

Service Agreement Conversation with support 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 ask the questions or email the questions to the provider

My name: _____

Support provider name:

Name of organisation	
Website	
Phone number	
Email	
Person I meet 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 put amendments discussed today in their service agreement? You have a right to discuss.	

Building our knowledge of each other

What experience do the support workers have with my current disability/medical needs, my assistive technology and my future support needs?	
Am I able to be involved in the hiring of support staff?	
Do I have the ability to choose from the current staff who support me in the house?	
What training or induction do you provide the support staff?	
Are staff willing to recognise my religion, gender identity, lifestyle choices, culture?	
How often will the provider keep in touch with me (e.g. once a fortnight house newsletter, once a month a house meeting)?	

‘What should happen when’/‘how we work together’ section:

How will the provider communicate with me?

Are they willing to communicate with me in the way I want (e.g. a text message before a follow-up phone call)?	
Ways I want to be contacted. Options might include email, phone, text, face-to-face, letter.	

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 or an answer?	

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: Phone: 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 support?	
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?	

Are there other costs you need to know about, like transportation, internet costs, shared utility costs or house expenses ?	
Is there anything else I need to know about?	

Catch-up finished

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