



What is a Service Agreement?

A Service Agreement is a document that you will sign when you start getting a service from Able2.

The document says that you both agree about the services you are going to receive. When you have agreed, you both sign the document.

Who can make a Service Agreement?

A Service Agreement can be made by a participant of the NDIS and their service provider. Sometimes, you might ask another trusted person to enter into the Agreement for you. This might be a family member, carer, friend or other person.

How is a Service Agreement different to an NDIS Plan?

Your NDIS Plan explains what you want to do and what your goals are. The Service Agreement is different.

The Service Agreement is about the working relationship you have with your service provider. It makes sure that you and your service provider both agree about the supports you will receive and how these supports will be provided.



**You have choice and control about the support that you use.
You get to choose who provides your supports. And you get to choose how you receive supports.**

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.

What should be included in a Service Agreement?

The Service Agreement should include information about the supports you receive. It doesn't have to be complicated. It can be quite simple.

It needs to say:

- What supports you will receive.
- When, where and how you will receive those supports.
- How much the supports will cost and how they will be paid for.
- How long you need the supports for.





What is expected of you?

This is about your responsibilities.

When you sign the Service Agreement, it means that you agree to do the things that are expected of you.

Your responsibilities include things like:

- Telling the service provider about the supports that you want, and how you want to receive them.
- Being polite and respectful to the staff who work with you.
- Telling the service provider if you've got any problems.
- Telling the service provider if you can't make it to an appointment – you should always give them at least 24 hours' notice.
- Telling the service provider straight away if you want to end the Agreement.
- Letting the service provider know if your NDIS Plan changes or if you stop using the NDIS.

What is expected of your service provider?

Service providers have responsibilities too.

The service provider's responsibilities include:

- Providing the services that you have asked for.
- Being open and honest about the work that they do.
- Explaining things clearly.
- Treating you politely and with respect.
- Including you in all decisions about your supports.
- Letting you know what to do if you have a problem or want to complain.
- Listening to your feedback and fixing any problems quickly.
- Telling you if they want to end the Agreement.
- Making sure your information is correct and up to date.
- Storing your information carefully and making sure it is kept private.
- Obeying all the rules and laws that apply. This includes the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Rules.



Every Service Agreement is unique.

This means that your Service Agreement may not have all of the things listed above in it, or it may have some other things in it. This will depend on what you and Able2 agree on.



How you can end or change the Agreement?

How to change a Service Agreement

You and the service provider will need to agree about how changes can be made to the Service Agreement.

Most Service Agreements will say:

- That the changes need to be in writing.
- That the participant and the service provider agree on the changes. You may need to sign a new document saying that you agree with the changes.
- If you want to end the Service Agreement, you must tell the service provider. You must let them know before you want the Agreement to end. Usually, in the Agreement, it will say how much time you must give them before the Agreement can end. This is called a notice period.

If the service provider wants to end the Agreement, they must tell you – and give you notice too. Sometimes, an agreement can end without a notice period. This could only happen if you or the service provider broke the Agreement in some way.



If you need any more information about your service agreement,
please call or drop into the office.

4760 4642
6/7-9 Raymond Road, Springwood