

How to make a service agreement

Fact sheet



Easy English



Hard words

This fact sheet has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this fact sheet



You can get someone to help you

- read this fact sheet
- know what this fact sheet says



- find more information.

About this fact sheet



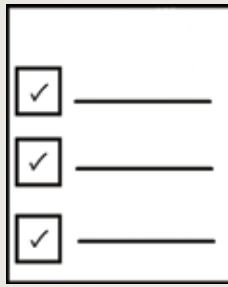
This fact sheet is about the **National Disability Insurance Scheme** or NDIS.



The NDIS helps people under 65 with a **permanent** and **significant** disability.

Permanent means the disability will **not** go away.

Significant means the disability affects the things people need to do every day.



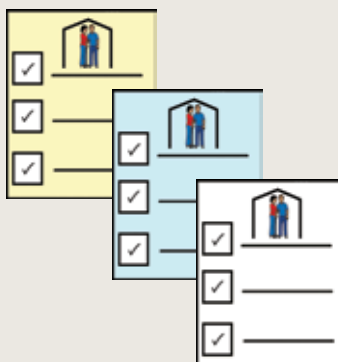
This fact sheet is about how to make a **service agreement** with your **service provider**.

A service is something you pay someone to do for you.



An agreement is when you say yes to something.

A service provider gives services to people with disability to support them.



You should have a service agreement with each service provider you use.

Your service agreement is a **legal document**.



A legal document means something the law says you can

- do

or

- get.

The service agreement will say

- what you need to do for the service provider.

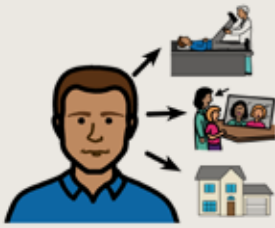
For example, let your service provider know if you need to cancel an appointment.



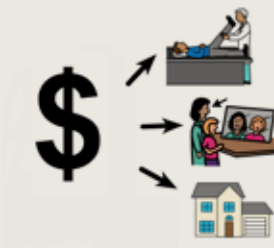
- what the service provider will do for you.

For example, give you services the way you need them.

The service agreement will also say



- who you get supports and services from
- what supports and services you get from that service provider



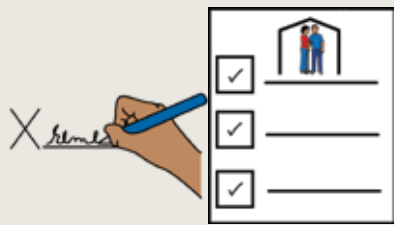
- how much each support and service costs
- how you will pay for your supports and services



- how and when you get supports and services
- the date that the service agreement ends



- what to do if you have a problem with the supports or services you get.

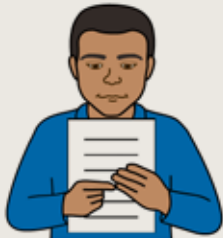


Your service provider might have their own service agreement that you can sign.



Or you can make your own service agreement.

Before you sign the service agreement you should



- read the agreement

and



- know what the agreement says.



Then you can say yes to the agreement.



You can get help to know what the service agreement says.



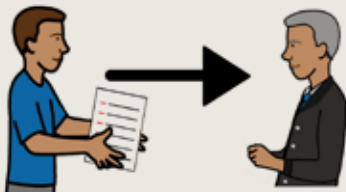
You can ask

- a family member.



- an **advocate**.

An advocate is someone who knows what you want. They can tell the service provider what you want.



- a **guardian**.

A guardian is someone who can make choices for you.



An advocate or a guardian can sign your service agreement for you.



More information

Go to our website

www.ndis.gov.au



Call 1800 800 110

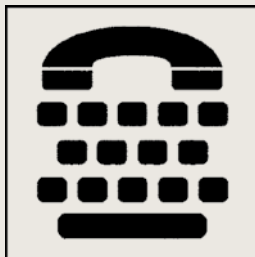
Monday to Friday

8 am to 8 pm



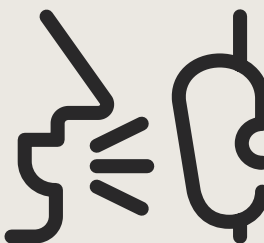
Telephone Interpreting Service

131 450



TTY users

133 677 then ask for 1800 800 110



Speak and listen users

1300 555 727 then ask for 1800 800 110

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in August 2018. www.scopeaust.org.au.

To see the original contact The National Disability Insurance Agency

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