



Making an Agreement with your provider

Once you have chosen who will provide your supports you may want to create a written agreement. An agreement will help to ensure that you and your provider have an agreed set of expectations of how the services will be delivered. A good agreement will also outline what each party's responsibilities and obligations are, and how to resolve any problems should they arise. When you are developing your agreement you may wish to take a copy of your DisabilityCare plan to help guide the discussion.

Some things you might want to specify in your agreement are:

- The supports that will be provided.
- The cost of supports.
- How you would like your services to be delivered.
- The duration the supports will be provided.
- When and how your agreement will be reviewed.
- How you and your provider will deal with any issues should they arise.
- What your responsibilities are in the agreement - for example, to advise if you are not going to be available for an appointment.
- What your provider's responsibilities are in the agreement – for example to work with you to provide services that suit your needs.
- What notice is needed to end the agreement.

We have created a simple model Agreement that you may wish to use.

There are also resources that could help when working with providers that were developed through the Practical Design Fund. These resources will be available on the DisabilityCare Australia website shortly on the website. (The direct link to Practical Design Fund projects is <http://www.disabilitycareaustralia.gov.au/document/204>)