

Your Service Agreement

This document explains your service agreement. It is written in Easy Read.



What is a service agreement?

A service agreement is a plan between you and us.
It says what help we will give you.
It says how we will work together.



What is in the agreement?

The agreement tells you what supports we will give you, your rights, what we will do, what we ask you to do, how much things cost, and what happens if you miss an appointment.



We will explain it to you

We will go through the agreement with you.
We will explain it in a way that makes sense to you.
You can ask questions.
You can take your time.
You can have a support person or advocate help you.



You choose

You choose if you want to sign.
You get your own copy to keep.
You can ask to change it later.
You can end the agreement if you want to.



What we promise you

We promise to be safe, kind and respectful.

We promise to listen to you.

We promise to keep your information private.

We promise to help you with your goals.



Who can I talk to?

Hunter Speech Pathology

The Colonial Centre, Units 9-10 / 420 High Street,
Maitland NSW

Practice Director: Nikki Stambolie

Phone: (02) 40 867 211

Email: nikki.stambolie@hunterspeechpathology.com



If you are not happy

You can tell us.

We will listen.

You can also call the NDIS Quality and Safeguards
Commission on 1800 035 544.