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What a service agreement is

A service agreement is a signed agreement between you and [your provider](#).

It describes what you and your provider have agreed about your NDIS supports, including:

- how the provider will deliver your supports
- what those supports are
- how much they cost how your provider will get paid
- how to make changes.

What service agreements are for

Service agreements are created to protect you.

Having a service agreement means you and your provider will have a shared understanding about your NDIS supports, your responsibilities and what to do if something goes wrong.

Your service agreement can also include your written consent to begin working together.

A service agreement can help to manage the relationship you have with your providers.

You can refer to your service agreement if a provider does something you didn't agree to, such as charging you more. You can also make a complaint to the [NDIS Quality and Safeguards Commission](#) .

Tip: You don't have to create one, but we recommend it.

You aren't required to create a written service agreement, in most cases. We recommend creating one every time you start working with a new provider. Written service agreements are only mandatory for [specialist disability accommodation](#) (SDA) supports.

What a service agreement is like

A good service agreement includes

What NDIS supports are being provided

- how the NDIS support will be provided
- when and where the NDIS support will be provided.

The cost of the NDIS supports

- the price you will pay
- any costs for materials or products
- the cost of travel for your provider
- any other fees or charges
- whether you need to pay GST
- how your provider will be paid (by you, through direct claims on NDIA-managed plans or by a plan manager).

Responsibilities

- your provider's cancellation policy
- the rules your provider needs to follow
- the rules you need to follow
- what you or your provider can do if either of you aren't meeting your responsibilities.

When you disagree

- what to do if you are unhappy with a situation or service
- how you can raise any concerns or issues
- who to contact if an issue can't be resolved or you have a complaint.

Further considerations when making a service agreement

- the service agreement is in a format and uses language you understand
- you know how long the service agreement goes for
- you know when the service agreement will be reviewed
- you understand how changes to the service agreement will be managed

- you understand how to end the service agreement.

Video

What is a service agreement?

Learn what a service agreement is in this video.

[Transcript for 'What is a service agreement'](#)

Related information

[How to make a service agreement](#)

[How to protect your NDIS plan](#)

[What are your responsibilities](#)

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