



NDIS Service Agreement

All users of the Make it easy app agree to the General [BETA User Agreement](#).

NDIS Participant users ALSO agree to the Service Agreement here.

This is an agreement between:

 We Make It Easy Pty Ltd (the Provider)

 ABN: 35 676 809 242

 Email: help@makeiteasy.com.au

And: NDIS Participant Users

1. What This Agreement Is For

This agreement explains:

- The service we will provide.
- What we and you need to do.
- That this service is part of the National Disability Insurance Scheme (NDIS).

2. What You Get

We will give you:

-  A 1-year subscription to the Make It Easy app.
-  300 EasySnaps each month to change text into simple words.
-  A way to listen to the easy text.
-  A choice of Easy English, Easy Read, or Plain English.
-  Email support for technical help.

3. Our Responsibilities

We promise to:

- 📱 Give you access to the app.
- 🛠️ Keep the app working.
- 🔍 Help you if there are problems.
- 🛡️ Keep your personal details private.
- ⚠️ Tell you that translations might not be perfect.
- 🚫 Not use your EasySnaps to train the ai

🏠 4. Your Responsibilities

You promise to:

- 📄 Give us the right details for your subscription.
- 📋 Follow the app's rules.
- 📧 Tell us if you have problems.
- 💰 Pay in the way you have agreed (self-managed or plan-managed).
- 🚫 Not use the app for anything illegal
 1. 🛠️ Make It Easy is for personal translations only.
 2. 🚫 Make It Easy does not allow breaking copyright rules.
 3. ⚠️ Only translate content if you have permission.

📅 5. Cancelling & Refunds

- ❌ You can cancel anytime, but we do not give refunds for unused time.
- 🟡 If the app does not work properly, you can ask for a refund.
- 📅 Your subscription will renew automatically unless you cancel it before the renewal date.
- 📧 To cancel, email us at info@makeiteasy.com.au

6. Privacy & Safety

-  We will keep your details private and follow Australian laws.
-  The app does not store your personal information on outside servers.

7. How Long This Agreement Lasts

-  This agreement is for 12 months.
-  It will renew automatically unless you cancel it.

8. If You Have a Problem

If you are unhappy with our service:

Step 1: Contact Us

-  First, email us at info@makeiteasy.com.au
-  We will try to help fix the problem.
-  We may ask you for more information.
-  We may look into the problem if we need to.
-  We will tell you what we find out.
-  We will work with you to fix things if we can.

Step 2: Contact the NDIS Commission

- If we cannot fix it, you can make a complaint to the NDIS Quality and Safeguards Commission.
-  Website: www.ndiscommission.gov.au/complaints
-  Phone: 1800 035 544 (free call)
-  TTY (for hearing/speech needs): 133 677
-  You can use an Interpreter.

⚠ 9. Important Information

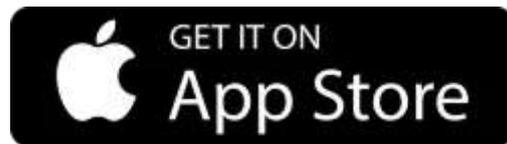
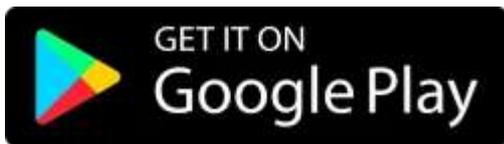
- ✘ We are not responsible if the translation has mistakes.
- ⚖ The app does not give legal or medical advice.
- 🚫 We are not responsible for problems caused by the app.

✉ 10. Contact Us

For any questions, email us at:

✉ help@makeiteasy.com.au

Get the app



👍 We made this Service Agreement

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