

# Sample Service Agreement

## 1. Who is making this Agreement?



Name

The name of the participant or their trusted person:



Name

The name of the service provider:

## 2. How does this Agreement fit in with the NDIS?



This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).



A copy of the participant's NDIS Plan is attached to this Agreement.

*Note: you don't have to include your NDIS Plan if you don't want to.*



The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.

## 3. What supports will be provided?

What are the supports to be provided? List the following:

- how they will be provided
- when they will be provided
- who will provide them
- how long they will be provided for
- how much they will cost.

#### **4. What is expected of the participant?**

This section explains your responsibilities.

There's more information about this on pages 12-13 of the Guide to Service Agreements

#### **5. What is expected of the service provider?**

This section explains the service provider's responsibilities.

There's more information about this on pages 14-16 of the Guide to Service Agreements

#### **6. How will payments be made?**

This section explains who will pay the invoices, and how they will be paid.

There's more information about this on pages 17-18 of the Guide to Service Agreements

#### **7. How to make changes**

This section explains how you or the service provider can make changes to the Agreement.

There's more information about this on page 19 of the Guide to Service Agreements

#### **8. How to end the Agreement**

This section explains how you or the service provider can end the Agreement.

There's more information about this on page 20 of the Guide to Service Agreements

## 9. What to do if there is a problem?



This section explains who to talk to if there is a problem.

There's more information about this on page 22 of the Guide to Service Agreements.

The contact person is:

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Their phone number is:

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Their email address is:

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If you don't have any success getting your problem fixed, you can contact the NDIA.

## 10. Goods and Services Tax



Most services provided under the NDIS will not include GST. However, GST will apply to some services.



It is the service provider's responsibility to check whether GST does or does not apply.



By signing this Agreement, the service provider says that they have checked whether GST applies.

There is more information about this on page 23.

Under tax law, the following sentence must be included in this Agreement:

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the [National Disability Insurance Scheme Act 2013](#) (NDIS Act), in the participant's

NDIS Plan currently in effect under section 37 of the NDIS Act."

**11. Your contact details**



Your daytime phone number:

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Your evening phone number:

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Your mobile number:

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Your email address:

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Your home address:

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**Name**

The name of someone we can contact if we can't get in touch with you:

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Their phone number:

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**12. The service provider's contact details**



Daytime phone number:

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Evening phone number:

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Mobile number:

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Email address:

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Business address:

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### 13. Signatures

By signing this Agreement, you agree to all of the information included.



Name

Participant name:

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Signature:

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Date:

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Name

Service provider name:

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Signature:

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Date:

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