



Why it is important to have a service agreement in place when employing a provider

Some important points to consider:

- When you agree to use your NDIS budget to pay for supports, you are entering into a contract with your provider.
- A service agreement is an agreement between you and your provider that makes it clear to what you have both agreed to. It is covered by Australian Consumer Law.
- The NDIA recommends having a written service agreement so participants and providers are clear about what each party has agreed to e.g. what supports will be delivered and how they will be delivered.
- When making a service agreement you can involve another person, such as a family member, friend, or support coordinator. Your provider may have a standard service agreement that you may like to use, or you can create your own.
- Providers should support you to understand any service agreement using the language and way of communicating you understand.

When you negotiate a service agreement, you should understand things like:

- what supports are being provided
- the cost of the supports
- responsibilities of your provider
- your responsibilities
- how long the agreement goes for and how it can be changed or cancelled
- do you have the funds in place for the services you are embarking on
- dispute resolution process

A great checklist when you are considering making or entering into a service agreement, [click to download](#)

For any complaints or issues you are having with a service provider contact [The NDIS Quality and Safeguards Commission](#) which is an independent agency established to improve the quality and safety of NDIS supports and services.



REGISTERED
NDIS
PROVIDER