

What to Include in a Service Agreement.



Like any contract, NDIS service agreements are designed to protect clients and providers and to clearly outline the responsibilities of both parties.

Service Agreement Template

- ◆ A description of the supports being provided
- ◆ The cost of the supports
- ◆ Provider responsibilities
- ◆ Participant responsibilities
- ◆ Dates of all services
- ◆ The length of the agreement and how to make changes
- ◆ The dispute resolution and termination process



Other Important information

- It is not necessary to sign service agreements but it is a good practise to get into.
- Consult the NDIS Price guide along with the NDIS Terms of Business.
- Create a companion document called a Schedule of supports., outlining costs and regularity of services.
- Make sure cancellations, renegotiations, payment and information sharing are covered.



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