

# Your Service Agreement



## An Easy English information sheet

Your **service agreement** is a document that is between



- you and
- Melba Support Services.



Your service agreement says



- what supports you will get from us
- when you will get supports
- where you will get supports
- how you will get supports
- how much your supports will cost
- how long you will get supports for.





If you live in one of our supported homes, you will also need to look over and sign a Disability Residential Statement.

The Disability Residential Statement is a document between



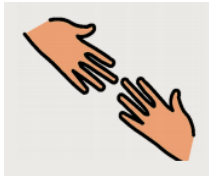
- you

and



- Melba Support Services.

which tells you



- what supports you will get from us in your home



- anything important about living in your home
- costs and charges.



We encourage you to ask someone you trust to help you understand your Service Agreement or your Disability Residential Statement.



If you have any questions call the General Manager of Outcomes for your area on **03 9212 0100**

# Your Service Agreement



## A Plain English information sheet

Melba is committed to ensuring all people supported have choice and control in their lives.

We encourage all people to access as many services and supports they wish. This helps when supporting people to achieve their goals.

Any person who is supported by our services will have a Service Agreement with us.

A Service Agreement is a document that explains our roles and responsibilities as an organisation. It also explains the roles and responsibilities of each individual we support.

A Service Agreement is updated each time a person's NDIS Plan is reviewed or they change providers.

People who live in a home and receives Supported Independent Living (SIL) supports will also need to sign a Disability Residential Statement.

A Disability Residential Statement includes information such as:

- the services a person receives in their home;
- any restrictions in their home (e.g. privacy of other residents); and
- any costs and charges.

If you have any questions or concerns about service agreements, please contact the General Manager of Outcomes for your area on **(03) 9212 0100**.