13 October 2026

The NDIA has released new service agreement resources to help participants and providers develop clear, easy to understand service agreements.

A service agreement is an agreement between a participant and provider. It describes what they have agreed to about NDIS supports.

They need to be clear, accessible, and easy to use.

A new service agreement template, checklist, guidance and Easy Read resources are now available on the NDIS website.

These resources help:

- participants to be more informed consumers
- participants and providers be clear on agreed supports
- participants know what to look for when reviewing a service agreement.

Service agreements are mandatory for Specialist Disability Accommodation (SDA). They are strongly encouraged as best practice for other supports, particularly Supported Independent Living (SIL).

It’s not mandatory to use the service agreement template. If participants and providers choose to use the template, they must tailor it to their needs.

The NDIA is not party to the agreement and does not record or enforce service agreements.

Participants and providers are responsible for making and keeping service agreements and do not need to send them to the NDIA.

The NDIA developed these resources in collaboration with the NDIS Quality and Safeguards Commission.

These resources were informed by stakeholder consultation.

The resources aim to improve participant safety through better alignment with the NDIS Code of Conduct, Practice Standards, and Australian Consumer Law.

This is part of the NDIS Fair Pricing and Australian Consumer Law Taskforce program of work.

To learn more, visit What is a service agreement and How to make a service agreement.

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