



# Making a service agreement

## Things to think about

Easy Read version



**ndis**

[ndis.gov.au](http://ndis.gov.au)

## How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet. When you see the word 'we', it means the NDIA.



This fact sheet is written in an easy to read way.

We use pictures to explain some ideas.

**Bold**

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



This Easy Read fact sheet is a summary of a page on our website.



You can find the Service Agreement page on our website at [www.ndis.gov.au/participants/working-providers/making-service-agreement](http://www.ndis.gov.au/participants/working-providers/making-service-agreement).



You can ask for help to read this fact sheet. A friend, family member or support person may be able to help you.

## What is this fact sheet about?



A **service agreement** is an agreement between you and your service provider.

It explains:

- how your service provider will give you your supports
- how your service provider will help you get supports
- what supports you will get
- where you will get your supports
- how many times you will get your supports
- how much your supports cost.



A service agreement helps you make sure you get the supports you have paid for.



Your service agreement should be provided in a way that you understand.



You can also get help to understand your service agreement.



A service agreement also has information about:

- when the service agreement starts and ends
- how to change the service agreement
- what to do if you have a problem
- any other costs you need to pay as part of getting your supports.



We made this fact sheet to help you think about what to put in your service agreement.



It includes a checklist.

You can put a tick in the box when something is true for you.

## Things to think about

When you and your provider make a service agreement, you should both think about:



- your supports



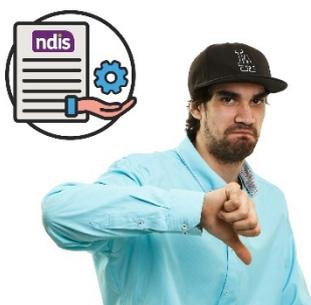
- what your supports cost



- **responsibilities** – things you both must do



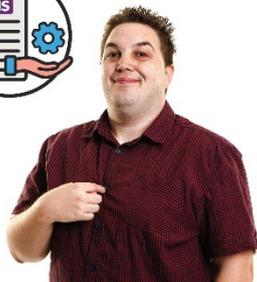
- the service agreement



- what to do if you're not happy with your supports.

## Your supports

I know and understand:



- what supports I'm getting



- how I will get my supports



- when and where I will get my supports.

## Costs

I know and understand:



- how much my supports cost



- how much extra I might have to pay for other things I might need



- how much I need to pay if I get my supports in my home



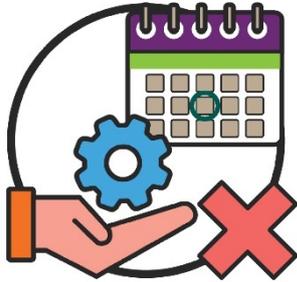
- if I need to pay extra taxes



- how I will pay my service providers.

## Responsibilities

I know and understand:



- the right way to cancel services and supports



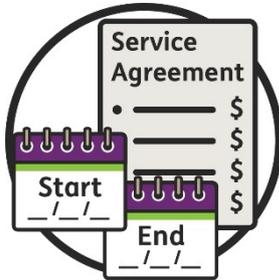
- what my provider and I need to do before I get my supports



- what my provider and I need to do if we can't meet our responsibilities.

# The service agreement

I know and understand:



- how long my service agreement goes for



- when my service agreement will be looked at



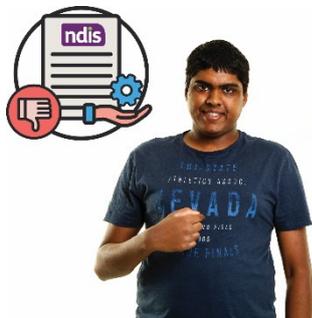
- how my service agreement might change



- how to end my service agreement.

## What to do if you're not happy with your services

I know and understand:



- what to do if I'm not happy with my supports



- what to do if something goes wrong



- who to talk to if I can't fix a problem.

You can get more information about service agreements from:



- our website [www.ndis.gov.au](http://www.ndis.gov.au)



- the NDIS Quality and Safeguards Commission website [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



- the Australian Competition and Consumer Commission (ACCC) website [www.accc.gov.au](http://www.accc.gov.au)



- the Australian Taxation Office (ATO) website [www.ato.gov.au](http://www.ato.gov.au).

## More information

For more information about this fact sheet,  
please contact us.



[www.ndis.gov.au](http://www.ndis.gov.au)



1800 800 110



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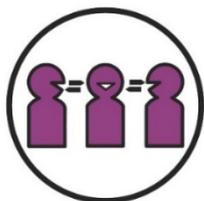
## Support to talk to us



You can talk to us online using our webchat feature.

[www.ndis.gov.au/webchat/start](http://www.ndis.gov.au/webchat/start)

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)



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