

Service Agreements

A [service agreement](#) is a formal agreement between (the NDIS participant) and your service provider. It helps both parties understand what supports will be provided, how they will be delivered, and the responsibilities of each party.

What a Service Agreement Covers

- **Supports and Services:** Details on what the provider will offer, including costs.
- **Delivery:** Information on how, when, and where services will be provided.
- **Duration and Review:** Length of the agreement, when it will be reviewed, and how changes can be made.
- **Problem Resolution:** Steps to take if issues arise with the service.
- **Termination Rights:** How either party can [end the agreement](#). This makes sure you have flexibility and that providers must give notice if they plan to stop services.
- **Responsibilities:** Clarifies what you and the provider are responsible for under the agreement.

Importance of Service Agreements

While service agreements are not mandatory, they are very useful. They help you know what to expect from your provider and what is expected from you. To see an example of what a service agreement might look like, see this [service agreement template](#).

Service Bookings

Once you and your provider have agreed on the services to be delivered, a service booking needs to be created in the myplace portal before you can begin using your supports.

What is a Service Booking?

- A service booking reserves funding for the supports you have agreed upon. It shows the type of support, how long it is needed, and sets aside money to pay for it.

Who Creates the Service Booking?

- Check with your provider to see if they will create the service booking. If you are self-managed, you can also create it yourself through the [myplace portal](#).
- How Does It Work?

Registered providers use service bookings to claim payments through the myplace portal. If your funds are plan-managed, your plan manager will make one service booking for all services in your plan.

For more information about service bookings, visit the NDIS website: [Service Bookings](#).

Things to Note

- **Flexibility:** Service agreements can be open-ended or fixed-term, so you don't need a new one each time your plan changes.
- **Representation:** Agreements can be made directly with you or through someone who represents you, like a family member or plan nominee.
- **Not Needed Immediately:** You can start receiving services without a signed agreement, but having one is recommended for clarity and trust.
- **Goal Discussion:** Share parts of your NDIS plan and goals with the provider before signing the agreement. This helps ensure that services meet your needs and aids in tracking your progress.
- **Clarity:** The main benefit of a service agreement is that it gives you clear expectations, which can help if any issues come up later.

Don't Forget!

- **Read Carefully:** Always review the agreement before signing. If it doesn't meet your needs, discuss this with the provider.
- **Keep Records:** Store a copy of the signed agreement in a safe place for future reference.
- **For More Information:** Visit the NDIS website: [Making a Service Agreement](#).