

I advise  I nominate ..... to be my advocate for this authority

**Water Comfort** Company Pty Ltd trading as Watercomfort: Provider # 4050000491

Watercomfort provided you with a service through the NDIS and this is a tick sheet indicating if you have been involved in the planning, commencement, duration and conclusion of the service provided to you. If as a result of our involvement we are the subject of a Complaint we review where we both stood at the point of Sale, Service Conclusion or Hire Agreement. Your help with this questionnaire will assist us in any process needed to be followed. A copy of this completed form will be yours and is part of the transaction records. Your rights are respected to decline information for this procedure but we are following NDIS rules in keeping the sale detail for review.

**Sales Items**

- Yes  No  I have made the product selection myself and believe it to be appropriate for my needs.
- Yes  No  The Price that I have been given for the Product is reasonable and relevant for the sale type.
- Yes  No  I agree with the selected product that was chosen on my behalf by a practitioner.
- Yes  No  I am accepting the product chosen due to the selection process being limited for my circumstances.
- Yes  No  I agree to try the selected product for a period of time to consider it is appropriate and viable.
- Yes  No  I agree to take the practitioner selected product made on my behalf without conditions applied.
- Yes  No  I agree to take the practitioner selected product made on my behalf conditionally (see below)
- Conditions: Trial Product Overnight  / Trial Product for \_\_ days  / Trial Product during a Hire Period (PAID)

**Repair / Service Items**

- Yes  No  I am happy with the response time for the repair work undertaken by Watercomfort Service.
- Yes  No  I was quoted the expected cost of the repair and accepted the costs before commencement.
- Yes  No  I agree that the repair has made the item useable again and suitable for purpose.
- Yes  No  I agree the service is concluded, I have not asked for other items to be repaired at this point of time.
- Yes  No  I acknowledge that the repair or service fee is within the normally charged range for my product.
- Yes  No  I agree that I was quoted for repairs that gave me a choice for durability and performance if needed.

**Hire Items**

- Yes  No  I have made the product selection myself and believe it to be appropriate for my requirements.
- Yes  No  The Price that I have been given for the Product is reasonable and relevant for the HIRE type.
- Yes  No  I agree with the selected product that was chosen on my behalf by a practitioner.
- Yes  No  I agree to take the practitioner selected product made on my behalf without conditions applied.
- Yes  No  I am accepting the product chosen due to the selection process being limited for my circumstances.

**YES** affirms the question as **AGREED** and **NO** **DISAGREES** with the Question (Both indicates N/A)

**I require a copy of this sheet provided to me**  **Send by Post**  **Send By email**