

NDIS Service Agreement



Rainbow Roos AU Inc.

NDIS Service Agreement

This NDIS Service Agreement is a formal agreement between Rainbow Roos AU Inc (the Service Provider) and the Participant. It helps us understand what to expect and how to work together. We will take the time to read and discuss this agreement before signing it.

Participant Name	
NDIS Number	
Contact Person (if applicable)	
Phone	
Email	
Address	
Preferred contact method	
Current NDIS Plan End Date	

Business Name	Rainbow Roos AU Incorporated
ABN	59 393 027 070
Contact Person	Brad Ambridge
Phone	04 02 01 95 91
Email	brad@rainbowroos.com.au
Address	13 Gum Tree Drive, Goonellabah, NSW 2480

Schedule of Supports To Be Provided

The support costs must be in line with the current [NDIS Pricing Arrangements and Price Limits document](#). For GST purposes, this is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS Act, in the participant's NDIS plan.

Support One

Service Description	
NDIS Support Item Code	
Cost	<i>per hour / unit</i>
Frequency	<i>sessions per week / fortnight / month</i>
Duration	<i>must not exceed plan dates</i>
Any additional non-direct services that may be charged	<i>i.e. travel, report writing</i>
Total estimated cost	

Support Two

Service Description	
NDIS Support Item Code	
Duration	<i>Must not exceed plan dates</i>
Cost	<i>per hour / unit</i>
Frequency	<i>sessions per week / fortnight / month</i>
Any additional non-direct services that may be charged	<i>(i.e. travel, report writing)</i>
Total estimated cost	

Payments

Payment will be made according to the Participant's plan management type (*tick one*):

☐ **Self Managed**

The Participant will directly manage the funds allocated for the supports. The Participant is responsible for making payments to the Service Provider and keeping track of expenses related to the supports.

☐ **Agency Managed (NOT AVAILABLE FOR THIS PROVIDED SERVICE)**

The National Disability Insurance Agency (NDIA) manages the funds for the participant. The Service Provider will claim payment directly from the NDIA for the agreed-upon supports.

☐ **Plan Managed**

The Participant has chosen to have a plan manager assist with the financial aspects of the supports. The Plan Manager will handle payments to the Service Provider on behalf of the Participant and manage the budget for the supports.

Plan Manager	
Email address for invoices	

Participant Responsibilities

- Provide accurate information about goals, needs, and preferences.
- Actively participate in the development of the support plan.
- Attend scheduled sessions and communicate any changes or cancellations in advance.
- Provide feedback and raise any concerns about the supports received.
- Treat the service provider with respect and courtesy.
- Comply with any relevant policies and guidelines established by the service provider.
- Inform the service provider of any changes in circumstances or support requirements.
- Provide accurate and up-to-date information regarding plan management type and provider (*if applicable*) to ensure timely payment and proper management of funds.

Service Provider Responsibilities

- Deliver the agreed-upon supports in a professional and timely manner.
 - Respect the participant's rights, choices, and privacy.
 - Always contact the Participant via their preferred method of communication in the first instance.
 - Treat the participant with respect and courtesy.
 - Maintain confidentiality and safeguard personal information.
 - Provide qualified and trained staff for the provision of supports.
 - Maintain accurate records and document the supports provided.
 - Regularly review and evaluate the effectiveness of supports.
 - Adhere to all applicable rules and laws including the [National Disability Insurance Scheme Act 2013](#).
 - Provide necessary invoices and documentation required for payment, according to the chosen plan management method.
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Changes to the Service Agreement

Any changes to the agreed-upon supports must be discussed and agreed upon by both parties, with the Service Agreement amended to reflect any changes.

Changes to the support plan, duration, or cost require written consent from the participant and service provider.

Ending this Service Agreement

If either party wishes to end this agreement, they agree to provide at least 14 days notice.

If either party seriously breaches this agreement or any of their responsibilities under the NDIS or other legislation, the agreement can be terminated immediately.

Cancellation Policy

If the participant fails to show up for a scheduled support, the Provider agrees to make every attempt to contact them to ensure their safety.

The Participant acknowledges that cancellations made less than seven days in advance may result in a cancellation fee.

If a high number of cancellations are occurring, the provider agrees to seek an understanding of why, so that changes to supports can be made if required, to help the participant minimise occurrences.

The cancellation fee will be charged per cancelled session as follows:

Seven day's notice	NO CHARGE
Less than seven day's notice	50% CHARGE
Less than 48 hours notice	100% CHARGE

Note that as per NDIS guidelines, short notice cancellations can only be claimed if **all** of the following conditions are met:

- The [NDIS Pricing Arrangements and Price Limits](#) indicates that providers can claim for Short Notice Cancellations for this particular support item (*different charges and notice periods apply for different support types*) ; and
- The participant has agreed in advance by signing this document; and
- The provider was not able to find alternative billable work for the worker and are required to pay the worker for the time that would have been spent providing the support.

Dispute Resolution

If the Participant wishes to provide feedback on the services received, they can do so by using the Service Provider contact details on this agreement, or requesting to speak with an appropriate person within the business.

If the participant does not want to speak with this person, or is not happy with services received and wishes to make a complaint, they can contact the NDIA by calling 1800 800 110 or [ndis.gov.au](https://www.ndis.gov.au), or the NDIS Quality and Safeguards Commission by calling 1800 035 544 or [ndiscommission.gov.au](https://www.ndiscommission.gov.au).

In the event of a dispute or disagreement, both parties agree to engage in open and respectful communication to resolve the issue.

If the issue is unable to resolved, either party may initiate formal dispute resolution processes as outlined in the NDIS guidelines.

Additional Notes

Acknowledgement

This service agreement is effective as of the date signed below and will remain in effect until the end of the support duration listed in the Schedule of Supports above, unless terminated earlier by either party.

Both the participant and service provider acknowledge that they have read and understood the terms and conditions outlined in this agreement.

Participant / Participant's Representative Name

Participant / Participant's Representative Signature

Date

Service Provider Representative Name

Brad Ambridge

Service Provider Representative Signature

Brad Ambridge

Date