NDIS service agreement

1. Parties

Who the agreement is between. Leave the registration number blank if the provider is not registered.

Provider

Legal name	
Trading name	
ABN	
NDIS registration number (if registered)	
Contact details	

Participant

Name	
NDIS number	
Date of birth	
Contact details	

Nominee or representative (if any)

Name	
Relationship to participant	
Contact details	

2. Term

When the agreement starts and ends, and which NDIS plan it relates to.

Start date	
End date, or "ongoing until ended"	
NDIS plan dates this agreement relates to	

3. Supports

List each support with its item number from the NDIS Support Catalogue.

Support description	Support item number	Unit	Price per unit	Frequency or quantity	Where delivered

4. Funding management

Tick how the funding for these supports is managed. It decides who pays the provider.

☐ NDIA-managed ☐ Plan-managed ☐ Self-managed

Plan manager name (if plan-managed)	
Plan manager invoice email	

5. Pricing and payment

Prices for NDIA-managed and plan-managed supports cannot exceed the price limits in the current NDIS Pricing Schedule.

NDIA-managed and plan-managed supports: prices in this agreement will stay within the price limits in the current NDIS Pricing Schedule.

Self-managed supports: the participant and provider agree the prices in this agreement. They may be above or below the NDIS price limits, and the participant's plan budget does not increase to cover a higher price.

GST treatment	
Invoicing frequency	
Payment terms	

6. Additional costs

Write an amount or rule for each, or "none". Costs not listed here should not appear on an invoice.

Provider travel	
Participant transport	
Materials and consumables	

7. Cancellations and no-shows

Set the notice the participant must give and what can be charged if they don't.

Notice window	
Chargeable amount	
How the provider applies it	

8. Responsibilities

What each party agrees to do. Add specifics for this participant.

The provider will deliver the supports in this agreement safely and respectfully, keep records, give notice of changes, and follow the NDIS Code of Conduct.

Other provider responsibilities	

The participant will tell the provider about changes to their needs or plan, give notice of cancellations as agreed, and treat workers with respect.

Other participant responsibilities	

9. Changes and review

Any change to this agreement must be agreed in writing by both parties.

Changes to this agreement will be agreed in writing by both parties.

Review date	

10. Privacy and consent to share information

Record what information is shared, with whom and why. The participant can withdraw consent at any time.

Information to be shared	
Shared with	
Purpose	

☐ The participant or their representative consents to this information being shared.

11. Feedback, complaints and safeguarding

The participant can complain to the provider, or to the NDIS Commission at any time.

Provider complaints contact	

The provider and its workers must follow the NDIS Code of Conduct.

NDIS Quality and Safeguards Commission: 1800 035 544, ndiscommission.gov.au

12. Ending the agreement

How either party ends the agreement, and what happens after.

Notice period	
How notice is given	

After the agreement ends, the provider will send a final invoice and give the participant copies of the records they need.

13. Signatures

Both parties sign and keep a copy.

Party	Name	Signature	Date
Provider			
Participant or representative			