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Step 1: Learn about service agreements

What a service agreement is

A [service agreement](#) is a signed agreement between you and [your provider](#).

Service agreements help make sure you and your provider have the same expectations of what NDIS supports will be delivered and how.

Step 2: Work with your provider to create a service agreement

Your provider may have a standard service agreement template they use. They may also work with you to create a new one.

Your provider should support you to understand what it means when you receive your service agreement. You can also ask a family member, friend, support coordinator or recovery coach for help. You can also ask that the service agreement is in the language, preferred communication method and terms you understand.

Step 3: Know when to change your service agreement

You can make suggestions to change a service agreement

You should read your service agreement carefully before signing. You can make suggestions to change the service agreement to suit your needs.

New NDIS supports means a new agreement

You may need to create a new service agreement if you're about to start receiving new NDIS supports from a regular provider. This is even if you're happy with their service.

You should always make sure your agreements are up to date.

A new provider means a new service agreement

You should create a new service agreement whenever you start to work with a new provider.

This might be because you're looking for new and different NDIS supports your current provider doesn't offer. Or it could be that you're unhappy with your current provider and want to switch.

Changing providers is normal. Who you work with is up to you, and you can switch providers at any time.

Learn more about [how to change providers](#).

A new NDIS plan means new agreements

It's a good idea to create new service agreements with your providers when you get a new plan.

You might want to change providers, have more, less or different supports in your new plan, or your goals might be different.

Related information

[What is a service agreement](#)

[What are your consumer rights](#)

[What is a provider](#)

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