



## Clean Up Bros

ABN: 26 443 426 374  
Liverpool/Wollongong/Sydney Area, NSW  
+61 451 449 770 | cleanupbros.au@gmail.com  
[www.cleanupbros.com.au](http://www.cleanupbros.com.au)

# NDIS CLEANING SERVICE AGREEMENT

*Household Cleaning Services under the National Disability Insurance Scheme*

## PARTIES TO THIS AGREEMENT

SERVICE PROVIDER	CLIENT / PARTICIPANT
<b>Clean Up Bros</b> ABN: 26 443 426 374 Director: Hafsa Nuzhat Phone: +61 451 449 770	<b>Janette Vamarasi</b> 17 Como Court Wattle Grove NSW 2173 Australia

<b>NDIS Number:</b> [To be completed]	<b>Plan Management:</b> <input type="checkbox"/> Plan Managed <input type="checkbox"/> Self Managed <input type="checkbox"/> NDIA Managed
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## 1. SERVICES TO BE PROVIDED

Clean Up Bros agrees to provide the following NDIS-approved household cleaning services under Support Item 01\_020\_0120\_1\_1 (House Cleaning and Other Household Activities):

### 1.1 Standard Services

- Regular maintenance cleaning
- Deep cleaning services
- Window cleaning (internal)
- Oven and kitchen appliance cleaning
- Bathroom and toilet sanitation
- Floor cleaning, mopping, and vacuuming
- Dusting and surface cleaning
- Linen changes (where required)

### 1.2 Service Rates (NDIS Price Guide 2025-26 Compliant)

Item	Rate
Hourly Rate (GST Free)	<b>\$58.03 per hour</b>

Minimum Service Duration	2 hours per visit
Travel Costs (Support Item: 01_799_0120_1_1)	\$0.97 per kilometre
Toll Fees (if applicable)	Actual costs incurred

## 2. SERVICE SCHEDULE

Commencement Date	[To be agreed]
Service Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> As Required
Preferred Day(s)	[To be agreed]
Preferred Time	[To be agreed]
Hours per Visit	[To be agreed]

## 3. PRICING AND PAYMENT TERMS

### 3.1 Invoicing

Invoices will be issued within 48 hours of service completion and will include:

- NDIS Support Item numbers
- Detailed service descriptions
- Date and duration of services
- Itemised travel and toll fees
- GST status (GST Free for NDIS services)

### 3.2 Payment Terms

- Payment due within 7 days from invoice date
- Payment methods: Direct bank transfer (preferred), NDIS portal payment, Plan manager payment

### 3.3 Bank Details

Account Name	Clean Up Bros
Bank	Commonwealth Bank of Australia
BSB	062-948
Account Number	35012209

## **4. CANCELLATION AND RESCHEDULING**

### **4.1 Client Cancellation**

- Notice Required: Minimum 24 hours notice
- Short Notice Cancellation: Less than 24 hours notice may incur a cancellation fee of 50% of scheduled service cost
- Emergency Cancellations: No fee for genuine emergencies (hospitalisation, family emergency)

### **4.2 Service Provider Cancellation**

- Clean Up Bros will provide reasonable notice for any cancellations
- Alternative service times will be offered where possible
- No charges will apply for provider-initiated cancellations

### **4.3 Rescheduling**

- Services can be rescheduled with 24 hours notice at no additional cost
- Mutual agreement required for schedule changes

## **5. NDIS COMPLIANCE AND QUALITY STANDARDS**

### **5.1 NDIS Code of Conduct**

Clean Up Bros commits to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making
- Respect the privacy of participants
- Provide supports and services in a safe and competent manner
- Act with integrity, honesty, and transparency
- Promptly address complaints and allegations

### **5.2 Quality and Safety Standards**

- All staff are trained in infection control and cleaning protocols
- All cleaners are fully vaccinated (COVID-19 and other required immunisations)
- 24-Hour Satisfaction Guarantee: Free re-clean within 24 hours if service does not meet expectations
- Use of NDIS-approved cleaning products and equipment
- Regular quality audits and participant feedback reviews
- Incident reporting procedures in place
- Public liability insurance maintained (\$10 million minimum)

### **5.3 Worker Screening**

- All workers hold current NDIS Worker Screening Checks
- Police checks updated as required
- Professional indemnity insurance maintained

## **6. SCOPE OF WORK AND LIMITATIONS**

### **6.1 Services Included**

- All household cleaning tasks agreed in service schedule
- Use of all necessary cleaning equipment and supplies
- Travel to and from participant's residence
- Communication with participant and/or support coordinator

### **6.2 Services NOT Included**

- Personal care or assistance (requires separate support worker)
- Shopping or errands (unless separately agreed)
- Maintenance or repairs

- Garden or outdoor maintenance (unless separately agreed)
- Removal of hazardous materials

### **6.3 Site Access Requirements**

- Safe and reasonable access to property required
- Clear communication of any hazards or special requirements
- Adequate water and electricity supply
- Participant or authorised person present for first visit

## **7. PARTICIPANT RIGHTS AND RESPONSIBILITIES**

### **7.1 Participant Rights**

- To be treated with dignity and respect
- To have privacy and confidentiality maintained
- To provide feedback and make complaints
- To request specific workers or work methods
- To terminate services with reasonable notice

### **7.2 Participant Responsibilities**

- Provide safe working environment
- Communicate any health or safety concerns
- Provide reasonable notice for cancellations
- Ensure NDIS plan has adequate funding for services
- Report any issues or concerns promptly

## **8. PRIVACY AND CONFIDENTIALITY**

### **8.1 Information Collection**

- Personal information collected only for service delivery
- Information stored securely in compliance with Privacy Act 1988
- Information shared only with authorised parties (NDIS, plan managers, support coordinators)

### **8.2 Confidentiality**

- All participant information treated as confidential
- Staff bound by confidentiality agreements
- Information not disclosed without consent except as required by law

## **9. COMPLAINTS AND DISPUTE RESOLUTION**

### **9.1 Complaints Process**

1. Contact Clean Up Bros directly: Phone +61 451 449 770 or Email [cleanupbros.au@gmail.com](mailto:cleanupbros.au@gmail.com)
2. Formal written complaint if unresolved within 5 business days
3. External resolution: NDIS Quality and Safeguards Commission (1800 035 544) or NSW Fair Trading

### **9.2 Resolution Timeframes**

- Acknowledgment within 24 hours
- Investigation within 5 business days
- Resolution or action plan within 10 business days

## **10. INSURANCE AND LIABILITY**

### **10.1 Insurance Coverage**

Clean Up Bros maintains:

- Public liability insurance (minimum \$10 million)
- Professional indemnity insurance
- Workers compensation insurance

### **10.2 Liability Limitations**

- Clean Up Bros liable only for negligence or breach of agreement
- Participant responsible for securing valuables
- Pre-existing damage should be reported before service commencement

## **11. AGREEMENT TERM AND TERMINATION**

### **11.1 Agreement Duration**

- This agreement commences on the date specified in Section 2
- Agreement continues until terminated by either party
- Automatic renewal unless notice provided

### **11.2 Termination Rights**

Either party may terminate with 14 days written notice without cause, or with immediate effect for: breach of agreement terms, unsafe working conditions, non-payment beyond 14 days, abusive or threatening behaviour, or funding exhaustion.

### **11.3 Final Services**

- All outstanding invoices payable within 7 days of termination
- Final service provided as scheduled unless immediate termination applies
- Participant records securely archived or transferred as requested

## **12. VARIATION OF AGREEMENT**

### **12.1 Rate Changes**

- NDIS Price Guide changes will be applied as mandated by the NDIA
- 30 days notice for any discretionary rate changes
- No retrospective charges

## **12.2 Service Changes**

- Changes to service scope require written agreement
- Changes to schedule require reasonable notice
- Additional services quoted separately

## **13. GENERAL TERMS**

13.1 Governing Law: This agreement is governed by the laws of New South Wales, Australia.

13.2 Entire Agreement: This document constitutes the entire agreement between parties and supersedes all prior negotiations and agreements.

13.3 Severability: If any provision is found invalid, remaining provisions continue in full force.

13.4 Force Majeure: Neither party liable for failure to perform due to circumstances beyond reasonable control.

## 14. ACKNOWLEDGMENT AND ACCEPTANCE

### CLIENT ACKNOWLEDGMENT

I acknowledge that I have read and understood this agreement, have had the opportunity to seek independent advice, agree to the terms and conditions outlined, and consent to services being provided as described.

**Client Name:** Janette Vamarasi

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**NDIS Number:** \_\_\_\_\_

**Plan Manager (if applicable):** \_\_\_\_\_

### SERVICE PROVIDER ACKNOWLEDGMENT

Clean Up Bros commits to providing services in accordance with this agreement, complying with NDIS Code of Conduct and Quality Standards, maintaining appropriate insurance and worker screening, and respecting participant rights and providing quality care.

**Authorised Representative:** Hafsa Nuzhat (Director)

**Company:** Clean Up Bros | ABN: 26 443 426 374

**Signature:** \_\_\_\_\_

**Date:** 15-12-2025

## SCHEDULE A: INITIAL SERVICE SPECIFICATION

<b>Service Location</b>	17 Como Court, Wattle Grove NSW 2173
<b>Property Type</b>	<input type="checkbox"/> House <input type="checkbox"/> Unit <input type="checkbox"/> Villa <input type="checkbox"/> Other: _____
<b>Number of Bedrooms</b>	_____
<b>Number of Bathrooms</b>	_____

### Special Requirements

- Pet friendly cleaning required  
 Allergy considerations: \_\_\_\_\_  
 Specific products to be used/avoided: \_\_\_\_\_  
 Access considerations: \_\_\_\_\_  
 Other: \_\_\_\_\_

### Initial Service Package

Service Type	Frequency	Hours	Rate	Total
Regular Cleaning	[TBA]	[TBA]	\$58.03/hr	\$_____
Deep Clean (Initial)	One-off	[TBA]	\$58.03/hr	\$_____
Window Cleaning	As required	[TBA]	\$58.03/hr	\$_____

### Estimated Travel Costs (per visit)

<b>Estimated Distance (round trip)</b>	35 km
<b>Travel Cost @ \$0.97/km</b>	\$33.95 per visit
<b>Toll Fees (if applicable)</b>	\$9.62 per visit (estimated)

### IMPORTANT NOTES

1. All rates comply with NDIS Pricing Arrangements and Price Limits 2025-26 (effective 24 November 2025)
2. Services are GST Free under NDIS regulations
3. This agreement should be provided to your plan manager or support coordinator
4. Keep a copy for your records
5. For questions or concerns, contact Clean Up Bros immediately

Document Version: 2.0  
Date Prepared: December 2025  
Prepared For: Janette Vamarasi



## Clean Up Bros

*Committed to delivering quality NDIS cleaning services with professionalism, integrity, and care.*

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