

## Tip sheet – service agreements – things to talk to your provider about

You and your provider will discuss the supports you need to work towards your goals. You will also talk about how often you need those supports and how they will be delivered. These details may be included in a service agreement.

You don't need a written service agreement for all supports, but it's usually a good idea to have one and to record answers to the types of questions listed below. This way, it's clear what you and your provider agreed to. You will need a written service agreement for [Specialist Disability Accommodation](#).

You can ask someone you trust to come with you when you talk to a provider. You don't need to agree on supports at the first meeting. You can ask for some time to read the service agreement.

You can ask a disability advocate to help you. They are independent people who can provide you with services and support. You can find a disability advocate by using the Department of Social Services [Disability Advocacy Finder \(external\)](#).

Some things to think about when talking to your provider about a service agreement:

- What are your goals?

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- What supports can this provider give you to help you work towards your goals?

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- For Agency-managed funding – is the provider registered to deliver the supports?

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- How often will you get the support? (for example weekly, fortnightly, monthly)

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- What will this support help you do?

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- What does the support cost?

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- How will the provider get paid?

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- For self-managers – what is the provider’s invoicing timeframe? How long do you have to pay the invoice? What happens if the payment is late?

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- How long is this service agreement?

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- How often is progress reviewed to see if you are still working towards your goals?

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- What do you have to do between visits?

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- What does your provider have to do as part of the service?

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- If something in the service agreement doesn't suit you, talk to your provider. Explain why it doesn't suit you and ask if you can change the service agreement.

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- Do you charge cancellation fees?   
If yes – for Agency-managed and plan-managed participants, check the amount aligns with the [NDIS Pricing Arrangements and Price Limits](#)  
– for self-managed participants, check the amount aligns with the cost of the support and is reasonable

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- What do you do if there's a problem?

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- How much notice do you need to give to end the service agreement?

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- How much notice does the provider need to give to end the service agreement?

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