KUPA

SERVICE PROVIDER

Service Agreements

EXPLAINED

Understanding your supports, your choices and what we agree to.

At Kupa Service Provider, we believe everyone deserves to feel informed, respected and confident about the supports they receive.

A Service Agreement is a written agreement between you and Kupa that explains the services we will provide, how we will work together and what you can expect from us.

It helps ensure we both understand our responsibilities and that your supports reflect your individual needs, goals and preferences.

What is included in your Service Agreement?

Your Service Agreement explains:

- **Your supports:** The services Kupa has agreed to provide.
- **When and where:** How often and where your supports will be delivered.
- **Costs and payments:** How much your supports cost and how payments will be managed.
- **Your rights:** Your right to dignity, privacy, respect, choice and control.
- **Our responsibilities:** What Kupa agrees to do to provide safe, reliable and quality supports.
- **Changes or cancellations:** How supports can be changed, cancelled or ended.
- **Feedback and complaints:** How you can raise concerns or tell us what we can improve.

What can you expect from Kupa?

We are committed to:

- Treating you with dignity, kindness and respect.
- Listening to your choices and involving you in decisions about your supports.
- Providing safe, reliable and person-centred services.
- Respecting your culture, beliefs, privacy and independence.
- Explaining the costs of your supports clearly.
- Communicating openly about changes to your services.
- Taking your feedback and concerns seriously.

What do we ask from you?

To help us provide the best possible support, we ask that you:

- Treat our workers with courtesy and respect.
- Share information that helps us understand your support needs.
- Let us know when your needs or circumstances change.
- Give us notice when you need to cancel or change a service, in accordance with your agreement.
- Work with us to maintain a safe and respectful environment.

Can I change my Service Agreement?

Yes. Your needs and choices matter.

If your circumstances, goals or support needs change, you can speak with our team about reviewing your Service Agreement. We will explain the available options, discuss any proposed changes with you and document changes we both agree to.

What if I don't understand my Service Agreement?

You do not have to understand everything straight away.

Our team can explain your agreement in plain language, answer your questions and give you time to make decisions. You can also involve a family member, support coordinator, advocate or another trusted person of your choice.

We want you to feel comfortable and confident before agreeing to your supports.

What if I have a concern or complaint?

We welcome your feedback, including when something isn't right.

You can raise concerns, ask questions or make a complaint without fear of being treated differently. You can contact Kupa directly or seek assistance from an independent advocate or the NDIS Quality and Safeguards Commission.

We're here to help

Your Service Agreement is more than paperwork. It is about building a respectful partnership where your voice is heard and your choices guide the support you receive.

Have questions about your Service Agreement?

Contact our friendly team:

Kupa Service Provider Pty Ltd

Phone: +61 451 060 157

Email: info@kupaservices.com.au

Important

This guide is a general guide to understanding Service Agreements. Your individual signed Service Agreement sets out the specific terms and conditions of your supports.