

Provider: Rehab Hire & Sales		Provider Number: 4050008554
Participant Name:	Date of Birth:	NDIS Number:
Address:		
Telephone:	Mobile:	Email:
Plan Manager:	Email:	
Plan Start Date:	Plan End Date:	
Support Coordinator:	Company:	
Telephone:	Mobile:	Email:
Plan Nominee NOK:	Relationship:	
Telephone:	Mobile:	Email:

THE NDIS AND THIS SERVICE AGREEMENT

This Service Agreement is made for the purpose of providing supports under the participant's National Disability Insurance Scheme (NDIS) plan.

- The parties agree that this service agreement is made in the context of the NDIS, which is a scheme that aims to:
- Support the independence and social and economic participation of people with disability, and
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

SCHEDULE OF SUPPORTS

Rehab Hire & Sales agrees to provide the participant products and services as per attached quote.

The supports and their prices are set out in the attached quote. All prices GST inclusive (if applicable) and include the cost of providing the supports.

RESPONSIBILITIES OF REHAB HIRE & SALES

Rehab Hire & Sales agrees to:

- Review the provision of supports, to ensure they meet requirements
- Once agreed, provide supports that meet the participant's needs at the participant's preferred times
- Communicate openly and honestly in a timely manner
- Treat the participant with courtesy and respect
- Consult the participant on decisions about how supports are provided
- Listen to the participant's feedback and resolve problems quickly
- Give the participant the required notice if the provider needs to end the service agreement (see 'Ending this Service Agreement' below 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 regular invoices and statements of the supports delivered to the participant.

RESPONSIBILITIES OF THE PARTICIPANT

Comment: Providers may want to consider what additional responsibilities a participant may have. Some might include: policy regarding participant change of circumstance, obligation of participant to pay and/or acknowledge supply of support, and compliance with provider policies.

The Participant agrees to:

- Inform Rehab Hire & Sales about how they wish the supports to be delivered to meet their needs
- Treat Rehab Hire & Sales with courtesy and respect
- Talk to Rehab Hire & Sales if they have any concerns about the supports being provided
- Give Rehab Hire & Sales the required notice if they need to end the service agreement (see 'Ending this Service Agreement' below for more information), and
- Let Rehab Hire & Sales know immediately if their NDIS plan is suspended or replaced by a new NDIS plan or they stop being a participant in the NDIS
- Advise Rehab Hire & Sales if there are any changes, including their contact details, support worker contact details, plan management details.

PAYMENTS

Rehab Hire & Sales will seek payment for their provision of supports as follows:

1. Self-Managed Participants

Payment by credit card is required (VISA or MasterCard) or EFT (Electronic Funds Transfer) for

a. Hire

An initial charge of two weeks plus delivery fees will be deducted from the nominated credit card prior to delivery of hire equipment. Or an invoice for EFT payment will be sent to the participant for payment of initial charge of two weeks plus delivery fees prior to delivery of hire equipment. Invoices will be issued every 2 weeks thereafter until advised that equipment is no longer required.

b. Purchase

Minimum 50% deposit at the time of order and full payment required prior to order being delivered.

2. Plan Managed Participants:

a. Hire

Written confirmation from the plan manager that the participant has sufficient funds in their plan to cover the hire costs and plan manager's billing information prior to order being processed and delivered. Invoice will be sent to the plan manager with net 30 days term from date of invoice.

b. Purchase

Invoice to be sent to plan manager for payment prior to order being processed and delivered.

3. NDIA Managed

a. Hire

- i. Rehab Hire & Sales will complete a service booking through the NDIS Myplace Portal prior to order being processed and delivered. Payment request will be submitted against the service booking on a 4 weekly basis or for the hire period if less than 4 weeks.
- ii. Where quote is required for NDIA approval, NDIA completed service booking is required prior to order being processed and delivered.

b. Purchase

- iii. Rehab Hire & Sales will complete a service booking through the NDIS Myplace Portal prior to order being processed and delivered.
- iv. Where quote is required for NDIA approval, NDIA completed service booking is required prior to order being processed and delivered.

CHANGES TO THIS SERVICE AGREEMENT

If changes to the supports or their delivery are required, the parties agree to discuss and review this service agreement. The parties agree that any changes to this service agreement will be in writing, signed, and dated by the parties.

- The participant's NDIS plan is expected to remain in effect during the period the supports are provided; and
- The participant will immediately notify the provider if their NDIS plan is replaced by a new plan or the participant stops being a participant in the NDIS.

ENDING THIS SERVICE AGREEMENT

Should either party wish to end this service agreement they must give 7 business days notice.

FEEDBACK, COMPLAINTS, AND DISPUTES

Rehab Hire & Sales is committed to handling complaints in a fair and prompt manner and corrective actions are completed in a timely manner.

If the participant wishes to give the provider feedback, they can talk to one of our customer service representatives by calling 1300 000 030; by sending an email to ndis@rehabhire.com.au; by writing to us at Attention: NDIS Manager 320 Lorimer Street Port Melbourne Victoria 3207; or by contacting us via our website at rehabhire.com.au/ndis-info.

If the participant is not happy with the provision of supports and wishes to make a complaint, they can talk to one of our customer service representatives by calling 1300 000 030; by sending an email to contact@rehabhire.com.au; by writing to us at 320 Lorimer Street Port Melbourne Victoria 3207; or by contacting us via our website at rehabhire.com.au/contact.

If the participant is not satisfied with our complaints resolution, they can: visit ndiscommission.gov.au/complaints; call 1800 035 544; mail NDIS Quality and Safeguards Commission PO Box 210 Penrith NSW 2751.

For more information about our Feedback and Complaints Management Policy, please visit our website a rehabhire.com.au.

INCIDENT MANAGEMENT

Rehab Hire & Sales has established an incident management system that identifies, assesses, manages, and resolve incidents and meets the requirements of the NDIS Commission. This includes an incident register and reporting mechanism.

All of our workers are trained in, aware of, and comply with the required procedures in relation to incident management i.e. identifying reportable incidents, completing incident forms, and following relevant procedures such as responding in an emergency and reporting incidents to the NDIS Commission. For more information about our Incident Management Policy, please visit our website at rehabhire.com.au.

PRIVACY

The Rehab Hire & Sales Privacy Policy ensures we protect and handle personal information in accordance with the NDIS and relevant privacy legislation. We acknowledge an individual's right to privacy while recognising that personal information is required to be collected, maintained, and administered in order to provide a safe working environment and a high standard of quality.

The information we collect is used to provide services to participants in a safe and healthy environment with individual requirements to meet duty of care obligations, to initiate appropriate referrals, and to conduct business activities to support those services.

For more information about our Privacy Policy, please visit our website at rehabhire.com.au

NON-PAYMENT AND EQUIPMENT COLLECTION

Suspension and collection. If invoices issued to the Participant remain unpaid for two (2) consecutive months and no genuine dispute or mutually agreed payment arrangement is in place, Rehab Hire & Sales may suspend non-urgent services and/or arrange the collection of hired equipment.

Notice. Rehab Hire & Sales will provide written notice to the Participant and the Participant's authorised nominee (including the Plan Manager or Support Coordinator) at least seven (7) business days before any suspension of services or before arranging collection of equipment. The notice will identify the outstanding amount, explain the action that will be taken if payment is not received, set out how the debt may be resolved (including the dispute process), and provide contact details for making payment or raising a dispute. Notice will be sent by email and by one additional method (post or SMS) where email is not available.

Reasonable efforts to resolve. Before any collection or suspension, Rehab Hire & Sales will make reasonable efforts to resolve the outstanding debt, which will include a minimum of two written payment reminders, at least one telephone attempt to the Participant or their nominated representative, and direct contact with the Plan Manager or Support Coordinator (where applicable) to verify payment status and discuss repayment options. All such contact will be recorded.

Health and safety exception. Rehab Hire & Sales will not suspend essential supports or collect equipment where, in Rehab Hire & Sales' reasonable view, doing so would pose an immediate or foreseeable risk to the Participant's health or safety.

Liability for charges and costs. Where equipment is collected because of non-payment, the Participant remains liable for hire charges up to the date of collection, any outstanding invoice amounts, and any reasonable costs incurred by Rehab Hire & Sales in effecting collection, storage, repair, or replacement of returned equipment. Administration, late payment or collection costs will only be applied in accordance with Rehab Hire & Sales' standard trading terms.

Privacy and conduct of collection. Rehab Hire & Sales will limit information shared to what is necessary for collection, will comply with privacy obligations, and will ensure any collection is carried out respectfully, safely and by appropriately trained staff. Records of all actions will be retained in the participant file.

Other rights. These rights are additional to, and do not limit, any other rights Rehab Hire & Sales may have under this Agreement or under its standard trading terms.

AGREEMENT SIGNATURES

Both parties have read the above information, understand these conditions, and acknowledge that this service agreement covers the entire duration of the participant's plan as specified by the start and end dates entered above.

Participant:

Rehab Hire & Sales representative:

or

Representative:

Signature:

Signature:

Date:

Date: