



NDIS Fact Sheet Service Agreements



A Service Agreement is a written agreement between RIDBC and you (the client) who is having supports provided under a NDIS Plan.



Our Service Agreement complies with the NDIA Terms of Business for Registered Providers and the NDIS Commission's Practice Standards.

Why do we need it?

For you:

A Service Agreement ensures that there is an **agreed set of expectations** of what supports will be delivered and how these supports will be provided.

For us:

Service Agreements are required to enable RIDBC to **receive payments** for the supports provided.

KEY points



Developing a Service Agreement is a **collaborative process** between you (the client), any other person (such as a carer, parent or nominee) and RIDBC.



The dates and goals of the Service Agreement and the NDIS Plan **need to be aligned**. Please note: a new Plan requires a new Service Agreement.



It is up to you (the client) whether a copy of your NDIS plan is shared with RIDBC.

Our commitment to you. We will:

As a Provider we have a number of responsibilities, all of which are detailed in the agreement.



Explain

the Service Agreement to you, including what will be provided against your NDIS plan support budgets + the rates as per the price guide.



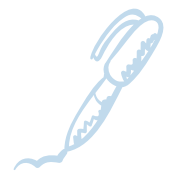
Confirm

how NDIS Plan payments will be managed between you and RIDBC.



Advise

you who to contact should you have any concerns or questions.



Ensure

that the agreement is signed/approved by you and RIDBC staff before beginning services.