

NDIS Plan Provider - Service Agreement

This Service Agreement (the "Agreement") is made on [Date] between:

Neurokin Natural Cleaning (the "Provider")

ABN: 47843490313

Email: info@neurokincleaning.com.au

Address: 210 MacQuarie Rd, Springwood NSW 2777

AND

[NDIS Plan Provider Name] (the "Plan Provider")

ABN: [NDIS Plan Provider's ABN]

Email: [NDIS Plan Provider's Email]

Address: [NDIS Plan Provider's Address]

1. Definitions and Interpretation

1.1 Service: The Provider shall provide cleaning services using only natural, non-toxic, and neurodiverse-friendly cleaning products, tailored to the needs of participants in accordance with the National Disability Insurance Scheme (NDIS).

1.2 Participant: An individual who is receiving services funded through NDIS.

1.3 Self Managed Participant: A participant whose NDIS plan is self-managed and is responsible for managing and paying for their own services.

1.4 Plan Managed Participant: A participant whose NDIS plan is managed by an NDIS Plan Manager.

1.5 Agency Managed Participant: A participant whose NDIS plan is managed by the NDIA (National Disability Insurance Agency). This Agreement excludes Agency Managed Participants.

2. Scope of Services

2.1 The Provider agrees to provide the following services to participants under the Plan Provider's direction:

- Regular or one-time cleaning services for domestic or business premises
- Specific cleaning requests or accommodations (e.g., ADHD-friendly and neuro-inclusive cleaning processes)
- Use of natural, eco-friendly, and non-toxic cleaning products
- Customization of services as required by the Plan Provider to meet the unique needs of the participants

2.2 The Provider will work directly with the Plan Provider to ensure that all services meet the needs of the participant and comply with NDIS standards.

3. Eligibility Criteria

3.1 Only Self Managed or Plan Managed NDIS participants are eligible to access services under this Agreement.

3.2 The Plan Provider confirms that all participants referred to the Provider for services under this Agreement are either Self Managed or Plan Managed.

3.3 Agency Managed NDIS participants are not eligible for the Provider's services under this Agreement.

4. Responsibilities of the Plan Provider

4.1 The Plan Provider agrees to:

- Ensure all relevant information about the participant's needs is provided to the Provider, including any relevant NDIS plans, support requirements, and preferences.
- Confirm that all participants referred to the Provider are Self Managed or Plan Managed.
- Communicate promptly with the Provider in the event of any changes to a participant's needs.
- Confirm that all services requested are covered by the participant's NDIS plan and funding.

5. Payment Terms

5.1 The Plan Provider shall be responsible for the payment of services rendered under this Agreement.

5.2 Payment will be made in accordance with the agreed NDIS funding arrangements, and based on the Provider's standard pricing structure or as specified in writing.

5.3 Payment is strictly due within 7-10 business days of the invoice date. Late payments may incur additional charges or interest as determined by the Provider.

5.4 For any overdue payments, the Provider reserves the right to suspend any subsequent bookings or services until full payment has been received.

5.5 Invoices will be issued on the same day that the service is provided.

5.6 When small businesses are paid late, it limits their ability to invest, grow, employ staff, and pay their employees. With almost 50% of small business invoices in Australia paid late, this has a detrimental impact. Please be prompt with arranging payment to our small business so we can continue to serve our community as we do best.

6. Terms of Service & Fees

6.1 The participant and Plan Provider acknowledge that they are bound by the Provider's standard Terms of Service.

6.2 Fees applicable under this Agreement:

No Show / Lock-Out Fee: A charge of \$145 will apply if the Provider is unable to access the property on the day of the booking due to the participant being absent and/or uncontactable without prior arrangements being communicated.

Last Minute Termination Fee: A charge of \$85 will apply for cancellations or changes made within 24 hours of a scheduled appointment.

6. Confidentiality

6.1 Both parties agree to keep all confidential information about the participant and the services provided under this Agreement private and will not disclose any personal or sensitive data to third parties without the prior written consent of the other party, except as required by law.

7. Term and Termination

7.1 This Agreement will commence on the date signed and will remain in effect until terminated by either party.

7.2 Either party may terminate this Agreement with 24 hours written notice. In the event of a breach, the non-breaching party may terminate this Agreement immediately.

8. Liability and Insurance

8.1 The Provider will maintain appropriate public liability insurance and workers' compensation insurance as required by law and to cover the activities performed under this Agreement.

8.2 The Plan Provider will not be liable for any injury, loss, or damage resulting from the Provider's negligence or failure to perform services as agreed.

9. Dispute Resolution

9.1 In the event of a dispute, both parties agree to resolve the issue in good faith through informal negotiation. If the dispute cannot be resolved, mediation or another alternative dispute resolution method may be pursued.

10. Compliance with NDIS and Legislation

10.1 The Provider agrees to comply with all relevant NDIS standards and guidelines, including the NDIS Code of Conduct and the NDIS Quality and Safeguarding Framework.

10.2 The Plan Provider also agrees to ensure that all services requested and provided under this Agreement comply with NDIS rules and policies.

11. Miscellaneous

11.1 This Agreement may be amended only by mutual written consent of both parties.

11.2 Neither party may assign this Agreement or any of its rights or obligations without prior written consent.

11.3 This Agreement is governed by the laws of [State/Territory], Australia.

12. Invoice Formatting Terms

12.1 Each invoice issued by the Provider will include clear and concise line items to accurately reflect the services provided. The following details will be included in the line items for each package:

- **Description of Service:** A brief description of the service provided (e.g., "The Executive Function Boost", "The ADHD Reset Package", etc.).
- **NDIS Code:** The corresponding NDIS service code for the activity (e.g., 01_020_012 0_1_1).
- **Service Type:** House Cleaning and Other Household Activities.
- **Date of Service:** The exact date(s) the service was provided.
- **Quantity (QTY):** The number of hours provided for each package.
- **Price Total:** The total price for each package, inclusive of GST.
- **GST (if applicable):** Goods and Services Tax (GST) amount, if applicable.
- **Discounts (if applicable):** Any discounts applied to the service or package, if applicable.
- **Total Invoice Amount:** The total amount due for the invoice, including taxes and discounts.

12.2 The line items for each specific package will read as follows:

- **The Executive Function Boost Package**

01_020_012 0_1_1 | House Cleaning and Other Household Activities | 1.5 @ \$56.23 | Total: \$84.35

01_020_012 0_1_1 | Provider Travel – Labour Costs (Time) | 0.5 @ \$56.23 | Total: \$28.12

01_020_012 0_1_1 | Preparation and Administration – Non Face-to-Face Support | 0.5 @ \$56.23 | Total: \$28.12

PRICE TOTAL: \$ 140.59 inc GST

- **The Overwhelm Reset Package**

01_020_012 0_1_1 | House Cleaning and Other Household Activities | 3.0 @ \$56.23 | Total: \$168.69

01_020_012 0_1_1 | Provider Travel – Labour Costs (Time) | 0.5 @ \$56.23 | Total: \$28.12

01_020_012 0_1_1 | Preparation and Administration – Non Face-to-Face Support | 0.5 @ \$56.23 | Total: \$28.12

PRICE TOTAL: \$224.93 inc GST

o **The Crisis Clean Package**

01_020_012 0_1_1 | House Cleaning and Other Household Activities | 4.5 @ \$56.23 | Total: \$253.04

01_020_012 0_1_1 | Provider Travel – Labour Costs (Time) | 0.5 @ \$56.23 | Total: \$28.12

01_020_012 0_1_1 | Preparation and Administration – Non Face-to-Face Support | 0.5 @ \$56.23 | Total: \$28.12

PRICE TOTAL: \$309.28 inc GST

o **The Linen & Laundry Reset**

01_020_012 0_1_1 | House Cleaning and Other Household Activities | 1.25 @ \$56.23 | Total: \$70.29

01_020_012 0_1_1 | Provider Travel – Labour Costs (Time) | 0.5 @ \$56.23 | Total: \$28.12

PRICE TOTAL: \$98.41 inc GST

12.3 The invoice will include a clear breakdown of all services provided, ensuring that the Plan Provider can easily review the services and costs for each participant.

12.4 Any additional or specific services requested by the Plan Provider or participant will be clearly stated as separate line items on the invoice.

12.5 If multiple services or packages are provided, each will be listed individually with its corresponding description, rate, and total cost.

Signatures:

By signing below, both parties agree to the terms outlined in this Service Agreement.

Provider Representative:

Name: _____

Signature: _____

Date: _____

Plan Provider Representative:

Name: _____

Signature: _____

Date: _____