# **Transcript – What is a Service Agreement?**

What is a Service Agreement?

Once you have your NDIS plan and you've decided which providers you want to work with, you are now ready to discuss how your providers will support you to work towards your goals.

A service agreement is the agreement between you and your provider about how they will provide your supports.

A service agreement may be written down or something you talk about.

The NDIA recommends having a written service agreement, so participants and providers are clear about what each party has agreed to. If you have a service agreement, it's important that you understand what's in it.

A service agreement is between you and your provider and it can include:

* what supports you will receive from the provider
* how often and what days you will receive the support
* what you need to do to change or cancel to support
* who you can contact to discuss the support
* how much the support will cost
* how your provider will get paid, and;
* how and when you might need to pay extra costs.

If you don't understand what's in your service agreement, you should ask your provider to explain the things you don't understand.

You don't need to agree to a service straight away. You can take the information away and talk with someone you trust to help work out what is best for you.

Once you've set up your agreement, you and your provider can focus on working towards your goals.

Service agreements help to make a clear plan on how you and your provider will work together and outline what your provider's responsibilities are.

For more information, go to ndis.gov.au

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