



SERVICE AGREEMENT RESPONSIBILITES

SCOPE

This policy outlines the responsibilities of both the Participant and the Provider in delivering and receiving supports under the National Disability Insurance Scheme (NDIS).

POLICY STATEMENT

This policy establishes clear expectations regarding service provision, communication, and cancellations to ensure a collaborative and effective support environment.

Your Supports and Services

What Supports?

ABC will deliver supports in line with the agreed Schedule of Supports and the Participant's NDIS plan. This will be based on their circumstances and available funding.

Delivery of Supports

Your Schedule of Support document will outline the how your Supports will be delivered and this will be determined with you and can be updated as required.

Cancellation of Services

Short notice cancellations

As per the NDIS Pricing Arrangements and Limits, a short notice cancellation is when:

- The Participant provides less than two (2) clear business days' notice before a scheduled support.
- The Participant does not attend or is not present at the agreed time and place.

In such cases, the Provider may claim the cost of the scheduled support unless:

- The Provider chooses to waive the fee at their discretion, considering individual circumstances.
- The Provider can secure alternative billable work for the allocated support time.

Ending services

The Service Agreement and Consents may be ended by either party:

- The Participant/ participant representative can end the Service Agreement and Consents at any time:
 - The Participant/ participant representative must inform ABC to discontinue the service in writing
 - Ending the "My Provider" arrangement (If required) with the NDIA by calling the NDIA on 1800 800 110.
 - ABC will cease providing supports on the agreed date and finalise all outstanding claims with the Service Agreement and relevant policies.



- After services have ended, ABC will only share information or documents after services end in accordance with the Privacy and Confidentiality Policy and with the Participant's written consent, unless required by law.
- ABC will also seek feedback after the cessation of services.
- ABC can initiate ending service with the participant /participant's representative at any time:
 - ABC will confirm an agreed end date in writing to end services.
 - ABC will cease providing supports on the agreed date and finalise all outstanding claims with the Service Agreement and relevant policies.
 - After services have ended, ABC will only share information or documents after services end in accordance with the Privacy and Confidentiality Policy and with the Participant's written consent, unless required by law.
- In cases where ABC cannot continue services due to operational reasons, ABC will work collaboratively with the Participant to transition them to their preferred provider.
- If a Participant's NDIS plan is suspended or replaced, the participant/participant's representative must notify ABC immediately to ensure a smooth transition.

Provider Responsibilities

- Review the schedule of supports as requested or upon a new NDIS plan period with the participant/participant's representative.
- Provide supports that meet the Participant's needs and preferences.
- Communicate openly, honestly and in a timely manner.
- Treat the Participant with courtesy and respect.
- Consult the Participant on decisions about how supports are provided.
- Obtain the participant's consent if ABC wishes to take a photograph or video of a participant or the participant's environment to use them in reports about the participant. Provide the Participant with information about managing any complaints or disagreements and details of the provider's cancellation policy.
- Listen to the Participant's feedback and resolve problems quickly.
- Give the Participant a minimum of 24 hours' notice if the Provider has to change a scheduled appointment to provide supports.
- Give the Participant the required notice if the Provider needs to end the Service Agreement (see 'Ending Services' above 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
- Issue statements of the supports delivered to the Participant upon request.

Participant Responsibilities

- Inform ABC as to how they wish the supports to be delivered to best meet the Participant's needs.
- Treat ABC representatives with courtesy and respect at all times.



- Talk to ABC management if the Participant has any concerns about the supports being provided.
- Provide ABC with notice in writing if the Participant needs to end the Service Agreement (see 'Ending Services' above for more information).
- 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.