



What is 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 [22](#).



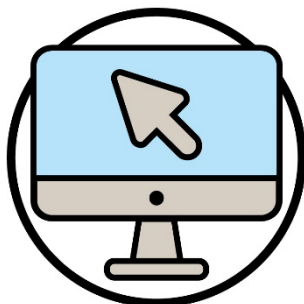
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of information on the NDIS website.

It only includes the most important ideas.



You can find the information on our website.

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

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About service agreements



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



Your provider supports you by delivering a service.



Your service agreement should explain how you and your provider will work together.



It should match your:

- goals
- **NDIS plan.**



Your NDIS plan has information about:

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



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

It should have information about:



- what NDIS supports you will get from your provider



- how your provider will deliver your NDIS supports



- how much your NDIS supports will cost



- how your provider will get paid.

It should also explain:



- how you can change parts of your service agreement



- what to do if something goes wrong.

A service agreement is not the same as:



- an NDIS plan



- a **service booking** – an old way of splitting money in your NDIS plan



- **tenancy agreement** – a contract that lets you pay to live in a home someone else owns.

When you need a service agreement



You need a service agreement for **specialist disability accommodation (SDA)**.



SDA is housing for people with disability who need extra support most of the time.



It is best to have a service agreement for other NDIS supports.

This includes **supported independent living (SIL)**.



Supported independent living is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.



A service agreement can help protect you.

You can choose if you want to have one.

What you can do before you agree



You should read your service agreement before you agree to it.



You can ask your provider questions.



They should help you understand your service agreement.



You can also ask someone else to help you understand it.

For example:



- your family
- a friend
- someone who helps with your supports.



You can ask your provider for an **interpreter**.



An interpreter is someone who:

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

What should be in your service agreement

Your rights and what you need to do



Rights are rules about how people must treat you:

- fairly
- equally.

Your service agreement should explain:



- your rights



- what you need to do.



Your provider should give you a copy of your service agreement:

- after you both agree to everything in it
- in the format you want – like in print.

What your provider needs to do



Your service agreement should explain what your provider needs to do.



Your provider must deliver NDIS supports that:

- are safe
- meet your needs.

Your provider must:



- protect your personal information



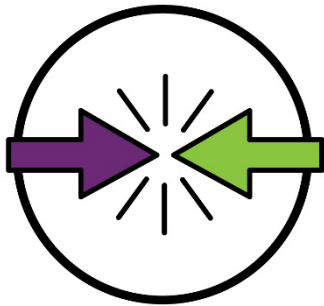
- help you change to a new provider if you want to



- follow the law.



Your provider must try not to have a **conflict of interest**.



A conflict of interest is when someone might make a choice that is good for them but isn't fair to other people.

If your provider cannot avoid a conflict of interest, they must:



- tell you about it



- make sure it does not affect your supports.



Your provider must make sure your service agreement is fair.



Your provider cannot pay someone else to do things that they need to do in your service agreement.

Diversity



Diversity is the way people are different from each other.



Service agreements should respect all types of diversity.



This includes **cultural safety** for First Nations people.



Cultural safety is when people feel:

- respected
- safe to share their beliefs and way of life.

How to make a complaint



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.



Your service agreement should tell you:

- how to make a complaint
- how your provider will fix problems.



Making a complaint should not affect your NDIS supports.



Your service agreement should also tell you what to do if your provider does not fix the problem.



For example, you can contact the **NDIS Quality and Safeguards Commission (NDIS Commission)**.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



You can call the NDIS Commission.

1800 035 544



You can visit the NDIS Commission website.

www.ndiscommission.gov.au



You can also contact an **advocate**.



An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



You can find disability advocates on the National Disability Advocacy Program website.

www.health.gov.au/our-work/ndap

How to end the service agreement



You might want to end the service agreement early if the supports are not right for you.



The service agreement should tell you how to end it.



This includes how soon you need to tell your provider before it ends.

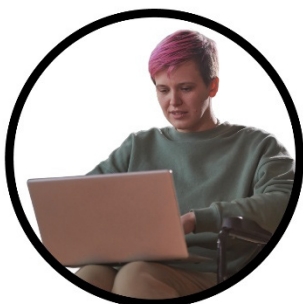
How you can make sure the service agreement is fair



There are laws that protect you when you are using NDIS supports.



This means your service agreement must follow the law.



You can find out more about the laws on the Australian Competition and Consumer Commission website.

www.accc.gov.au/NDIS

How you can change the service agreement



The service agreement can only change after:

- you and your provider talk about it
- you both agree on what to change.



You can choose to end the agreement if you don't like what changes.



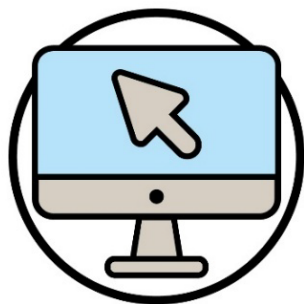
Any changes to the service agreement must be in writing.

If the changes are big, you might need a new service agreement.



You can work with your provider to make a new service agreement when it ends.

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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Follow us on Instagram.

[@ndis_australia](https://www.instagram.com/ndis_australia)



Follow us on LinkedIn.

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

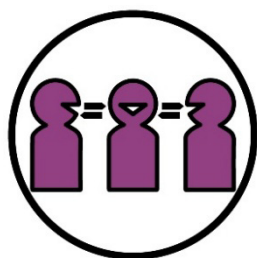
Support to talk to us



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.



Advocate

An advocate is someone who can:

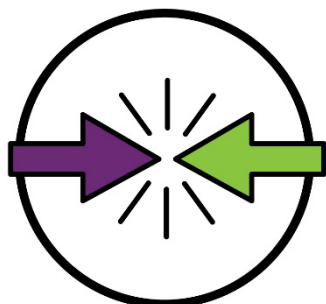
- support you
- help you have your say
- give you information and advice.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Conflict of interest

A conflict of interest is when someone might make a choice that is good for them but isn't fair to other people.



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NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission makes sure people with disability who take part in the NDIS:

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Provider

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Rights are rules about how people must treat you:

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Service booking

A service booking is an old way of splitting money in your NDIS plan.



Specialist disability accommodation (SDA)

SDA is housing for people with disability who need extra support most of the time.



Supported independent living (SIL)

Supported independent living is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.



Tenancy agreement

A tenancy agreement is a contract that lets you pay to live in a home someone else owns.



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