

# Our Agreement



This agreement sets out your rights and responsibilities.

We ask that you sign your agreement before you start services.

If you accept supports without signing the agreement, we assume that you have read the agreement and agree.



You will pay a fee for supports and services you receive from Five Good Friends.

Five Good Friends will provide you with a budget which shows the costs for your supports and services.



You can tell us the types of supports you would like to receive.

Your supports will be delivered by Helpers.

You can tell us your preferences about which Helpers deliver your supports.

There may be some times when we are unable to deliver a support you request. This includes when:

- It may cause you or others harm
- It is not best funded by the NDIS
- You do not have enough funding



Your Supports are recorded in your Help Plan.

Your Help Plan is available in your Five Good Friends App.



The cost of your supports will not be more than the NDIS price maximum.

You will receive your supports from Five Good Friends from the start date of this Agreement until you ask us to stop.



We will review your Help Plan as needed. No less than every 12 months.

If there is an emergency or disaster we will attempt to contact you and check if you need any support.



You can choose a representative to communicate with FGF on your behalf. We call this person an Authorised Representative.

Your Authorised Representative will only be able to make decisions on your behalf in line with the authority granted to them.

You must provide us with the evidence of their authority. For example their NDIS Plan Nominee letter.