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You and your provider have agreed on the services to be delivered. A service booking needs to be created in the [myplace portal](#) before you can begin to use your supports. Check with your provider to see if they create the service booking.

If you need to create a service booking, go to the [managing service bookings](#) page to find out how to do this.

You and your provider both agreed to do certain things. Make sure you understand what you need to do under the service agreement. This could be knowing how much notice you need to give to cancel a service, or what a support worker can and cannot do when visiting you.

You should feel you can [make a complaint](#) if you feel unsafe or unhappy with the NDIS services you are receiving.

The [NDIS Quality and Safeguards Commission](#) protects your rights as an NDIS participant.

The NDIS Quality and Safeguards Commission [participant information pack](#) has information on:

- your rights
- the role of the Commission
- how to choose quality and safe supports
- how to make a complaint.

Getting your services

You have agreed on services and supports. You and your provider can now start working towards your goals.

To get the most out of your time with your provider and support worker, you might like to use our tip sheets:

- [Helping your provider help you \(PDF 220KB\)](#)
- [Helping your provider help you \(DOCX 54KB\)](#)
- [Helping your support worker help you \(PDF 229KB\)](#)
- [Helping your support worker help you \(DOCX 56KB\)](#)

Changing your service agreement

You might need to change to different supports that are not part of your current service agreement. If you change your supports, you might need to change to your service agreement.

You might need to give your provider some time to make any changes to the supports or services they provide to you. This is called a notice period, and you can find this information in your service agreement. Different supports can have different notice periods.

You can also talk with your provider about keeping your service agreement with them but changing the supports you get. Your provider might agree to make changes to your current service agreement, or they might make a new service agreement with you.

When you and your provider have agreed to the changes, you may need to edit your service booking details in the [myplace portal](#), or your provider may do this for you.

You want to end your service agreement

You may want to end your service agreement.

This could be because:

- your needs have changed
- your disability has improved or declined
- you want to try a different support/treatment/therapy
- you have reached your goal
- you do not feel the provider is a good fit for you

Before you end your service agreement, you can talk with your current provider. You could ask them if they can change their supports and services to meet your needs and preferences. You might be able to keep your current service agreement but change the supports you get from your provider.

You might need to give the provider some time to cancel their services. This is called a notice period or cancellation period. The [NDIS Pricing Arrangements and Price Limits](#) set out the conditions for providers to claim cancellation fees.

It can be hard to talk with your provider if you feel things are not going well. You can always speak up. You can use your preferred method of communication to talk with your provider if you are comfortable doing that.

You can also ask your local area coordinator, early childhood partner, support coordinator or a trusted person to help you. You can find more information to help you to [communicate with your provider](#).

When you end your service agreement, you may need to [edit your service booking](#) in the [myplace portal](#). Your provider might have a form or process they follow to edit your service booking.

After you follow any instructions, you or your provider can change the end date of the service booking through the myplace portal. Your provider will need to finalise outstanding payments before editing the service booking.

If you have concerns about the quality or safety of the services and supports you receive from your NDIS provider, or you need to make a complaint about them, you can [contact the NDIS Quality and Safeguards Commission](#).

Your service agreement is expiring

Your service agreement is usually for a set amount of time, for example six months or 10 visits. Your provider should talk with you before that time to see if you want to continue with your current supports or if you want to make changes.

You can think about:

- whether this support is still helping you work towards your goal
- whether you have reached your goal
- whether changing your supports might help you more
- asking your provider for different supports
- not continuing with your current provider if you want to try something different that they cannot provide

You should keep track of your service agreements and when they will expire.

This is part of managing your NDIS plan and it helps you to think about your goals and how you are working towards them.

- [Easy Read – Service agreements \(PDF 2.8MB\)](#)
- [Easy Read \(text only\) – Service agreements \(DOCX 60KB\)](#)

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

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