



Making a service agreement

October 2026

Easy Read version



ndis

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

How to use this document



We are the National Disability Insurance Agency (NDIA).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [21](#).



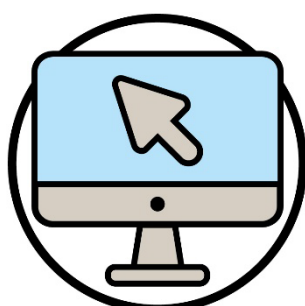
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a document.

It only includes the most important ideas.



You can find the document on our website.

www.ndis.gov.au/participants/working-providers/arranging-supports/how-make-service-agreement

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What a service agreement is



A **service agreement** is a written agreement between you and your **provider**.



Your provider supports you by delivering a service.



Your service agreement will explain:

- what supports you will get
- how your provider will give you those supports
- how much the supports cost.



A service agreement is not the same as an **NDIS plan**.

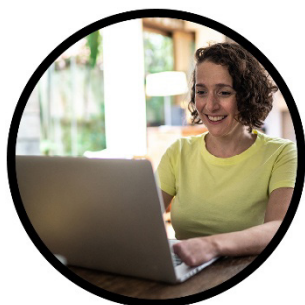


Your NDIS plan has information about:

- you and your goals
- what supports you need
- what the NDIS will pay for.



You should understand what a service agreement is before you make one.



You can find more information about service agreements on the NDIS website.

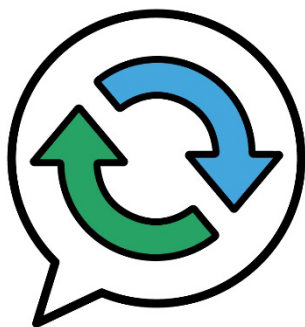
It is also in Easy Read.

www.ndis.gov.au/participants/working-providers/arranging-supports/what-service-agreement

Work together with your provider



Your provider should work with you to make your service agreement.



You can ask to change parts of your service agreement.



You can also ask to include words you understand.



This helps make sure it meets your needs.



You can also ask to make the service agreement in a format that works for you.

For example, in print.

What to check in your service agreement



This is a check list about what should be in your service agreement.



You can use it to check that it will work for you.

About me and my provider



The service agreement has my:

- name
- contact details.



The service agreement has my provider's:

- name
- contact details.



The service agreement matches my:

- goals
- NDIS plan.

My supports



I know what supports I will get.



I know:

- when my supports will happen
- where my supports will happen.



I know how much my supports will cost.



I understand everything I need to pay for.

This includes if I need to pay GST – the Goods and Services Tax.



I understand how my provider will be paid.

My personal information and consent



I understand what information my provider will collect about me.



I know how my provider will keep my information private.



My service agreement explains how my provider will use my information.



I give **consent** for my provider to use my information this way.



Consent is when you say it is okay for someone to do something.

My rights and what I need to do



Rights are rules about how people must treat you:

- fairly
- equally.



My rights are clear.



This includes my rights to:

- be respected
- make my own choices.



I know I need to:

- work with my provider
- help keep everyone safe
- pay for my supports on time.



I know how my provider must:

- keep me safe
- support me.



There is a clear way for me to:

- get help to fix problems
- make **complaints**.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

My culture



Culture is the way a group of people live and what they believe.



My service agreement respects my:

- culture
- language
- beliefs.



My provider understands the cultural activities that are important to me.



I can get information in a way that works for me.



My provider will get me an **interpreter** if I need it.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



I can include people from my community in my support if I want to.



This includes:

- my family
- my friends
- other community members.

How to cancel my supports



I understand the rules about cancelling my supports.



This includes how soon I need to tell my provider before the support I am cancelling.



There is a plan to support me if my provider can't deliver a support.

Checking my service agreement works well



My service agreement tells me when we will check that it still works well.

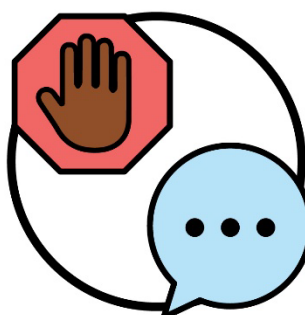


I know when my service agreement:

- starts
- ends.



I understand how my service agreement can change.
For example, when I need different support.



I understand:

- when I can end my service agreement
- how soon I need to tell my provider.

Who can help me



I know who I can contact to ask questions.

Before I agree



I understand my service agreement.

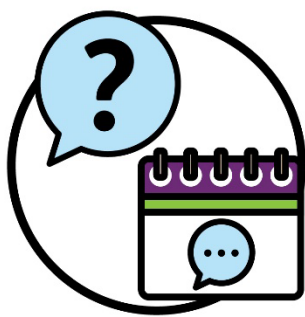
It is written in a clear way that works for me.



I have time to read my service agreement
before I agree to it.

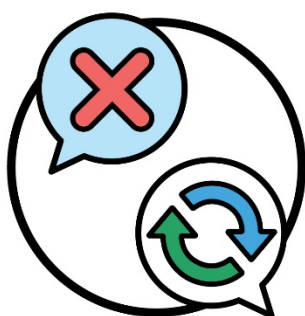


I have time to get help to understand my service agreement.



I know that I can ask questions:

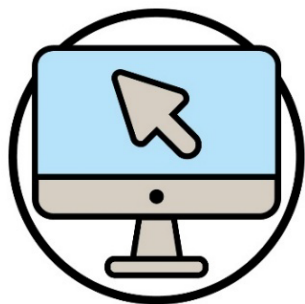
- now
- later.



I know that I can:

- say no
- ask to change things.

Contact us



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



Follow us on Facebook.

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[au.linkedin.com/company/
national-disability-insurance-agency](https://au.linkedin.com/company/national-disability-insurance-agency)

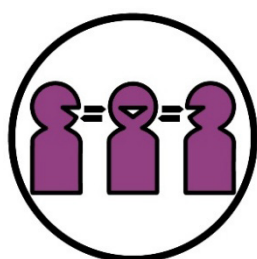
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

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



Translating and Interpreting Service (TIS National)

131 450

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



TTY (Speak and Read)

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.accesshub.gov.au/about-the-nrs

Word list

This list explains what the **bold** words in this document mean.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Consent

Consent is when you say it is okay for someone to do something.



Culture

Culture is the way a group of people live and what they believe.



Interpreter

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



NDIS plan

Your NDIS plan has information about:

- you and your goals
- what supports you need
- what the NDIS will pay for.



Provider

Your provider supports you by delivering a service.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Service agreement

A service agreement is a written agreement between you and your provider.



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