

NDIS SERVICE AGREEMENT

SCOPE

This Service Agreement is made in accordance with the National Disability Insurance Scheme (NDIS) rules and objectives. It has been developed to ensure that both the Participant and the Provider share a clear understanding of the supports to be delivered in line with the Participant's NDIS Plan. The aims of this agreement are to:

- Support the independence and social and economic participation of people with disability.
 - Provide reasonable and necessary supports, including early intervention supports, for participants.
 - Enable people with disability to exercise choice and control in pursuing their goals and in the planning and delivery of their supports.
 - Facilitate a nationally consistent approach to accessing, planning, and funding supports.
 - Promote the provision of high-quality and innovative supports.
 - Raise community awareness and encourage greater inclusion of people with disability.
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SERVICE AND SUPPORT SCHEDULE

The agreed services and supports between the Participant and the Provider are documented in the Participant's Support Plan.

CONTINUITY OF SUPPORTS

Participant needs, support requirements, strengths, goals, cultural background, diversity, values, and beliefs are identified during the initial assessment and documented accordingly.

Participant preferences (such as language, culture, or specific support criteria) will be considered wherever possible.

Velora Healthcare is committed to providing consistent and reliable support. In the event of worker absence or vacancy, a suitably qualified and experienced replacement will be arranged.

If any unavoidable interruptions occur, alternative arrangements will be discussed and agreed upon with the Participant.

CHANGES

If changes to supports or service delivery are required, both parties agree to review and discuss this Service Agreement. Any changes will be documented in writing and signed by both parties.

WITHDRAWAL

This Service Agreement may be ended by either party with four (4) weeks' written notice. This notice period may be waived if either party breaches the agreement.

Supports will not be withdrawn or denied solely due to a Participant's dignity of risk decisions.

RESPONSIBILITIES

Service Provider (Velora Healthcare)

Velora Healthcare agrees to:

- Respect the Participant's legal and human rights.
 - Respect the Participant's culture, diversity, values, and beliefs.
 - Protect the Participant's privacy, dignity, and confidentiality.
 - Work respectfully with interpreters or representatives where required.
 - Support the Participant's autonomy and right to make choices.
 - Support the Participant's right to access an advocate.
 - Provide supports in accordance with the Support Plan.
 - Review supports at least every 12 months with the Participant.
 - Treat the Participant with courtesy, respect, and professionalism.
 - Communicate openly, honestly, and in a timely manner.
 - Consult with the Participant or their representative on decisions regarding supports.
 - Listen to feedback and resolve concerns promptly.
 - Provide clear information on managing incidents, complaints, or disputes.
 - Provide details of the cancellation policy.
 - Give appropriate notice if ending this agreement.
 - Provide at least 24 hours' notice if a scheduled support needs to be changed.
 - Maintain accurate records of services provided.
 - Deliver supports in accordance with all relevant laws, including the *NDIS Act 2013* and Australian Consumer Law.
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Participant / Participant's Representative

The Participant agrees to:

- Inform the Provider of their preferences regarding how supports are delivered.
- Notify the Provider of any changes to personal details (e.g. contact information, address).
- Treat staff with courtesy and respect.
- Raise any concerns about supports with the Provider.
- Provide at least 24 hours' notice if unable to attend a scheduled support.
- Provide required notice if ending this agreement.
- Inform the Provider immediately if their NDIS plan changes, is suspended, or ends.

PARTICIPANT'S LEGAL AND HUMAN RIGHTS

Velora Healthcare is committed to upholding the Participant's legal and human rights in all aspects of service delivery.

The Participant Handbook outlines key policies, including:

- Feedback and Complaints Policy
- Privacy & Confidentiality Policy
- Participant Consent Policy
- Culture, Diversity, Values and Beliefs Policy
- Violence, Abuse, Neglect, Exploitation & Discrimination Policy
- Decision-Making Policy
- Right to Access an Advocate Policy
- Conflict of Interest Policy

A copy of the Participant Handbook is provided to the Participant.

EMERGENCY AND DISASTER PREPAREDNESS

Velora Healthcare will maintain an emergency response plan to address unexpected events that may result in:

- Injury or loss of life
- Business disruption
- Environmental or property damage

An emergency evacuation plan will be available at each site, and individual support plans and risk assessments will be developed.

All support workers are trained in emergency procedures and will have access to relevant Participant information to respond appropriately.

FEES AND CHARGES

Costs

- All services and supports are outlined in the Support Plan.
 - Fees comply with the NDIS Price Guide and may change in line with updates.
 - Any changes will be communicated in writing.
 - Prices are GST inclusive (where applicable).
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Payment

- **NDIA Managed Funding:** Provider will claim directly from NDIA.
- **Plan Managed:** Provider will claim through the nominated Plan Manager.

If an invoice remains unpaid after 2 weeks, services may be paused until payment is received.

Cancellation

By the Participant:

- Short-notice cancellations (after 3:00 PM the day before) may incur up to 90% of the fee.
 - Non-attendance or absence at the agreed location is also considered a short-notice cancellation.
 - Cancellations can be made via phone, text, or email.
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Additional Expenses

Any additional costs not covered by the NDIS (e.g. meals, entry fees) are the Participant's responsibility.

PARTICIPANT CONSENT

Velora Healthcare is committed to protecting Participant information.

- Information is recorded accurately, kept confidential, and accessed only by authorised staff.
- Participants have the right to access their information.
- Personal information is collected only as required to deliver supports.

Full details are outlined in the Participant Handbook.

INCIDENTS

Velora Healthcare ensures all incidents (including abuse, neglect, exploitation, and discrimination) are:

- Reported
- Investigated
- Addressed appropriately

Participants will be informed of outcomes relating to any incidents involving them.

FEEDBACK AND COMPLAINTS

Participants are encouraged to provide feedback or raise concerns at any time.

Contact:

- Jaskirat Tiwana
- Phone: 0403 204 867
- Address: Locust Road, Aintree VIC 3336
- Email: info@velorahealthcare.com.au

You may also contact the NDIS Commission:

- Phone: 1800 035 544
 - Website: www.ndiscommission.gov.au
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ADVOCACY

Participants have the right to access independent advocacy services through the National Disability Advocacy Program (NDAP).

Advocacy supports participants by:

- Acting in their best interests
- Promoting their rights
- Providing independent support

Find services at:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

AGREEMENT SIGNATURES

I confirm that I have read, understood, and agree to the terms of this Service Agreement, including policies relating to cancellation, payment, feedback, and responsibilities.

Both parties agree to the terms and conditions outlined above.

Date: / /