



# HEMOCARE+ SERVICE AGREEMENT PROCEDURES

## What is a Service Agreement?



- A Service Agreement is about the services and support you will get from HomeCare+



- A Service Agreement is an agreement between you



and HomeCare+.



- 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 HomeCare+ Director and PQSA Head of Operations approves services to start or if you can't sign the Service Agreement.

## How do I start Services with HomeCare+?

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

- The HomeCare+ Worker will discuss with you what services are required

**Start date:**

\_\_\_\_/\_\_\_\_/\_\_\_\_

- The HomeCare+ Worker will organise a service start date with you



- Finance in HomeCare+ will organise a Service Agreement with a copy of the service quote (details of how much our services cost) for you to read and accept.



- The HomeCare+ Worker will send you 2 copies of the Service Agreement.



- The HomeCare+ Worker will let you know that the services will NOT start until you and HomeCare+ have agreed when they should start.



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



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

## Ending the Service Agreement?



- If you want to stop services, you will need to write to HomeCare+ and give 2 weeks' notice. If Homecare+ needs to stop services, it will also give 2 weeks notice and help you to change to another provider.