

## WHAT IS A SERVICE AGREEMENT?



This document will help you learn about **Service Agreement**.



Service Agreement is a **document**.

It is for you and your service provider.

The **service provider** is the person or organisation that provides you with supports.



The document says that you both **agree** about the services you are going to receive.

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When you have agreed, you both **sign** the document.



The Service Agreement is a good way to make sure you receive the services that are right for you.



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



## How to make a **Service Agreement**?



You can ask another **trusted person** to enter into the Agreement for you. This might be a family member, carer, friend or other person. The trusted person can speak for you.



Also, it's a good idea to take a copy of your **NDIS Plan** to any meetings you have about your Service Agreement. If you want to, you can **attach a copy** of your NDIS Plan to the Agreement.



What should the Service Agreement **include**?



The Service Agreement should include information about the **supports** you receive.



Talk to us about your supports. Tell us:

- What type of supports you need,
- How you want the supports,
- Who you want to work with you,
- When you need supports,
- How long you will need the supports

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What is expected of you -This is about your responsibilities.  
What is expected of your service provider.



How you can end or change the Agreement.  
What you can do if any **problems** occur.



**Costs**

- How much the service costs
- When you pay
- How to pay

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Provider will talk to let you know:

- your rights
- what supports will be provided
- your responsibilities
- their responsibilities
- Of any considerations (if required)



Together we will:

- Consult and talk to each other
- Write the agreement



When do you **sign** the agreement?

(Answer on next page.)

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After you or your trusted has person  
has read the agreement.



After you or your trusted person is  
happy that the agreement meets your  
need and that you have had your say.



After provider agrees with what is  
written.

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Sign the agreement if you are happy to **agree** to what is written.

Once you have signed, **provider** will sign.



You will be given a copy of the Service Agreement.



Don't forget to keep a copy of your Service Agreement in a safe place.