NDIS Service Agreement

1. **Agreement Between**

This **Service Agreement** is for {{ LJLJparticipantname }} , a participant in the National Disability Insurance Scheme, and is made between:

| ***{{ LJLJparticipantname }}*** | *{{ LJLJparticipantrep }}* |
| --- | --- |
| and |  |
| **Provider** | SYC Ltd |

This Service Agreement will commence on {{ LJLJcommenceday }}, {{ LJLJcommencemonth }}, {{ LJLJcommenceyear }}and end on {{ LJLJenddate }}.

1. **Summary**

This Service Agreement is made so that SYC can provide you {{ LJLJsupporttype }} under your NDIS plan.

{{ LJLJndisplanattachedyn }}

SYC and you agree that this Service Agreement is made under the NDIS, which aims to:

* support the independence and social and economic participation of people with disability, and
* enable people with disability to exercise choice and control in how they work towards their goals, and in the planning and delivery of their supports.

1. **Responsibilities of SYC**

SYC agrees to:

* provide supports that meet your needs
* communicate openly and honestly in a timely way
* treat you with courtesy and respect
* discuss with you how supports will be provided
* give you information about how to make a complaint or manage any disagreement about your supports, SYC or our workers
* listen to your feedback and fix problems quickly
* give you a minimum of 24 hours’ notice if SYC must change a scheduled appointment to provide supports
* give you enough notice if we need to end the Service Agreement
* protect your privacy and confidential information
* provide supports that meet relevant laws, including the *National Disability Insurance Scheme Act 2013* and rules, and Australian Consumer Law
* issue regular invoices and statements of the supports delivered to you. We must do this under NDIS rules
* regularly review your supports with you

1. **Responsibilities of the participant/participant’s representative**

You or your representative agree to:

* tell SYC how you want supports to be delivered to meet your needs
* treat SYC workers with courtesy and respect
* talk to your worker or their manager if you are concerned about the supports being provided
* tell SYC at least one business day before a scheduled appointment if you can’t attend
* give SYC at least one month notice if you need to end the Service Agreement
* let SYC know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or you stop being a participant in the NDIS.

1. **Payments**

Payment for supports is due after SYC has provided them.

{% if LJLJpaymentoption == ‘Self-managed‘ %} As you self-manage your NDIS funding, SYC will provide you with an invoice after we provide supports. {% endif %}

{% if LJLJpaymentoption == ‘NDIA managed funding‘ %} As you have nominated the NDIA to manage your funding, SYC will claim payment for those supports from the NDIA. {% endif %}

{% if LJLJpaymentoption == ‘Plan management provider‘ %} As you have nominated {{ LJLJpaymentprovidername }} to manage your funding, SYC will invoice {{ LJLJpaymentprovidername }} after we provide supports. {% endif %}

1. **Changes to this Service Agreement**

If you or SYC need to change this Service Agreement, we both agree to discuss and review it. Any agreed changes will be in writing, signed, and dated by both you/your representative and SYC.

1. **Ending this Service Agreement**

If either you or SYC want to end this Service Agreement one month’snotice must be given.

1. **Feedback, complaints, and disputes**

Feedback

If you want to provide feedback about SYC’s NDIS supports or your worker, please call or email the Manager of SYC’s NDIS Services:

Telephone: 08 8405 8500

Email: [feedback@syc.net.au](mailto:feedback@syc.net.au)

Complaints

If you are not happy with the supports provided and want to make a complaint, please contact SYC to tell us:

Telephone: (08) 8405 8500; ask to speak with the Manager of SYC’s NDIS Services

Email: [feedback@syc.net.au](mailto:feedback@syc.net.au)

Post to: SYC – Quality Management

Reply Paid 8241

GPO Box 1869, Adelaide SA 5001

(No stamp is needed)

If you are not satisfied with the Manager’s response, or you do not want to talk with SYC, please contact the NDIS Quality and Safeguards Commission:

* by calling 1800 035 544 or
* by visiting one of their offices, or
* online at <https://www.ndiscommission.gov.au/about/complaints>.

1. **Contact details**

| **Contact details for {{ LJLJparticipantname }}** | |
| --- | --- |
| **Phone [B/H]**  **Phone [A/H]** | {{ LJLJphonebh }}  {{ LJLJphoneah }} |
| **Mobile** | {{ LJLJmobile }} |
| **Email** | {{ LJLJemail }} |
| **Address** | {{ LJLJaddress }} |
| **Alternative contact person** | {{ LJLJalternativecontact }} |

{% if LJLJpaymentoption == ‘NDIA managed funding’ %}

| **Contact details for NDIA** | |
| --- | --- |
| **Phone [B/H]**  **Phone [A/H]** | {{ LJLJndiaph }}  {{ LJLJphoneah }} |
| **Mobile** | {{ LJLJmobile }} |
| **Email** | {{ LJLJemail }} |
| **Address** | {{ LJLJaddress }} |
| **Alternative contact person** | {{ LJLJalternativecontact }} |

{% endif %}

{% if LJLJpaymentoption == ‘Plan management provider‘ %}

| **Contact details for Plan Manager:** {{ LJLJplanmanagementprovidername }} | |
| --- | --- |
| **Contact person** | {{ LJLJplanmanagertitle }} {{ LJLJplanmanagername }} |
| **Phone** | {{ LJLJplanmanagementproviderphone }} |
| **Mobile** | {{ LJLJplanmanagementprovidermobile }} |
| **Email for enquiries** | {{ LJLJplanmanagementproviderenq }} |
| **Email for invoices** | **{{ LJLJplanmanagementproviderinv }}** |
| **Address** | {{ LJLJplanmanagementprovideraddress }} |
| **NDIS Registration** | {{ LJLJplanmanagementproviderndisreg }} |
| **ABN** | {{ LJLJplanmanagementproviderabn }} |

{% endif %}

| **Contact Details for SYC** | |
| --- | --- |
| **Contact person name** | {{ LJLJsycname }} |
| **Contact person title** | {{ LJLJsyctitle }} |
| **Phone** | {{ LJLJsycphone }} |
| **Mobile** | {{ LJLJsycmobile }} |
| **Email** | {{ LJLJsycemail }} |
| **Address** | {{ LJLJsycaddress }} |

1. **Cancellation Policy**

If {{ LJLJparticipantorrep }} need to cancel a scheduled appointment you must tell us at least two business days before. If you do not provide one business days’ notice, SYC may charge 90% (or such percentage as approved by the NDIA) of the cost of supports to be provided at that appointment, at our discretion. (Business days are Monday to Friday).

1. **Travel**

SYC will claim the time your worker spends travelling to provide supports up to a maximum of 30 minutes to you and, for capacity building supports, up to a maximum of 30 minutes back to your worker’s usual office.

1. **Agreement signatures**

{{ LJLJparticipantorrep }} agree to the terms and conditions of this Service Agreement.

|  |  | {{ LJLJparticipantorrep }} |
| --- | --- | --- |
| Signature of  {{ LJLJparticipantorrep }} |  |  |

|  |
| --- |
| Date |

|  |  | {{ LJLJsycname }} |
| --- | --- | --- |
| Signature of authorised person from SYC |  | Name of authorised person from SYC |

|  |
| --- |
| Date |

**Schedule of supports**

| **Support**  *List the name of the support.* | **Description of support**  *List the details of the support, including scope, item number and volume.* | **Price and payment information**  *List the price of the support (e.g. per hour / per session / per unit)* | **How the support will be provided**  *List how, when, where, and by whom the support will be provided.* |
| --- | --- | --- | --- |
| {% if JMM\_petlist == ‘JMM\_assist‘ %} Assistance with daily life {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_Compart‘ %} Assistance with social and community participations {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_Cordsup‘ %} Coordination of supports {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_live‘ %} Improved living arrangements {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_inclusion‘ %} Increased social and community participation {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_work‘ %} Finding and keeping a job {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_Life‘ %} Improved daily living {% endif %} |  |  |  |
| {% if JMM\_petlist == ‘JMM\_Love‘ %} Improved relationships {% endif %} |  |  |  |
| **Travel** | Total hours travel at hourly rate per appointment | | |