

Service Agreement

This document explains **Cahoots Service Agreement and Consent 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 supports Cahoots will providewhat your responsibilities arewhat Cahoots responsibilities arehow services are paid forcancellation ruleswhat to do if you want to change or end the agreement
	<p>Together we develop the Service Agreement</p> <p>during the Service Intake Appointment</p> <p>when you tell us you would like to use Cahoots services and we confirm we can support you.</p>

	<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 can sign the Service Agreement with your consent.</p>
	<p>Your Goals</p> <p>Our supports at Cahoots help you work towards your NDIS goals, such as:</p> <ul style="list-style-type: none"> building social skills participating in the community building confidence.
	<p>Complaints</p> <p>A complaint is when you are not happy 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

	<ul style="list-style-type: none"> Complete the website Cahoots Feedback and Complaints Form
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	<p>If your service was funded by the NDIS and you are still not happy you can</p> <p>Call the NDIS Commission on 1800 035 544</p> <p>or</p> <p>Complain online at the NDIS Commission website NDIS Complaint Contact Form</p>
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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

Versions

No.	Approval Date	Description of Amendment
1.0	26/05/2023	New
2.0	17/07/2024	Reviewed – Amendments made
2.0	5/03/2026	Updated to align with the Participant Agreement and Consent Pack and improve clarity in the Easy Read version.

Owner	Approver	Next Review
Community Engagement Manager	CEO	March 2028