



Service Agreement

Your supports, written clearly.



What is a Service Agreement?

It is a document between you and Emily's Hope. It explains the supports and services you will receive.

What this means for you

Everyone can understand what was agreed.



Why it is important

It explains supports, expectations, rights and what happens if questions arise.

What this means for you

You know what has been agreed.



Who can help?

A family member, friend, advocate or trusted person can help you understand the agreement.

What this means for you

You do not have to decide alone.



What is included?

The agreement may explain supports, delivery, timing, communication, responsibilities and costs.

What this means for you

Your supports should reflect your needs and goals.



Changes and ending

The agreement can be reviewed when needs, goals, supports or your plan change. It also explains how services may end.

What this means for you

Ask questions about any change.



Before you sign

Read it, ask questions, check you understand and get support if needed.

What this means for you

Only sign when you are comfortable.



Contact us

Contact Emily's Hope if you have questions about your Service Agreement.

What this means for you

(07) 3155 6559 | (07) 4426 8700