



Autism SA Service Agreement



Things to think about

Easy Read Version



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How to use this document



This document is written by Autism SA.
When you see the word 'we', it means Autism SA.



This document is written in an easy to read way. We use pictures to explain some ideas.

BOLD
NOT BOLD

We have written some words in **bold**.
This means that the words are thicker and darker to show you it is an important word.



This easy read document is a summary of our service agreement.



You can find your service agreement given to you by an Autism SA staff member.



You can ask for help to read this document.
A friend, family member or support person can help you.

What is a service agreement?



A **service agreement** is an agreement between you and Autism SA. We are your service provider.

A service agreement talks about:

- what supports you will get
- where to get your supports
- how many times you will get supports
- how much your supports costs
- how AutismSA will give you your supports
- how AutismSA will help you get supports
- when the service agreement starts and ends
- how to change and end the service agreement
- what to do if there is a problem



A service agreement helps you make sure that you get the supports that you pay for.



Your service agreement should be explained to you in a way you understand. It makes sure that you know your supports.

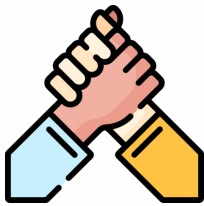


We made this document to help you understand what is in your service agreement. There is a checklist you can use to tick when a statement is true for you.

Things to think about



When making a service agreement, you should think about:



- what supports you are getting.



- how much your supports costs.



- your responsibilities - things that you must do



- our responsibilities - things that we must do



- the service agreement



- what to do if there is a problem.

Your supports



I know and understand:



- what supports I get



- how I get my supports



- when I get my supports



- where I get my supports

Costs of supports



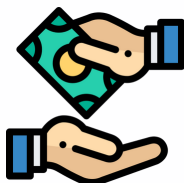
I know and understand:



- how much my supports cost



- how much extra I have to pay for other things I want or need



- how I will pay Autism SA

Your responsibilities



I know and understand:



- what to do when my personal information changes



- what to do when I cannot attend services



- what to do if I am not happy with services



- what to do when I do not understand my supports and services

Our responsibilities



I know and understand that Autism SA will:



- make decisions with me and my family



- listen to my feedback



- tell me of any changes in service



- keep records of my supports

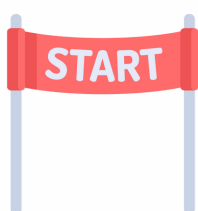


- help me get any other supports or services I need

Service agreement



I know and understand:



- when my service agreement starts



- when my service agreement ends



- how to change or end my service agreement

What to do if there is a problem



I know and understand:



- what to do if there is a problem



- who to talk to if there is a problem

What to do if there is a problem



I know and understand::



- I can fill in an online form

<https://autismsa.org.au/feedback-complaints/>



- I can call 8379 6976 and talk to a person at Autism SA



- I can send an email to feedback@autismsa.org.au



- I can write a letter to
Autism SA Complaints and Feedback
PO Box 556,
Melrose Park, DC SA, 5039

More information



For more information about this document,
please contact Autism SA.



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