

# Things to consider when making a service agreement



Information in this fact sheet is to help providers and participants think about what to include when making a service agreement. It is not a template service agreement and does not replace an actual service agreement.

## Things to consider

### What supports are being provided

I understand what service or support is being provided

I understand how the service will be provided

I know when and where the support will be provided

What day and time will the service be provided?

Is it a regular or one-off service?

### What is the cost of the supports

I know the price of supports

I understand any costs for materials or products

I know the cost of travel for the provider

If a provider is coming to you, or providing supports in your home, is there a cost for travel?

I understand any other fees or charges

I understand whether I need to pay Goods and Services Tax (GST)

You can find more information about GST on the [Australian Taxation Office \(ATO\) website](#)

I understand how the provider will get paid

Many participants choose to self-manage their supports (and pay providers directly), or engage a Plan Manager to manage funding for them (who pay providers on the participant's behalf).

## Things to consider

### Responsibilities

I clearly understand the provider's cancellation policy

I understand what my provider and I need to do before supports can be provided

I know what my provider and I need to do if either of us can't meet our responsibilities

### About the service agreement

The service agreement is in a format and uses language I understand

I know how long the service agreement goes for

A service agreement doesn't need to be for the entire plan period

I know when the service agreement will be reviewed

I understand how changes to the service agreement will be managed

I understand how to end the service agreement

### Dispute resolution process

I know what to do if I am unhappy with a situation or service

I know how I can raise any concerns or issues

I know who to contact if an issue cannot be resolved or if I have a complaint

Participants should be supported to understand any service agreement using the language, mode of communication and terms that the participant is most likely to understand.

**More information about service agreements is available from these websites.**

[National Disability Insurance Scheme \(NDIS\)](#)

[NDIS Quality and Safeguards Commission \(NQSC\)](#)

[Australian Competition and Consumer Commission \(ACCC\)](#)

[Australian Taxation Office \(ATO\)](#)