

Your Service Agreement (Note Below)

NDIS Number 430 _ _ _ _

Who You Are and Who We Are:

This Service Agreement is for you CLIENT NAME _____, a Participant in the National Disability Insurance Scheme (NDIS), between:

YOUR NAME _____

You are a Participant or your nominee as described in the description of your Contract Details

And

Our Name: Parramatta Mission (P M)

We are UCA-Parramatta Mission ABN 42 266 391 917 of 119 Macquarie Street, Parramatta 2150

This Agreement starts on the *date the agreement is signed* and goes from DD/MM/YYYY (Start Date) to DD/MM/YYYY (End Date) when the agreement will stop. A new Agreement will need to be started between us for any time after the End Date of this Agreement.

What can you expect from, us, Parramatta Mission? We agree to:

- treat you with courtesy and respect
- review the provision of supports at least every 3 months with the Participant
- provide the agreed upon supports that meet the Participant's needs
- communicate openly and honestly in a timely manner, and explain anything to do with your support clearly
- consult the Participant on decisions about how supports are provided
- give the Participant information about managing any complaints or disagreements and details of the Parramatta Mission's cancellation policy
- listen to the Participant's feedback and resolve problems quickly
- give the Participant a minimum of 24 hours' notice if the Parramatta Mission has to change a scheduled appointment to provide supports
- give the Participant the required notice if the Parramatta Mission needs to end the Service Agreement (*see 'Ending the Service Agreement' below for more information*)
- provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and the National Disability Insurance Scheme Rules.
- keep accurate records on the supports provided to the Participant
- use all reasonable endeavours to fulfil the supports specified in this Agreement, but Parramatta Mission shall not be liable for any matter where it makes reasonable efforts to provide the supports and shall not be liable for any matter beyond the reasonable control of the Parramatta Mission.
- issue regular invoices of the supports delivered to the Participant
- not charge any credit card fees or additional service charges outside the terms of this Agreement and the Schedule of Supports.
- Operate in accordance with *Parramatta Mission – NDIS Conflict of Interest Policy*.

What am I required to do? You, agree to:

- work cooperatively with Parramatta Mission to ensure that services and supports are delivered to meet my needs
- service confirmation by the Participant is key to ensuring the agreed Schedule of Supports is provided.
- inform Parramatta Mission within 24 hours after an agreed service, if it **was not** delivered as per the schedule
- treat Parramatta Mission staff with courtesy and respect

- talk to Parramatta Mission if I have any concerns about the supports being provided
- give Parramatta Mission reasonable notice if I cannot make a scheduled appointment, reasonable notice is agreed to be before 3pm the day before the service
- If reasonable notice is not provided I understand that Parramatta Mission's cancellation policy will apply
- give Parramatta Mission the required notice if I need to end the Service Agreement
- notify Parramatta Mission of any changes to my situation that I expect will have an impact on this Agreement
- work with Parramatta Mission to agree to find a solution if I fail to attend or be available on more than one occasion for a service (a "no show") and / or fail to notify Parramatta Mission in advance when a scheduled appointment should be cancelled (*see 'Cancellation and No-Show Policy'*).

Frequently Asked Questions about this agreement and how it works:

How does the NDIS and this Agreement work?

See our <https://www.parramattamission.org.au/ndis/fag> on how we support your National Disability Insurance Scheme (NDIS) plan and how this Agreement sets out how our this supports will be provided by Parramatta Mission to you under you approved NDIS plan.

How is my Service Agreement Renewed?

<https://www.parramattamission.org.au/ndis/fag>

How is your privacy and confidentiality maintained?

See our <https://www.parramattamission.org.au/ndis/fag>

How do you change the Schedule of Supports provided under your Agreement – either on every now and then or permanently?

See our <https://www.parramattamission.org.au/ndis/fag>

How do you end this Agreement?

See our <https://www.parramattamission.org.au/ndis/fag>

How do you give us Feedback, complaints and disputes?

RED on <https://www.parramattamission.org.au/red>

Can I also contact the NDIS?

Yes you can also contact the National Disability Insurance Agency by calling 1800 800 110, visit one of their offices in person, or visit www.ndis.gov.au for further information.

What is GST: Goods and services tax?

<https://www.parramattamission.org.au/ndis/fag>

What do some words mean in your agreement: Glossary of Terms – NDIS Service Agreement?

<https://www.parramattamission.org.au/ndis/fag>

What is your Cancellation Statement?

Under the Australian Consumer Law (ACL), you have certain rights to cancel a Service (known as Support).

See our <https://www.parramattamission.org.au/ndis/fag>

NOTE: A Service Agreement is a document for you the Participant and Service by Parramatta Mission. It outlines how we will work together to achieve the goals in your NDIS plan. You may choose to have a representative (someone close to you such as a family member or friend or someone who manages the funding for support under your NDIS plan) to sign the Service Agreement.

Payments

Parramatta Mission will be paid for providing you support after the service has been delivered by one or more of these ways of making the payment:

- | | |
|--------------------------|-------------------------------------|
| <input type="checkbox"/> | Self-Management |
| <input type="checkbox"/> | NDIA |
| <input type="checkbox"/> | Registered Plan Management Provider |

Schedule of Support

We, Parramatta Mission, agree to provide you, the Participant, with the support set out in the Schedule to this Agreement and the attachments the Schedule. The support and prices are in the Schedule of Supports attached. All prices are GST inclusive (if applicable).

Additional expenses (things that are not included as part of your NDIS support) are your responsibility, the Participant, and are not included in the cost of support, for example entrance fees, event tickets, and meals at activities we will go to. Where an activity has additional expenses, we will be let you know clearly before the activity.

Self-Management

Self-management means you are responsible for paying the invoices related to the supports you have received through your NDIS Plan. You will then be reimbursed for these expenses, with the money deposited into your nominated NDIS bank account.

NDIA

You, the Participant, have nominated the NDIA to manage the funding for support provided under this Agreement. After providing the support, Parramatta Mission will claim payment for the support from the NDIA.

Registered Plan Management Provider

You, the Participant, have nominated the NDIA to manage the funding for support provided under this Agreement. After providing the support, Parramatta Mission will claim payment for the support from the NDIA.

Name of the Registered Plan Management Provider *(if applicable)*:

Schedule 1 - Contact Details

You the Participant / or Your Nominee is:

Your full name	
Your nominee's (full name)	
Your Contact numbers (Business hours)	
(After Hours)	
Your Mobile	
Your Email	
Your Address	

Agreement authorisation and signatures – Participant / Participant's nominee

You agree to the Terms and Conditions of this Agreement

Your Signature as Participant / or Your Nominee's signature	
Full name of Participant / Participant's Nominee	
Date	
Signature of Witness	
Name of Witness	
Date	

Parramatta Mission is as follows:

Parramatta Mission contact (full details)	
Position of Contact	
Contact numbers (Business hours)	
(After hours)	
Mobile	
Email	
Address	

Agreement authorisation and signatures – Parramatta Mission

We agree to the Terms and Conditions of this Agreement

Signature of Parramatta Mission representative	
Full name of Parramatta Mission representative	
Date	
Signature of Witness	
Name of Witness	
Date	

Schedule of Supports						
Support Category	Support Line Item	Description of Support	Price (specify hour, week or annual) *	Hours/Week	Support Start Date	Support End Date
Choose a category.						
Choose a category.						
Choose a category.						
Choose a category.						
Choose a category.						
Choose a category.						
Choose a category.						
Choose a category.						
Choose a category.						

*All prices are inclusive of GST (if applicable) and include the cost of providing the supports. Prices charged are in accordance with the NDIS Price Guide as published annually by the National Disability Insurance Agency and can be viewed on the NDIA website. Additional expenses are the responsibility of the Participant/Participant's Representative/Trusted Person and are not included in the cost of supports. Examples include entrance fees, event tickets and meals.

ATTACHMENT THREE: Participant's NDIS Plan