

What is a service agreement?

Early Start Australia offers services to lots of people, including National Disability Insurance Scheme (NDIS) funded, private funded, and Medicare funded, for example. We plan our services to meet your goals. We are a registered provider for the NDIS.

A service agreement is an agreement (or contract) between you and us that makes what we have both agreed very clear. Because of this, at ESA, we like all our clients to have a service agreement, no matter how you pay for your services.

What if you don't understand, or if you want to make your own service agreement?

We will try to communicate with you in a way that you understand. If you want some support, you can ask us, or another person to help you understand or to work out the details of the service agreement.

We use a standard service agreement, or you can create your own.

What should be in a service agreement?

We have to make sure that our service agreement matches the rules in the NDIS Act 2013 and the NDIS Price Guide. We also include:

- What services we are providing to you (where and for how long)
- The cost of services being provided to you and how they will be paid
- Yours and our responsibilities
- How long the agreement goes for and how it can be changed
- What to do if you aren't happy with something
- What happens if you need to cancel an appointment (or if we do)

What if you don't want to sign a service agreement?

If you are an NDIS-funded participant (agency-managed), you must sign a service agreement to receive services from us. This confirms that you are using your NDIS budget to pay for services from us.

Otherwise, signing a service agreement with us is your choice. You do not have to have one.

Even if you don't have a signed service agreement, we have "terms and conditions" (rules), about using our services. We make these clear to you in our communication with you. If you aren't sure what they are, you can ask us. Even if you don't sign a service agreement, these rules still apply.

You can get more information at <https://www.ndis.gov.au/participants/working-providers/making-service-agreement>

