



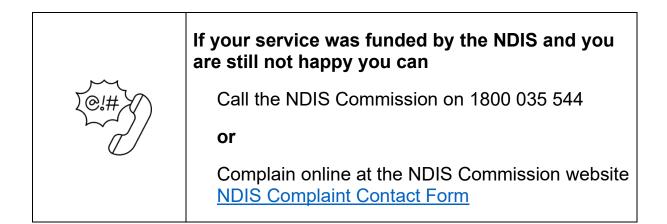
This document explains Cahoots Service Agreement Policy and Procedure

This policy tells you HOW and WHY we do things

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

	This policy tells you Why we have a Service Agreement The information we need from you to write the Service Agreement
?	Who is this policy for? It is for you and your family or your decision makers.
	We need a Service Agreement for you to go on a Cahoots Service A Service Agreement says what your responsibilities are what Cahoots responsibilities are what happens in an emergency how much it will cost what to do if you want to change or end the agreement
	Together we develop the Service Agreementduring the Service Intake Appointmentwhen you tell us you want to use our supportneeds and we can provide them

	Agree to the Service AgreementWe will provide you with the Service Agreement to review and make sure it is correctIf it is correct, you will be asked to sign the Service Agreement and send back to usIf it is NOT correct, please contact us
N	Sometimes you need someone to help with signing the Service Agreement, like Someone in your family Your guardian Another person you trust You or the other person will provide sign with your consent
	Complaints A complaint is when you are not happy and You tell someone
	 How to make a Complaint If you are not happy with your Service Agreement Send us an e-mail at info@cahoots.org.au Telephone us on 1300 103 880 Complete the website <u>Cahoots Feedback</u> and Complaints 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