



Service Agreement

CHSP, SAH and NDIS only

This information sheet is about Service Agreements and how they affect you.

What is a Service Agreement?

A Service Agreement is a written plan between you and Ballarat Community Health if you are accessing services under your subsidy program.

It explains:

- What services you will get
- Who will provide the services
- When and where services will happen
- How much the services will cost
- What your rights and responsibilities are
- How to make changes or stop the agreement

You can ask someone you trust (like a family member, carer, guardian or registered supporter) to help you understand the agreement. We will give you the time you need to understand the agreement before you sign it. By signing, you agree to the service agreement.

Your Responsibilities

- Tell us how and when you want your services
- Let us know before if you need to cancel a service
- Tell us if your situation, or funding changes
- Pay invoices if you're responsible for payment, or speak to our staff if you are having any difficulty paying for services
- Allow our staff into your home (if services happen there), at the agreed times

BCH Responsibilities

- Provide safe, respectful, and high-quality services
- Deliver services at the times we agree with you
- Send you invoices (if needed)
- Keep records of the services we give you
- Support your independence, dignity, and choices

Ballarat Community Health



Ending the Agreement

You can end this agreement if:

- You no longer wish to receive our services, or
- You are moving to a location where we do not deliver services.

If you wish to stop receiving services, you are required by the Department of Health, Disability and Ageing under the Aged Care Act (2024) to contact us **in writing**.

Cancelling Services

If you can't attend a service:

- Please advise us if you are unable to attend your appointment with at least 24 hours notice. If you are finding it difficult to attend appointments, please talk to us. We can discuss how we can help. If you fail to attend 2 consecutive appointments without providing adequate notice we will advise in writing that if you fail to attend your next scheduled appointment, without notice you will be discharged from the service.

Feedback and Complaints

You can provide feedback or make a complaint without it affecting the care you receive. Please see our BCH Complaints and Compliments information sheet.

If you're not comfortable talking to us, you can contact:

- Health Complaints Commissioner
Ph: 1300 582 113 hcc.vic.gov.au
- Aged Care Quality and Safety Commission
Ph: 1800 951 822 agedcarequality.gov.au
- Elder Rights Australia
Ph: 1800 700 600 elderrights.org.au
- Older Persons Advocacy Network
Ph: 1800 700 600 opan.org.au
- Aged Care Quality and Safety Commission
agedcarequality.gov.au/supporters
- NDIS Quality and Safeguards Commission
Ph: 1800 035 544 ndiscommission.gov.au



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