



NATIONAL DISABILITY INSURANCE SCHEME SERVICE AGREEMENT

I. The Parties

This service agreement is made between the Participant and Service Provider below.

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| Participant | |
| Address | |
| NDIS Participant # | |
| Representative Name (if applicable) | |

| | |
|------------------|--|
| Service Provider | |
| Address | |
| ABN | |
| NDIS ID | |

2. Agreement Date

| | |
|------------|--|
| Start Date | |
|------------|--|

| | |
|-----------|--|
| End Date: | |
|-----------|--|

3. Contacts

The Participant and Service Provider can be contacted using the following details.

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|---------------------|--|
| Participant Contact | |
| Email | |
| Phone | |

| | |
|--------------------------|--|
| Postal Address | |
| Service Provider Contact | |
| Email | |
| Phone | |
| Postal Address | |

4. Supports

The Service Provider agrees to provide the following supports to the Participant in accordance with a suitable and approved NDIS plan.

| Support Name (Type of support e.g. Support Coordination) | Support Description (Frequency and volume) | Price and Payment (Amount and Unit) | How Support will be provided (When, where and by whom) |
|---|---|--|---|
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5. Service Bookings

The Parties or their representatives agree the following.

- The Service Provider will make all relevant service bookings using the My Place Provider Portal in accordance with a suitable and approved NDIS Plan and this Service Agreement.
- A service booking is only considered valid once accepted and viewable in the Participant's Place Participant Portal.
- Where one party seeks to cancel or reschedule a service booking they must provide the other party notice by 3pm the day prior of the scheduled support.
- Where the cancellation or reschedule is initiated by the Participant or the Participant's Representative, and the notice is made after 3pm the day prior of the scheduled support, the Service Provider's cancellation policy will be strictly applied.
- If the support is personal care or community access then a fee equivalent to 90% of service is chargeable up to a maximum of 12 times per year. For therapeutic services a fee equivalent to 90% of service is chargeable up to a maximum of 6 hours per service booking.
- The Service Provider will provide supports that meet participant needs at preferred times. Should there be a pattern of cancellations, or no shows, the Service Provider will reasonably seek to determine the cause and provide assistance where applicable.

6. Communication, Conduct and Recordkeeping

The Parties or their representatives agree to the following.

- To treat each other with courtesy and respect.
- To engage in open and honest communications.
- To identify and resolve any concerns in timely manner.
- To establish mutual understanding of how supports are to be delivered.
- To consult on decisions about how supports are provided.
- All supports will be provided in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and regulations, and the Australian Consumer Law.
- That all records will be handled in accordance with relevant privacy legislation e.g. Privacy Act 1988 (Cth).
- The Service Provider will explain the Service Agreement and applicable policies to the Participant and/or the Participant Representative.

7. Pricing, Payments and Goods and Service Tax

The Parties or their representatives agree to the following.

- The Service Provider will seek payment for services provided at the conclusion of a service event.
- The Service Provider will issue an invoice to either the Participant/Participant Representative/National Disability Insurance Agency/Plan Manager to claim payment.
- If the plan is managed by the Participant/Participant Representative/Plan Manager, the invoice will be paid within 14 business days.
- All invoices will be issued in accordance with the National Disability Insurance Scheme Pricing Guide for Queensland and where applicable includes Goods and Service Tax.
- The Service Provider charges the maximum unit price for each service. Where there is a change in the unit price by the National Disability Insurance Scheme the Participant will be charged the new unit price from the first date allowed automatically without notice.
- Where the Service Provider must travel to deliver a support event that is less than four hours in duration, the first twenty minutes of the first hour is claimable as travel.



8. Review, Changes or Ending the Service Agreement

The Parties or their representatives agree to the following.

- The provision of supports will be reviewed at least every six months, or earlier as required, with the Participant/Participant's Representative.
- The Service Provider will provide supports that meet the participant's needs at the participant's preferred times.
- The Participant/Representative will provide the Service Provider/Participant with a minimum of 20 business days written notice if the Service Agreement is to be ceased earlier than agreed.
- To provide the Service Provider with written advice is the Participant's plan is suspended or replaced by a new plan or the Participant becomes ineligible for the scheme.

9. Disputes and Feedback

The Parties or their representatives agree to the following.

- To provide the other party with an opportunity to address any disputes and/or feedback in the first instance.
- All disputes and feedback are to be provided in writing to the Service Provider via ndis@bas.org.au
- In the event the parties are unable to resolve a dispute or unhappy with the resolution the Participant/Participant Representative are free to contact the NDIS on 1800 800 110, via their website ndis.gov.au or by visiting one of their offices.

10. Execution

The Parties agree to the terms and conditions outlined in the Service Agreement.

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|--|-------------------|
| Service Provider ABN NDIS Provider # | Name |
| Participant | Signature Date |
| Participant Representative (if applicable) | Name Date |