



NDIS Service Agreement

1. Parties

This **Service Agreement** is for the following **participant** in the NDIS Scheme:

First Name	
Surname	
Date Of Birth	
NDIS Number	

And is made between the following Avanti Health Centre NDIS Service Provider:

(enter Avanti Health Centre site)

2. The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports provided by Avanti Health Centre under your NDIS plan.

A copy of the clients NDIS Plan is/is not attached to this Service Agreement. 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 client 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.

3. Schedule of supports

Avanti Health Centre agrees to provide the client Exercise Physiology 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 client NDIS supports) are the responsibility of the client / clients representative and are not included in the cost of the supports.

4. Avanti Health Centre Responsibilities

Avanti Health Centre agrees to:

- review your services with us when needed, at minimum every 3 months

- once agreed, provide supports that meet the client's needs at the client's preferred times;
- communicate openly and honestly in a timely manner;
- treat the client with courtesy and respect;
- consult the client on decisions about how supports are provided;
- give the client information about managing any complaints or disagreements and details of Avanti Health Centre cancellation policy;
- listen to the client's feedback and resolve problems quickly;
- give the client a minimum of 24 hours notice if Avanti Health Centre has to change a scheduled appointment to provide supports;
- give the client the required notice if Avanti Health Centre needs to end this Service Agreement (see "Ending this Service Agreement" below for more information);
- protect the client's privacy and confidential information;
- provide supports in a manner consistent with all relevant laws, including the *NDIS Act 2013* and Rules, and the Australian Consumer Law;
- give you information on how to change or cancel supports
- plan and coordinate any transitions to and/or from our services
- listen to your feedback and resolve problems quickly
- keep accurate records on the supports provided to the client; and
- will issue invoices and statements of the supports delivered to the participant

5. Responsibilities of NDIS Participant

agrees to:

- inform Avanti Health Centre about how you wish the supports to be delivered to meet your needs;
- treat Avanti Health Centre workers with courtesy and respect;
- talk to Avanti Health Centre if the client has any concerns about the supports being provided;
- give Avanti Health Centre the required notice if the client cannot make a scheduled appointment, noting that if the notice is not provided, Avanti Health Centre cancellation policy will apply;
- give Avanti Health Centre the required notice if the client needs to end this Service Agreement (see 'Ending this Service Agreement' below for more information); and
- let Avanti Health Centre know immediately if the client's NDIS plan is suspended or replaced by a new NDIS plan, or the client stops being a participant in the NDIS.

6. Payments

NDIS Funding Option

Self – Managed

Self -Managed Nominee

If Applicable:

Plan Nominee Name	
Plan Nominee Email Address	
Plan Manager Phone number	

Plan Managed

If applicable:

Plan Manager Name	
Plan Manager Email Address	
Plan Manager Phone number	

7. Changes to this Service Agreement

Any changes need to be agreed, put in writing, signed, and dated by you and Avanti Health Centre.

If either you or Avanti Health Centre want to change regular services, 4 weeks notice should be given. Special circumstances will be discussed on an individual basis.

You must tell Avanti Health Centre if there is a change to your current NDIS plan.

8 Ending this Service Agreement

If you or Avanti Health Centre wishes to end this service agreement, 4 weeks notice must be provided, ensuring a smooth transition away from the service.

If you or Avanti Health Centre seriously breach this agreement, the agreement may end without requirement to provide notice.

You must also tell Avanti Health Centre if your current NDIS plan is suspended, replaced or if you stop being a NDIS participant. Avanti Health Centre will only provide agreed services within the agreement start and end dates, and while you have an active plan. If you still

want to receive services from Avanti Health Centre after the service agreement end date, or with a replacement plan, you need a new service agreement.

9. Feedback, complaints and disputes

Avanti Health Centre welcomes all feedback, compliments, and complaints. If you would like to provide feedback, please contact ***[insert details]***.

If you are not happy with your supports and would like to make a complaint, please contact ***[insert details]***.

If you are not satisfied with the outcome of your complaint you can contact:

National Disability Insurance Agency by calling 1800 800 110, visiting www.ndis.gov.au or visiting one of their offices in person.

NDIS Quality and Safeguards Commission by calling 1800 035 544 (interpreters can be arranged), or visiting www.ndiscommission.gov.au/about/complaints.

If you would like support, Avanti Health Centre can support you to contact and make a complaint to the National Disability Insurance Agency or NDIS Quality and Safeguards Commission.

10. Goods and Services Tax (GST)

For the purposes of GST legislation, Avanti Health Centre and ***insert participant name]***

confirm that:

[insert participant's name] has an NDIS plan;

- the NDIS plan is expected to remain in effect while the supports are provided;
- the supply is of reasonable and necessary supports, and is described in the participant's NDIS plan;
- there is a written agreement to deliver these supports, between Avanti Health Centre and ***[participant's name]***

11. Non-face-to-face supports and report writing

For some supports, Avanti Health Centre can claim for non-face to face activities e.g. report writing or developing support plans for workers.

Avanti Health Centre will not claim for administrative tasks such as scheduling supports, training or submitting claims.

12. Cancellation Policy

If a service is cancelled at short notice, or there is a no show, Avanti Health Centre can charge 100% of the agreed support fee. A short notice cancellation is when you do not show up for a support within *15minutes* of the scheduled start time;

Avanti Health Centre will only charge for a short notice cancellation (or no show):

- for support items that the price guide allows short notice cancellation claims, and
- when they cannot find other billable work for the relevant worker, and if they must pay the worker for their time.

The NDIS monitors short notice cancellations and may contact Avanti Health Centre about participants with a high number of cancellations. Avanti Health Centre will work with you to minimise cancellations and make sure your plan is meeting your needs.

To cancel a support outside of office hours 0600-1630, please call and leave a message on ***[insert out of hours contact details]***.

NDIS Participant Contact Details

NDIS Participant Name	
Address	
Phone	
Email Address	
Alternative contact person	
Phone Number	
Email	
Avanti Health Centre Contact Name	

13. Schedule of supports

I/we agree to pay for treatment/ therapy sessions provided by Avanti Health Centre through claiming against my National Disability Insurance Scheme (NDIS) service plan.

Avanti Health Centre agrees to provide the client Exercise Physiology services for the duration of the agreement at the scheduled rate and agreed frequency.

- Clinically relevant communications including phone calls/written programs/communication with other health professionals (any task that takes more than 10 minutes will be invoiced).
- Any reports, forms or letters as required by the NDIS or requested by the client / client representative
- Cancellation charges for late notice or no show appointments
 - Clinically relevant communications including phone calls/written programs/communication with other health professionals (any task that takes more than 10 minutes will be invoiced).
 - Any reports, forms or letters as required by the NDIS or requested by the client / client representative
 - Cancellation charges for late notice or no-show appointments

Avanti Health Centre reserves the right NOT to provide service or to cancel any future appointments if you do not have sufficient funds in your plan or the plan expires. Any service fees not met by NDIS will be covered by you or your representative.

Start Service Date

End Service Date

14. Agreement signatures

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

Signature of Client / Representative

Signed Date

Signature of Provider

Signed Date

