

Service agreements:

Your questions answered

Service agreements outline what you can expect from your service provider and what they can expect from you. They can help your providers to best support you to achieve your goals.

Why are service agreements important?

- They provide security (via a written agreement) for both you and your provider
- You can refer to them later if you're unsure about your provider's responsibilities, or your own
- A Service Agreement between you and your provider works just like any other agreement under Australian Consumer Law - it helps protect your rights and set clear expectations.

Are service agreements mandatory?

Service Agreements are only required for Specialist Disability Accommodation (SDA) supports. For all other services, they're optional - but we strongly recommend them. A Service Agreement helps make sure everyone's on the same page and avoids any confusion down the track.

What should be in a service agreement?

When negotiating a service agreement, you should understand:

- What supports will be provided
- What these supports will cost
- Your responsibilities and the responsibilities of your provider
- How long the agreement will last and how you can change or cancel it
- The dispute resolution processes if you're unhappy with the services
- The provider's cancellation policy
- When the service agreement will be reviewed

Within the service agreement should be:

- Start and end date of the agreement
- Information about the types of supports you'll be receiving and their cost
- A timeframe for paying invoices
- A cancellation notice period for bookings
- Terms for cancelling or changing the service agreement
- A process for handling problems or complaints

What if I need help with this?

Your service provider should work with you to make sure you understand what's in the service agreement. You can also ask your support coordinator, local area coordinator (LAC) or the NDIA.