

An NDIS Service Agreement is a written agreement between an NDIS participant and a service provider that outlines the terms and conditions of the support services to be provided. Here are some essential elements that an NDIS Service Agreement should contain:

## **1. Parties to the Agreement**

- NDIS participant's name and details
- Service provider's name, ABN, and contact details

## **2. Scope of Supports**

- Description of the support services to be provided
- Specific goals and outcomes to be achieved
- Frequency and duration of support services

## **3. Service Delivery**

- Location of support services (e.g., home, community)
- Method of delivery (e.g., in-person, phone, online)
- Any specific requirements or needs (e.g., language, cultural)

## **4. Pricing and Payment**

- Details of the pricing structure and any applicable fees
- Payment terms and schedules
- Any applicable funding sources (e.g., NDIS, private funding)

## **5. Service Level Agreements**

- Performance standards and expectations
- Quality assurance and monitoring processes
- Mechanisms for addressing concerns or complaints

## **6. Confidentiality and Privacy**

- Commitment to maintaining participant confidentiality
- Compliance with relevant privacy laws and regulations

## **7. Termination and Cancellation**

- Conditions under which the agreement may be terminated
- Notice periods and procedures for cancellation

## **8. Dispute Resolution**

- Process for resolving disputes or complaints
- Contact details for the service provider's complaints handling process

## **9. Review and Revision**

- Schedule for reviewing and revising the agreement
- Process for making changes to the agreement

## **10. Signatures and Dates**

- Signatures of the NDIS participant (or their representative) and the service provider
- Dates of signing

It's essential to note that the NDIS Service Agreement should be:

- Easy to understand and navigate
- Written in plain language
- Free from jargon and technical terms
- Culturally sensitive and responsive to individual needs

By including these essential elements, an NDIS Service Agreement can ensure that both parties have a clear understanding of their roles, responsibilities, and expectations.

### **Please note:**

This information is to be used as a guide only.

Please refer to the NDIS Website for further information regarding the creation of a valid Service Agreement, <https://www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements>