



Easy Read **Service Agreement**



This document tells you what a **Service Agreement** is and why you need one.



A **Service Agreement** is a **document**. It is an **agreement between you** and **your service provider**. The **service provider** is the person or organisation that provides you with supports (like **Prosper Plan Management Pty Ltd**).



When you agree on the services you want from the Provider, it is **written** down in the Service Agreement.



The Service Agreement says that you and your **Provider agree to the services they will provide**.

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To **show that you agree, you sign** the Service Agreement. **We (the Provider) will also sign** the agreement.



The Service Agreement helps to make sure you **receive the services** that are **right for you**. Your Service Agreement is helpful because it provides 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**.



Your trusted person (advocate) can **speak on your behalf**. Your trusted person (advocate) **can sign your Service Agreement for you** (but only if you say that is okay).

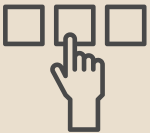


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What information should be in a Service Agreement?



We will meet with you and ask you to talk to us about the support you want.



We want you to tell us:

- How you **want** your supports provided
- How long you will **need** the supports



We will talk to you about:

- How we can support you
- Your **rights** and **responsibilities**
- Our **responsibilities**
- Anything special that we must consider



It is a good idea to bring a **copy of your NDIS Plan** to your Service Agreement meetings.
(If you want, we can put a copy of your plan in your agreement.)

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Once we both have **agreed** on supports an, we will then provide with a copy for you to **read and sign**.



The Service Agreement will include what is expected from from **you and us** (our responsibilities).



The Service Agreement will include **information about cost**. It will include how much our service will cost you



When do you sign the Service Agreement?

After you, or your trusted person, has read the Service Agreement

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You only **sign the Service Agreement** if you **agree** with what is written in it.
There will be **two copies to sign** (one for you and one for us).



We will **give you a copy** of your Service Agreement, and we will keep a copy in your file.



You can **change or end** your Service Agreement with us. You can talk to your Plan Manager to **change your agreement**.



To **end an agreement**, simply **tell us in writing** or your preferred method. We ask that you please give us the **right amount of notice** as written in your Service Agreement.