



SUNSHINE COAST
BRISBANE
TOOWOOMBA

CLIENT DETAILS

This agreement is between:

NAME:

AND

NAME:

DATE of Agreement to

NDIS Number

Plan Management by

Address
Phone

Alternate Decision Maker:

Address

Capacity

CLIENT NOTES

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SERVICE AGREEMENT

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan. The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic participation of people with disability, and
- enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

The provider agrees to provide the participant Therapeutic Services

The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports.

Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the [participant / participant's representative] and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, etc.

The provider agrees to:

- review the provision of supports at least 6 Monthly with the participant
- once agreed, provide supports that meet the participant's needs at the participant's preferred time.
- communicate openly and honestly in a timely manner
- treat the participant with courtesy and respect
- consult the participant on decisions about how supports are provided
- give the participant information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant)
- listen to the participant's feedback and resolve problems quickly
- give the participant a minimum of 24 hours notice if the provider has to change a scheduled appointment to provide supports
- give the participant the required notice if the provider needs to end the Service Agreement
- protect the participant's privacy and confidential information
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the participant
- issue regular invoices and statements of the supports delivered to the participant.

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SERVICE AGREEMENT PART 2

The participant/participant's representative agrees to:

- inform the provider about how they wish the supports to be delivered to meet the participant's needs.
- treat the provider with courtesy and respect
- talk to the provider if the participant has any concerns about the supports being provided
- give the provider a minimum of 24 hours' notice if the participant cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy will apply
- give the provider the required notice if the participant needs to end the Service Agreement, with funds being released within the 14-day NDIS portal.
- let the provider know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS.

The provider will seek payment for their provision of supports after the participant confirms satisfactory delivery. The participant has nominated the Plan Management Provider

to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties

Should either party wish to end this Service Agreement they must give 48 hours' notice. And funds will be available after 14 days once released from the NDIS portal booking.

If either party seriously breaches this Service Agreement the requirement of notice will be waived.

If the participant wishes to give the provider feedback, the participant can talk to via **email at:**

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SERVICE AGREEMENT PART 3

For the purposes of GST
legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS plan is expected to remain in effect during the period the supports are provided; and The [participant/participant's representative] will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

The parties agree to the terms and conditions of this Service Agreement.

Signature of [participant/participant's representative]

Name of [participant/participant's representative]

Date

Signature of authorised person from provider

Name of authorised person from provider

Date