

# Terms and Conditions

This document outlines how we will work together, should you choose Avivo as your service provider. Please ask us if you have any questions about this document.

Please confirm:

- It is also important that you read Avivo's [Customer Policy](#) which outlines your rights and the responsibilities of Avivo

## General Terms

- We will work with you to ensure you have choice and control of your services within your funding, and we will give you time to consider your choices.
- As part of your registration and review processes, we will complete other key documents to ensure we provide you with quality services. We will monitor and review your services regularly.
- We will contact you to discuss any changes or cancellations to your services.
- We will develop an emergency plan with you.
- Our support workers will take care while performing duties your home, and you accept that Avivo is not responsible for replacing or repairing any household items that might get damaged by support workers.
- You will advise us of any changes including contact details, who to send your invoices or letters to, or your next of kin/emergency contact.
- We will provide you with a signed copy of this agreement and other key documentation for your records.
- You will cover your own expenses for personal activities e.g., parking fees and purchasing meals.
- You can give feedback or make a complaint about your services at any time by contacting an Avivo representative via phone, email or by using our [confidential feedback page](#).
- You have the right to request an advocate, interpreter or other representative to act in your best interests.
- If you or Avivo wish to terminate this agreement or cease services, notification will be given in writing, including an agreed termination date (usually four weeks).

Information about privacy can be found in our [Customer Policy](#). Specifically, Avivo will:

- Collect and store information about you and your support and services.
- Keep your information safe and confidential, only releasing it with your consent.
- Discuss with you any instances where we have a duty of care to share your information.
- Provide you access to your information on request.
- Respect your right to withdraw consent for the collection, use and disclosure of your personal information at any time.

## Funder Terms

### Department of Communities Terms:

- If less than 2 clear days' notice is provided by you to cancel a service, Avivo will charge your funding in full for the support.
- Your allocated supports are outlined in your PCSS.