



INDIVIDUAL SERVICE AGREEMENT
Between

And

Adventure Ability Services

ABN: 11343 969 495

Mobile: 0488 947 685

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan.

Service Agreement

This Services Agreement is for:

Domestic Assistance

Social and Community Participation

Participant's Name:

Date of Birth:

NDIA plan number:

This Service Agreement Starts on:

This Service Agreement ends on:

Note: A participants' representative is someone who is close to the participant, such as a family member or friend or someone who manages the funding for support under a participants NDIS plan.

Changes/Termination of Service Agreement

You can change or end the Service Agreement at any time. If changes to the support or their delivery are required, the parties of this agreement agree to discuss and review this service agreement. The parties agree that any changes to this Service Agreement will be in writing, signed and dated by the parties. To end the Service Agreement at any time, we ask that you give us two weeks' written notice.

To change or end this Service Agreement please contact:

Email: AdventureAbilityServices@gmail.com



Phone: 04 88 947 685

Alternatively, you can contact your Support-Coordinator.

The National Disability Insurance Scheme and this Service Agreement

The parties agree that this Service Agreement is made in the context of the NDIS Scheme, which aims to:

- Support the independence and social and economic participation of people with a 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.

This Service Agreement outlines how we will aim to work together to provide support under your National Disability Insurance Scheme (NDIS) plan. This Service Agreement also outlines what supports will be delivered and how they will be delivered.

Billing and Claiming for NDIS Services

Adventure Ability Services will provide the supports that are written in your schedule of supports.

The cost of each service is written in this schedule. The price we can claim is as the price in the NDIA price guide. You can view the NDIS Price guide by going into the NDIS website - NDIS.gov.au.

We will claim by:

Invoicing the service that manages your support for payment (Plan Manager) of service provided:

Travel & Transport

Adventure Ability Services will claim for travel. Any claim will be in accordance as written in the NDIS price guide. Please refer to your Schedule of Supports for any specific conditions.

Cancellations

Adventure Ability Services might claim for cancellation as per the NDIS price guide. If you need to cancel an appointment at short notice, e.g. after 3pm the day before, **Adventure Ability Services** may charge up to 90% of the agreed price for the cancelled appointment. **Adventure Ability Services** will make every effort to contact you to determine if there is a valid reason for a short notice cancellation.

Where possible, **Adventure Ability Services** will make every effort to re-direct staff or fill appointments, to minimise charges. This cost may be waived at **Adventure Ability**



Services discretion.

Service Agreement- Adventure Ability Services responsibilities

- Provide the supports set out in the Schedule of Supports
- Consult with you and listen to your decisions about what supports are to be provided, how the supports are provided and when the supports are provided
- Communicate openly and honestly in a timely manner
- Treat you in a professional, courteous and caring manner
- Maintain highest standards of health, safety and wellbeing for you
- Respect your privacy and confidential information
- Listen to your feedback and try to resolve problems quickly
- Provide the supports 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

Service Agreement- Participant's responsibilities

- Tell us how you wish the supports to be delivered to meet your needs
- Treat our support workers with respect and courtesy
- Provide all the information we need to provide the support for you and to keep you and our support workers safe (e.g. behaviour support plans, information about other services etc.)
- Listen to our feedback and try to resolve problems quickly
- Tell us if you are not satisfied with the supports
- Tell us if you have ANY concerns about the supports provided
- Be respectful of **Adventure Ability Services** and support worker's property
- Not ask our staff to act in illegal or unethical ways
- Participate in the service in a fit state (not under the influence of illegal drugs or alcohol)
- Respect our confidential information, keep us informed of any changes to your situation that may have an impact on this agreement
- Let us know immediately if the participant NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in NDIS

If Adventure Ability Services supplies a service in your home, you will:

- Allow a home risk assessment
- Ensure the home is safe for staff
- Provide an environment that is free from smoke/illegal drugs/alcohol/violence whilst **Adventure Ability Services** support workers are in the home.
- While the service is being conducted ensure all people in the house are appropriately



clothed and behave appropriately towards our staff and each other

Goods and Services Tax

For 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;
- Your NDIS plan is expected to remain in effect during the period the supports are provided; and
- You or your representative will immediately notify us if you your NDIS plan is replaced by a new plan or if you stop being a participant in the NDIS.

Feedback and Complaints

You are entitled to raise any complaints, constructive feedback or suggestion concerning **Adventure Ability Services** and its services. **Adventure Ability Services** will take all reasonable steps to discuss these issues with you. You can do this by using any of the methods listed below:

Email: AdventureAbilityServices@gmail.com

Phone: 0488 947 685

or contact your Support Coordinator:

If you are not satisfied or do not want to talk to this person, you can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Disclaimer

This agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS). The participant and the service provider agree that this agreement is in line with the main ideas of the NDIS. These ideas include things like having more choice, achieving goals and taking part in the community.

Schedule of Supports

Services to be provided by

PROGRAM CATEGORY ALLOCATION RATE PER HOUR

Core Supports-Assistance as stipulated in the NDIS Price Guide. A copy of the current



with Self-Care Activities NDIS Price Guide can be located at the following location:

<http://www.ndis.gov.au/providers/pricing-andpayment.html>

Core supports- Assistance As stipulated in the NDIS Price Guide. A copy of the current to access social, NDIS Price Guide can be located at the following location:

community and <http://www.ndis.gov.au/providers/pricing-andrecreational payment.html>

As stipulated in the NDIS Price Guide. A copy of the current

Transport NDIS Price Guide can be located at the following location:

<http://www.ndis.gov.au/providers/pricing-andpayment.html>

Declaration and Consent

You, or your decision maker, confirm that you have read this agreement or have had this agreement explained to you and agree that the information is true and correct and may be used by **Adventure Ability Services** and their support workers to provide appropriate support according to this agreement.

Support List the name of the support.	Description of support List the details of the support. Scope and volume.	Price and payment information According to the NDIS price list.	How the support will be provided Place, Time.

ALL PARTIES AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT

Name of [participant/participant’s representative] Signature of [participant/participant’s representative]

Signature: _____

Name: _____

Date: _____

Signature: _____

Name: Peter Badenhorst



Date: