



## Service Agreement – NDIS

### Cover Page

<b>Parties</b>	Provider:	Tofarati Angels Limited Address: Shop 7, 220 George Street Liverpool, NSW 2170 Phone: 02 9601 2000 Email: <a href="mailto:tofaratiangels@gmail.com">tofaratiangels@gmail.com</a>
	Participant:	..... Address: ..... Phone: ..... Email: .....
<b>Term</b>	Commencement Date:   ..... / ..... / ..... Term: .....	
<b>Description of Support</b>	   	
<b>Tofarati Angels Limited Contact Representative:</b>	Director Tofarati Angels Limited Address: Shop 7, 220 George Street Liverpool, NSW 2170 Phone: 02 9601 2000 Email: <a href="mailto:tofaratiangels@gmail.com">tofaratiangels@gmail.com</a>	
<b>Participant Contact Representative:</b>	..... Address: ..... Phone: ..... Email: .....	

## **The NDIS and this Service Agreement**

This Service Agreement is made for providing supports under the Participant's National Disability Insurance Scheme (NDIS) plan. 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 participation 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.

## **Schedule of supports**

The Provider agrees to provide the Participant with Support as detailed above for the above stated period.

## **Responsibilities of the Provider**

The Provider agrees to:

- establish intervention goals and plan in conjunction with the Participant to increase participant's independence, inclusion and social and economic outcomes;
- review the provision of supports at least every three (3) months with the Participant;
- once agreed, provide supports that meet the Participant's needs;
- communicate openly and honestly in a timely manner;
- treat the Participant with courtesy and respect;
- consult the Participant on decisions about how supports are provided;
- listen to the Participant's feedback and resolve problems quickly;
- give notice to the Participant if the Provider must change a scheduled appointment to provide supports;
- give the Participant the required notice if the Provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information);
- protect the Participant's privacy and confidential information;
- provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law;
- keep accurate records on the supports provided to the Participant; and
- open communication regarding claimable services and review outcomes at delivery of supports to the Participant.

## **Responsibilities of the Participant**

The Participant / Participant's representative agrees:

- that the Participant will provide a copy of the approved NDIS Plan for ease of communication and for documentary support to the "Description of Support" above;
- to participate in establishing and reviewing intervention goals;
- to timely communication with the Provider of concerns regarding the treatment plan or interventions, eg repairs to prosthetics/orthotics and/or daily living outcomes;
- to treat the Provider with courtesy and respect;
- to talk to the Provider if he/she has any concerns about the supports being provided;
- to give the Provider a minimum of 24 hours' notice if the Participant cannot make a scheduled appointment – and, if the notice is not provided a cancellation fee of 50% may be claimed;
- to give the Provider the required notice if the Participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information); and
- let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a Participant in the NDIS.

## Changes to this Service Agreement

If changes to the supports or their delivery are required, the Parties agree to discuss and review this Service Agreement. Patient-centred care and choice is at the core of the NDIS funding model. Considering this, Participants are free to change Service Providers.

Tofarati Angels Limited requires 30 days' prior notice to assist Participants with progression of their NDIS Plan and communication of current outcomes to the new Provider. The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

## Ending this Service Agreement

Should either Party wish to end this Service Agreement they must give 30 days' notice. If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

The Participant / Participant's representative will immediately notify the Provider if the Participant's NDIS Plan is replaced by a new plan or the Participant stops being a Participant in the NDIS.

## Managing the Plan

The following status is relevant for the Participant (tick relevant box):

- Self-Managed**
- Agency Managed**
- Plan Managed**

Signed on        /        /        for and on behalf of the Participant:

in the presence of

\_\_\_\_\_  
**Participant's Signature**

\_\_\_\_\_  
**Witness' Signature**

Witness Name: \_\_\_\_\_

Witness Address: \_\_\_\_\_

Signed on        /        /        for and on behalf of the Provider:

in the presence of

\_\_\_\_\_  
**Provider's Signature**

\_\_\_\_\_  
**Witness' Signature**

Witness Name: \_\_\_\_\_

Witness Address: \_\_\_\_\_

---

Once signed, the Service Agreement should be returned to: [tofaratiangels@gmail.com](mailto:tofaratiangels@gmail.com)