



LIFESTYLE SUPPORT SERVICE AGREEMENT PROCEDURES

What is a Service Agreement?



- A Service Agreement is about the services and support you will get from PQSA, Lifestyle Support



- A Service Agreement is an agreement between you



and PQSA, Lifestyle Support



- Services can't start if a Service Agreement is not signed. The only times this would be allowed is when a person is at risk and the Lifestyle Support Director and PQSA Chief Executive approves services to start or if you can't sign the Service Agreement.

How do I start Services with Lifestyle Support

	List of supports
_____	1 _____ \$
_____	2 _____ \$
_____	3 _____ \$
_____	4 _____ \$

- A referral will need to be made to Lifestyle Support with regards to the services you require (Occupational Therapy, Nursing, Social Work, Support Co-ordination).

Start date:

____/____/____

- A Lifestyle Support staff member will contact you to arrange an appointment and the commencement of services.



- Admin will email you a Service Agreement for you to read and accept prior to services commencing. Alternatively, the staff member will bring it with them on the day of your appointment and discuss with you face to face.



- If you are happy with the Service Agreement, sign and return it to Lifestyle Support. We will wait 5 days for you to return it.



- If you are not happy with the Service Agreement, you can speak to Admin who will help you make a new Service Agreement.

Ending the Service Agreement?



- If you wish to stop services, you will need to write to PQSA Lifestyle Support and give 2 weeks' notice. If Lifestyle Support needs to stop services, we will also give 2 weeks' notice and help you to change to another provider.