



NDIS SERVICES AGREEMENT

Client Template

430000000

**Core
Supports**

Supports Provider

HomeWise Health Pty Ltd

info@homewisehealth.com.au



The Agreement

This Service Agreement is a document between the Client and HomeWise Health (HWH). It explains how the support provided will work to achieve the goals outlined in the approved National Disability Insurance Scheme (NDIS) plan.

You may choose to have a representative (someone close to the Client such as a family member or friend or someone who manages the funding for support under a Client's NDIS plan) to sign the Service Agreement.

This Service Agreement is made between

Participant Name:	
Address:	
Phone:	
Email:	

Representative: <i>(if applicable)</i>	
Email:	
Relationship to Participant:	
Address:	

And:

Supports Provider:	HomeWise Health Pty Ltd
Supports Manager:	
Supports Manager Contact:	
Service Start Date:	
Service End Date:	

Plan Management	<input type="checkbox"/> Plan Managed <input type="checkbox"/> Self-Managed <input type="checkbox"/> Agency Managed
Plan Manager	
Contact	
Email	

The Client's NDIS plan is expected to remain in effect during the period the supports are provided.



Service Summary

Client Name		NDIS Plan Number		NDIS Plan Start	
Service Address		Date of Birth		NDIS Plan End	

HomeWise Health agrees to provide the following support: All prices are quoted GST inclusive. Additional expenses not included within the Client's NDIS plan will be detailed separately. Prices will be reviewed from the 1st of July each year and advised in writing with 30 days' notice.

SUPPORT CATEGORY <i>(List the name of the support category)</i>	SUPPORT ITEM REFERENCE NUMBER <i>(List the item number from the NDIS price guide)</i>	SUPPORT REQUESTED <i>(list the details of service/ support requested)</i>	GOAL TO BE ACHIEVED	FREQUENCY OF SERVICES <i>(How often will the support take place, times and duration)</i>	TOTAL SUPPORT for the Period <i>(Hours, Occasions etc)</i>	PRICE /QUOTE <i>(Price of the support by the unit of measure e.g. hourly, occasion etc.)</i>	TOTAL VALUE <i>(List the total value of the support for the duration of the service request)</i>
TOTAL							



What can you expect?

How HWH acts (us):

- Collaborates with you on decisions about how supports are provided, treating you with courtesy and respect.
- Works with you to provide your supports at your preferred times and in a manner that suits your needs.
- Consults you on decisions and how supports are provided.
- Communicates openly and honestly and in a timely manner.
- Listens to your feedback and resolves problems quickly.
- Notifies you about the process for managing complaints or disagreements (ref. Complaints Policy).
- Keep clear, timely and accurate records on the supports provided.
- Protects your privacy and confidential information (Privacy Policy).
- Operates in accordance with our NDIS Conflict of Interest Policy
- Provides you support consistent with all relevant laws including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law.
- Reviews the provision of your supports every 3 months.
- Where possible, gives you a minimum of 24 hours' notice if we cannot attend a scheduled appointment and will not charge you should this occur.
- Assists you to access the portal (PRODA) to monitor the provision of your supports.
- Gives you the required notice if the Service Agreement needs to be ended.

What we expect of our Clients (you):

- You work cooperatively with us to ensure that services and supports are delivered to meet your needs as outlined in their Plan.
- Informs us about how you wish the supports to be delivered to meet your needs
- Treats us, our partners and those involved in the delivery of Supports with courtesy and respect.
- Notifies us of any changes to your situation that is expected to have an impact on this Agreement.
- Discuss with us any concerns you have about the services or supports being provided.
- Where possible, give 24 hours' notice if you need to cancel a support or appointment for which we may request the full fee to be charged.
- Gives us the required notice to end this Service Agreement should you wish to cease this Agreement. See 'Ending this Agreement'.
- Accepts responsibility for the outcome of any decisions you make
- Notifies us immediately if your NDIS plan is suspended or replaced by a new NDIS plan or if you stop being a client in the NDIS, to give us time to finalise all processes on the portal.
- Notify us immediately if you engage another provider to deliver the services for which we were engaged.
- Ensures, to the best of your ability, that our staff and partners are not put at risk when providing Supports.

Changing this Agreement

If either party needs to change when or how the support is to be provided, we both agree to give 24 hours notice where possible. If changes to the supports or their delivery are required, the Parties agree to discuss and review the Service Agreement. The Parties agree that any changes to this Service Agreement will be in writing, signed and dated by the Parties.



What will these services cost?

- We will deliver the Supports at prices not exceeding those set out in the latest NDIS Price Guide where the services are solely funded by the NDIS.
- All prices are GST exclusive (unless otherwise advised by the NDIA) and include the cost of providing the supports
- We provide a minimum of 3 hours of support per occasion of service.
- Additional expenses (i.e. things that are not included in the NDIS costings) are the responsibility of the individual and/or their representative and are not included in the cost of the Supports. Examples include entrance fees, event tickets, meals, kilometres travelled etc.

Ending this Agreement

Should either party wish to end this Service Agreement, we both agree to give 2 weeks' notice where possible. If either party fails to meet their responsibilities or the terms set out in this agreement or where there is a risk to the safety of carers or the Client, then the agreement will be cancelled immediately.

What is the process for providing feedback or making a complaint?

If you wish to give us feedback you can discuss it with your Disability Support Manager. If you are not happy with the support you received and wish to make a complaint, you can contact us through the feedback form.

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

Goods and services tax (GST)

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 your NDIS plan currently in effect under section 37 of the NDIS Act.
- For the purposes of GST legislation, we confirm that most supports provided under the NDIS will not include GST, however, GST will apply to some supports and it is our responsibility to check whether GST applies or not to specific supports.

The parties agree to the terms and conditions of this service agreement.

Emergency Contact Details

Name	
Phone	
Email	
Permission to Contact a Nominated Person?	



Agreement

Client/ Representative/ Nominee	
Date	
Signature	

and

HomeWise Health	
Phone	
Email	
Position	
Date	
Signature	