

WHAT IS A SERVICE AGREEMENT?



What is a Service Agreement?

A service agreement is an agreement between a participant and a disability service provider.

Service agreements help make sure the participant and provider have the same expectations of what supports will be delivered and how they will be delivered.

A service agreement explains things like:

- How your service provider will help you to get supports.
- What supports you will get.
- Where you will get your supports.
- How much your supports costs.





Understanding service agreements

What happens if I am a new participant at Interchange Illawarra?

At Interchange Illawarra an intake officer will organise a time to sit with you (and your carer/nominee, if relevant) to explain each part of the service and make sure you are happy with the arrangements.

How do I sign the Service Agreement?

At Interchange Illawarra we use a software system called MYP. You will receive an email with the Service Agreement and can sign it electronically by agreeing to the terms. If you are unable to sign electronically we can organise a hard copy of the agreement for you to sign.

After you have signed the document, you will receive confirmation that it has been signed and a copy of the agreement. You can also ask us for a copy at any time.

How long does a service agreement last?

The service agreement runs for a set period of time. It will state the start and end date of the agreement and includes information on how to change the service agreement.

How do I renew my service agreement?

When your service agreement comes to an end, we will ask you if you wish to renew. If you do, your Support Planner will send you an electronic form to sign from our software system called MYP, or arrange for you to sign a hard copy if that is your preference.

What if I have a problem with my service agreement?

Your service agreement should include instructions for what to do if you have a problem or complaint about the service you receive.

If you need an advocate to help you make a complaint you can contact People with Disability Australia via email on pwd@pwd.org.au or call 1800 422 015.

Or contact NDIS Quality and Safeguards Commission complaints service via email on contactcentre@ndiscommission.gov.au or call 1800 035 544.

Need more information?

For more in-depth information about service agreements, we encourage you to visit the NDIS website <https://www.ndis.gov.au/> or call the NDIS on 1800 800 110.

The information provided in this fact sheet is general in nature. Please contact your Support Planner or Coordinator if you need further clarification.

We are here to help!