

TIP SHEET SERVICE AGREEMENT or SERVICE CONTRACT



What is a Service Agreement or Service Contract?

It is a formal agreement between someone who is **buying** supports or services and someone who is **offering** supports or services. Before deciding the supports and services you are seeking, your values, and goals should be considered and discussed. Usually the agreement or contract is in writing.

A Service Agreement or Service Contract benefits everyone. It benefits those who are buying the supports or services, and those who are offering them, because it makes clear the responsibilities of everyone involved. The Service Agreement should identify the following areas:

1. Contact Information

- Name
- Title
- Telephone #
- E-mail address

2. Description of Supports and Services

- Information including # of hours, day(s), date(s), and location.
- Specific activities.
- Specific supports and services.
- Transportation.
- Roles, Responsibilities.

3. Duration of the contract/agreement

- Start date?
- How is the contract extended or renewed?
- End date?
- Trial Period? Is there a trial period?
- What happens at the end of the trial period?

4. Cost

- Supports or Services expected.
- What happens if.... ('I can't attend,' vacation, illness, etc)?

5. Payment of supports and services

- Invoicing procedures (How often to send in? Required signatures? etc.).
- Contact information including mailing address, fax #, e-mail address, and contact name.

6. Notice of Termination

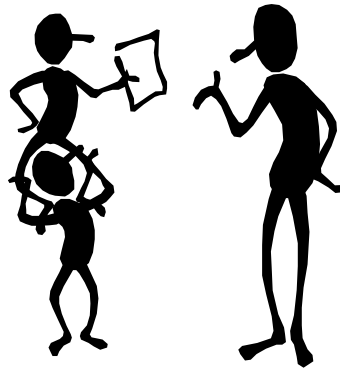
- How to end the agreement or contract before the end date?
- Who can end the agreement or contract before the end date?

7. Complaint and Conflict Resolution process

- How to make changes to your service agreement/contract?
- How to decide if agreement/contract needs changing?
- How to raise concerns/issues?

8. Review of the supports and services

- What are the responsibilities and expectations of those buying the supports and service and those offering the supports and services?
- Who is involved?
- How do we measure progress and success?



Please Note:

This tip sheet is a starting point and can help you as a guide when you are discussing the supports and services that you are buying. We encourage you to communicate often with the people and agencies offering you support and services to make sure your needs are being met.