




# 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.



It consists of **3 components**:

1. Service Agreement
2. Schedule of Supports
3. Standard Terms and Conditions



The dates and goals of the Service Agreement and the NDIS Plan **need to be aligned**.

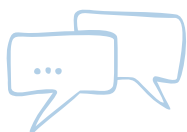
Please note: a new Plan requires a new Service Agreement.



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.