














Easy Read Service Agreement



Do You Know What a Service Agreement is?




	<p>This information will help you understand what a service agreement is.</p>
	<p>A service agreement is a document between you and your care provider.</p> <p>The care provider is the person, or organisation, that provides your services or supports.</p>
	<p>The service agreement says that both you and the provider agree about what services you are going to receive and how much they will cost.</p>

	<p>If you agree, you sign the service agreement.</p>
	<p>The service agreement helps to make sure you receive the services that are right for you.</p>
	<p>Your service agreement is helpful because it provides everything in writing for you if any problems occur in the future.</p>

	<p>You can ask a trusted person to enter into the agreement for you.</p> <p>Your trusted person might be a family member, carer, friend, or advocate.</p> <p>The trusted person can speak on your behalf.</p>
	<p>What information should a service agreement include?</p>
	<p>The service agreement and schedule of supports should include all the information about the supports you will receive from Landing Spot</p>

 A purple silhouette of a person's head and shoulders. A speech bubble with three dots inside is positioned to the right of the person's head, with a line connecting it to the person's mouth.	<p>We will talk to you about the supports you want and need.</p> <p>We want you to tell us:</p> <ul style="list-style-type: none">• what supports you need• how you want the supports provided• the type of staff you would like• when you need the supports• how long you will need the supports.
 A purple silhouette of three people sitting at a table. The person in the middle is wearing a suit and tie. The other two people are wearing simple shirts. They are all facing each other as if in a meeting.	<p>Landing Spot will let you know:</p> <ul style="list-style-type: none">• your rights• the supports that will be provided• your responsibilities• our responsibilities.

	<p>The service agreement outlines what we expect from you.</p> <p>We will provide you with information on what your responsibilities are. It outlines what is expected of us.</p> <p>We will provide information on what you can expect from us in the service agreement.</p>
	<p>The service agreement and schedule of supports will include all information about costs, including:</p> <ul style="list-style-type: none">• how much our service costs• when you need to pay• how you can pay.

	<p>Together we will:</p> <ul style="list-style-type: none">• talk and listen to each other• discuss your needs• write the service agreement.
	<p>When do you sign the service agreement?</p>
	<p>After you, or the person you trust, has read the service agreement.</p>

 A purple icon of two hands shaking, symbolizing an agreement or agreement.	<p>When Landing Spot also agrees with what has been included in the service agreement.</p>
 A purple icon showing a stylized signature next to a pen, representing signing a document.	<p>You need to sign the service agreement if you are happy to agree with what is written.</p>
 A purple icon of two overlapping documents, representing a copy of a service agreement.	<p>Upon request we can give you a copy of your service agreement.</p>



Can you **change or end your service agreement** with us?

Yes, of course, you can.



To **change your agreement**, you should talk to our Director.

To **end the agreement**, you need to let us know and provide appropriate notice (check notice period that is included in your service agreement),