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What a service agreement is

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

It describes what you and your provider have agreed to about your NDIS supports.

Service agreements are different from your NDIS plan. They're not the same as a service booking or a tenancy agreement.

> **Tip: When a service agreement is needed.**
>
> You must have a service agreement with your specialist disability accommodation (SDA) providers. Service agreements are encouraged for supported independent living (SIL) providers. You don't need one for other supports, but we recommend creating one when you start working with a new provider or if your needs change.

What service agreements are for

Understanding your support needs

A service agreement should outline how your providers will help you with your support needs.

Protecting your rights

Service agreements are created to protect you.

Having a service agreement means you and your provider will have a shared understanding of your rights and responsibilities.

It can help manage risk by including information about what to do if something goes wrong.

What a service agreement is like

A good service agreement includes:

- who the service agreement is for
- what NDIS supports are being provided
- how the supports are being provided
- how much the supports cost
- how the provider gets paid
- important dates and reviews
- you and your provider’s rights and responsibilities
- what to do when you disagree or something goes wrong.

Tip: Your providers can’t contract out their responsibilities.

Your providers can’t use a service agreement to contract out of their responsibilities under the NDIS Code of Conduct or Australian Consumer Law.

Learn how to make a service agreement.

Video

What is a service agreement?

Learn what a service agreement is in this video.

Transcript for 'What is a service agreement'

Easy Read

Download what is a service agreement in Easy Read:

- What is a service agreement (PDF 59MB)
- What is a service agreement (DOCX 46KB)

Related information

How to make a service agreement

How to protect your NDIS plan

What are your responsibilities

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