

Information sheet: How to complete the 'My Care and Support Agreement' *optional form



Participant

- You and your **service provider** can complete the 'My Care Agreement' when your services start, or if your care needs change.
- Completing a My Care and Support Agreement is optional but highly recommended. Providers may also use their own care agreement template with you.

The My Care and Support Agreement will help you and your provider understand:

- ✓ the services you are requesting
- ✓ how you would like to receive these services
- ✓ what supports are included
- ✓ what supports are not provided by the provider.
- ✓ your preferences and expectations for your care services
- ✓ how you prefer to communicate (about shift changes, complaints, or issues)
- ✓ what your provider expects.
- Once the My Care and Support Agreement is completed, both you and your provider will keep a copy. NIISQ may request a copy if needed.
- Your provider can use the information in this form to create a detailed daily care plan for your care workers to follow.
- It's recommended to update this form if there are any changes to your care.
- Your attendant care services will also be included in your MyPlan.

For more information about receiving attendant care, visit the [Living with Attendant Care](#) website.



- You and the NISQ participant can complete the 'My Care and Support Agreement' as soon as possible after services commence. This form is optional but highly recommended.
- You may use your own template for a care agreement but it's recommended that it includes the key areas covered in the 'My Care and Support Agreement' template.
- The 'My Care and Support Agreement' helps you and the participant set clear expectations for the funded services and ensures care is delivered effectively.

The My Care and Support Agreement will help you and the participant understand:

- ✓ the services you are delivering
- ✓ how to deliver supports effectively
- ✓ what supports are included
- ✓ what supports you will not provide
- ✓ your boundaries for delivering care in the participant's home or community
- ✓ how you will communicate (e.g. about shift changes)
- ✓ your organisation's expectations, processes and feedback/complaints procedures.
- This form does not replace the detailed daily care plan you create for care workers, but it can help guide its development.
- Once the 'My Care and Support Agreement' is completed, both you and the participant should keep a copy. NISQ can request a copy at any time.
- It's recommended to update this form if there are any changes to the participant's care.