

Service Agreement Conversation with housing provider

- It's always ok to speak up.
- It's always ok to have questions.
- If you don't feel comfortable speaking up, you can ask for one of your supporters to help you.

My name: _____

Name of SDA provider

Name of provider	
Website	
Phone number	
Email	
Person I met with	

Where to start

My goal with this provider is	
How can they support me work towards this goal?	
This catch-up will help me to...	
What are the provider's goal/s?	

How do they work towards this goal/s?	
Is the provider happy to change and/or discuss the service agreement? You have a right to discuss it.	

Building our knowledge of each other

What experience does the person who owns the house/apartment have with my disability, my assistive technology and my current and future support needs?	
Are staff willing to recognise my religion, gender identity, lifestyle choices, culture?	
Is there a support provider already in place?	

'What should happen when'/'how we work together' section:

How specifically will the provider support me with the following? (Questions below)

How often will the provider keep in touch with me (e.g. once a fortnight house newsletter, once a month a house meeting)?	
Are they willing to communicate with me in the way I want them to (e.g. a text message before a follow-up phone call)?	

Ways I'd like to be contacted:

Phone text message	
Email	
In-person	
Facetime-call	

Feedback and solving problems

Who do I contact if there's a problem or feedback for the house (name of the person)?	
What is their job title/role?	
Phone number	
Email	
Days they work	
How do I contact this person about the problem? Options might include email, phone, text, face-to-face, letter.	
How quickly will they get back to me with a solution?	
How do I reach this person outside regular hours?	

How will I be told about any plans or decision with the reported problem or feedback? Options might include email, phone, text, face-to-face, letter.	
Who do I talk to if I don't feel that this person is listening to me or I am concerned about repercussions? (name of the person)	
What is their job title/role?	
Phone number	
Email	
Days they work	
(I can call the NDIS Quality & Safeguarding Commission if no-one is listening to me: Ph: 1800 035 544 TTY: 133 677	
Do you give me an opportunity to give feedback anonymously?	
How much notice do I need to give to cancel the tenancy?	
What are my rights as a tenant? Do I have a copy of my rights?	
Do I get to choose my overnight support provider? How are they chosen? Can I have input?	
What is the rental cost per week? What is the cost of rent if family/friends live with me?	

Are there other costs I need to know about, like transportation, internet costs, shared utility costs ?	
Are there costs if a friend/family member comes to stay for a visit?	
Are pets allowed in the property? What type of pets are allowed?	
Is there anything else I need to know about?	

What I have agreed on

During this session the provider and I worked on	
Successes and challenges	
Do we need to catch-up again?	
Before my next session, I have asked my provider to	
Before my next session, my provider has asked me to	

This document can become part of your service agreement with the provider if you choose to sign with them. It makes sure your voice is part of the service agreement.

****Part of service agreement, or additional?**