



Service agreements

April 2022

Easy Read version



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



This document is written in an easy to read way. We use pictures to explain some ideas.

Bold
Not bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



This Easy Read document is a summary of a page of our website.



You can find this page on our website at www.ndis.gov.au



You can ask for help to read this document. A friend, family member or support person may be able to help you.

Service agreements



A **service agreement** is an agreement between you and your provider.

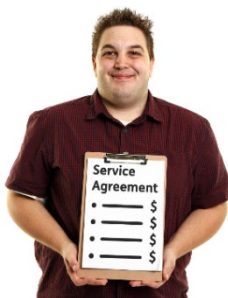
You might have questions about:



- what is in a service agreement



- how you make a service agreement



- how you use a service agreement.



You can find more information about service agreements on our website.

www.ndis.gov.au/participants/working-providers/making-service-agreement

What's in a service agreement?

A service agreement can include:



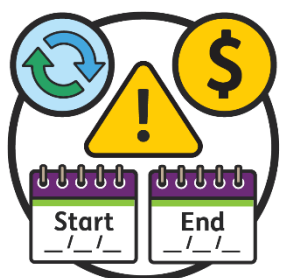
- how your provider will give you your supports
- how your provider will help you get supports
- what supports you will get
- where you will get your supports
- how many times you will get your supports.



A service agreement can also include:

- how much your supports cost
- how you will pay for your supports.

It also has information about:



- when the service agreement starts and ends
- how to change the service agreement
- what to do if you have a problem
- who you can talk to about your supports
- any other costs you need to pay as part of getting your supports.



A service agreement might be:

- written down in a document
- or
- something you and your provider talk about.



We think it's a very good idea to have a service agreement with your provider.



Service agreements help make sure you and your provider agree on:

- what supports they will give you
- how you will get those supports.



You can get help to understand your service agreement.

You can ask someone you trust to help you.

How do you make a service agreement?



When you and your provider make a service agreement, you should talk first.

You can choose:



- how you talk to your provider, such as over the phone or in person



- who you have with you when you talk to them.

You should think about what you want to talk to your provider about, including:



- your goals



- your supports



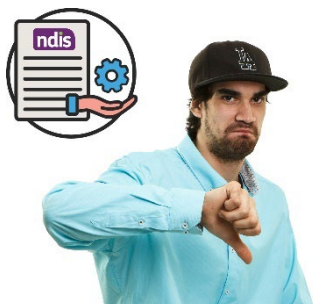
- what your supports cost



- what you both must do



- the service agreement



- what to do if you're not happy with your supports.

Your goals

You can talk to your provider about:



- your goals



- how their supports can help you work towards your goals



- if you can use your NDIS plan to pay for their supports.

Your supports



You can talk to your provider about:

- what supports you're getting
- how you will get your supports
- when and where you will get your supports.



You don't have to agree to a service straight away.

You can:

- ask for more information
- talk to someone you trust before you decide.



You can ask your provider to explain any part of your service agreement you don't understand.

Costs



You can talk to your provider about:

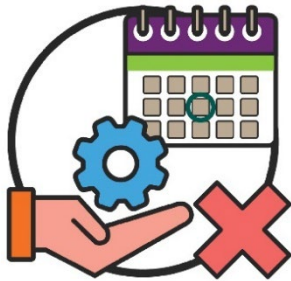
- how much your supports will cost
- how much you need to pay if you get your supports in your home
- how you will pay your providers.



You can also think about how much extra you might have to pay for other things you might need.

What you both should do

You can talk to your provider about:



- the right way to change or cancel supports



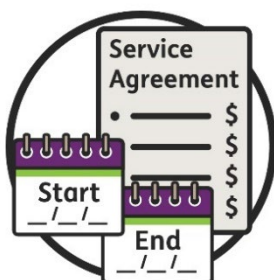
- what you and your provider need to do before you get your supports



- what you and your provider need to do if you can't do what the service agreement says you need to.

The service agreement

You can talk to your provider about:



- how long your service agreement goes for



- when you will check your service agreement



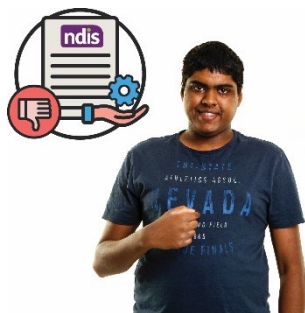
- how or when your service agreement might change



- how to end your service agreement.

If you're not happy with your supports

You can talk to your provider about:



- what to do if you're not happy with your supports



- what to do if something goes wrong



- who to talk to if you can't fix a problem.

How do you use a service agreement?



You and your service provider must both follow your service agreement.

To show you both agree to follow it, you might:



- sign a document
- send an email
- have a conversation.

Part of your service agreement will explain what you must do, such as:



- paying for the services on time
- telling your service provider if something changes.



You should make sure you know what you must do.



Once this happens, you can focus on working towards your goals.



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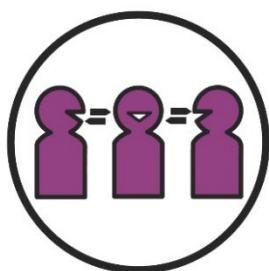
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

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