







Service Agreement

This document explains **Cahoots Service Agreement Policy and Procedure**

This policy tells you **HOW** and **WHY** we do things

When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <p>Why we have a Service Agreement</p> <p>The information we need from you to write the Service Agreement</p>
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers.</p>
	<p>We need a Service Agreement for you to go on a Cahoots Service</p> <p>A Service Agreement says</p> <ul style="list-style-type: none">what your responsibilities arewhat Cahoots responsibilities arewhat happens in an emergencyhow much it will costwhat to do if you want to change or end the agreement
	<p>Together we develop the Service Agreement</p> <ul style="list-style-type: none">during the Service Intake Appointmentwhen you tell us you want to use our support needs and we can provide them

	<p>Agree to the Service Agreement</p> <p>We will provide you with the Service Agreement to review and make sure it is correct</p> <p>If it is correct, you will be asked to sign the Service Agreement and send back to us</p> <p>If it is NOT correct, please contact us</p>
	<p>Sometimes you need someone to help with signing the Service Agreement, like</p> <p>Someone in your family</p> <p>Your guardian</p> <p>Another person you trust</p> <p>You or the other person will provide sign with your consent</p>
	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>
	<p>How to make a Complaint</p> <p>If you are not happy with your Service Agreement</p> <ul style="list-style-type: none"> • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 • Complete the website Cahoots Feedback and Complaints Form



If your service was funded by the NDIS and you are still not happy you can

Call the NDIS Commission on 1800 035 544

or

Complain online at the NDIS Commission website
[NDIS Complaint Contact Form](#)

You can request the **Cahoots Service Agreement Policy and Procedure** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880