Easy Read

Our service agreement

Easy Read version



Between [Participant name] and [Provider name]

Date: [Date]

2 What is this agreement?



This is our **service agreement**.

A service agreement is a written agreement between you and us.



It says:

- what **supports** we will give you
- how much they cost
- what we will do
- what we ask you to do.



It helps us both know what we agreed.



This Easy Read version goes with our full service agreement.

If something is not clear, ask us.

We will explain it.

3 Who is this agreement between?



You

Name: [Participant name]

NDIS number: [NDIS number]



Us

Name: [Provider name]

ABN: [ABN]



Someone might help you make decisions.

This person is called your **representative**.

Your representative: [Name, or write: none]

4 Your goals and your NDIS plan



Your supports are paid for by your **NDIS plan**.

Your plan says what supports the NDIS will pay for.



Your **goals** are the things you want to do in your life.

Your goals: [Write the goals these supports help with]



How many hours:

[Number] hours each [week or month]



Who will support you:

[Worker name or team]



You can tell us what you like and how you want your support.

We will listen to you.

6 How much your supports cost



Your support costs [$ amount] for each [hour].

The total cost is about [$ total] for [time period].



Sometimes we travel to see you.

Travel costs: [Write the travel costs, or write: none]

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11 What we ask you to do



Please treat our workers with respect.



Please tell us what you need.

Tell us if you are worried about something.



Please tell us if your NDIS plan changes.

Tell us if your needs change.



Please pay invoices on time.

This could be you or your plan manager.



Please tell us early if you need to cancel.