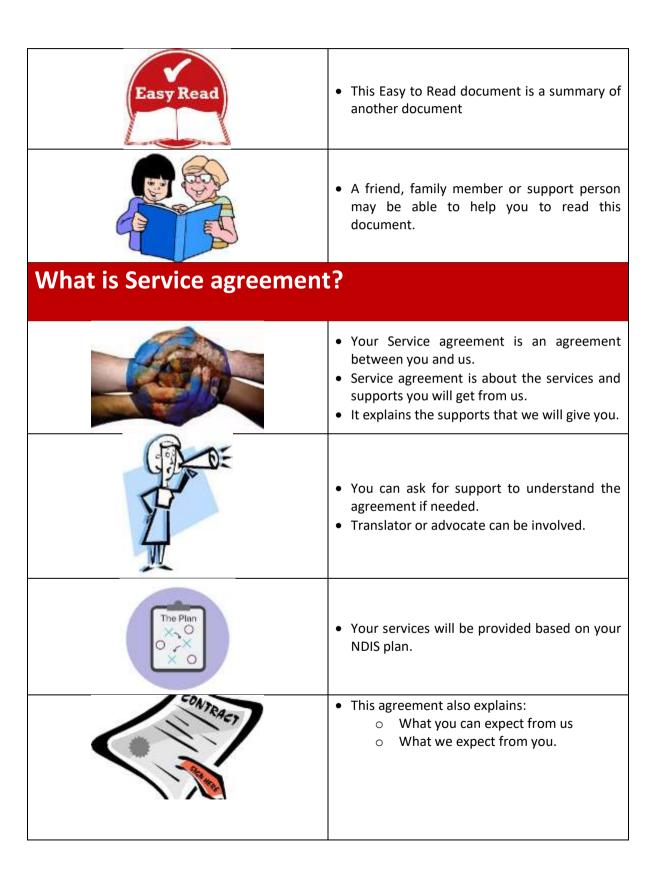
Service Agreement



What does a service agreement say?



Your service agreement talks about:

- What you can expect from us
- What we expect from you.
- Period you will use our service
- Things we must do
- Things you must do
- The rules of your service agreement
- What happens if you break the rules
- When your agreement ends
- How to make a complaint if you're not happy with our service



• You must pay your service fee on time.



- You must respect
 - o Other participants
 - Workers who work with you



- There are things your worker must do while you are with us. They are part of your agreement:
- They must treat you with respect.
- They must protect your privacy.

How do you make a complaint?



- It is always ok to speak up.
- You can talk to us when something goes wrong with your supports or services.



- We call this a complaint.
- Complaints help us all learn how to:
 - Have a better service support
 - Have a safer environment for our participants and workers



- You can complain about your services and supports when:
 - o something has gone wrong
 - something is not working well
 - something has not been done the right way
- something makes you unhappy
 - you have been treated badly.

What do we do about complaints?



We:

- listen to complaints
- help people fix their complaints

We handle complaints in a way that:

- helps participant get what they want and need
- gets good results
- is clear, simple and done the same way each time
- helps everyone know what they need to do
- helps make NDIS supports and services better
- is handled in a way that suits the problem.

How do you make a complaint to us?

- You can call us between 9am and 5pm, Monday to Friday.
- You can email us

Complete Form02.Complaint Report Form

speak up!	It is always ok to speak up. You can talk to us when something goes wrong with your supports or services.
	You can complain about the services and supports when:
	 something has gone wrong something is not working well something has not been done in a right way something makes you unhappy you have been treated badly.
	We will always listen and take action to fix the matter.