

# NDIS Service Agreement



THIS IS AN AGREEMENT BETWEEN 1300 RIDESHARE PTY LTD AND

DATE COMPLETED/COMMENCEMENT DATE

PARTICIPANT NAME

*Hereafter referred to as 'participant'*

ADDRESS

STATE

POSTCODE

PHONE

DATE OF BIRTH

NDIS #

PLAN DATE

TO

FUNDING ALLOCATED

*Max under Service Agreement for category claimed*

LINE ITEM

VEHICLE REQUIRED

WHEELCHAIR ACCESSIBLE

PAYMENT MADE BY

NDIS

SEDAN

PLAN MANAGER

SELF MANAGED

## SUPPORT COORDINATOR/REPRESENTATIVE

## PLAN MANAGER

NAME

CO NAME

ADDRESS

ADDRESS

EMAIL

EMAIL

PHONE

PHONE

**SERVICE AGREEMENT WILL EXPIRE 30 DAYS AFTER EXPIRATION OF PLAN DATES**

**Agreement signatures** The parties agree to the terms and conditions of this Service Agreement.

### PARTICIPANT

### 1300 RIDESHARE

*Signature of [participant/  
participant's representative]*

*Signature of authorised person  
from 1300 Rideshare Pty Ltd*

*Name of [participant/  
participant's representative]*

*Name of authorised person  
from 1300 Rideshare Pty Ltd*

DATE

DATE



## 1. Parties

This Service Agreement is for a Participant in the National Disability Insurance Scheme (participant) details as above, and

## 2. Summary

This Service Agreement is made for the purpose of providing TRANSPORT SERVICES under the participant's 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.

## 3. Schedule of supports

The Provider agrees to provide the participant TRANSPORT SERVICES.

The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive and include the cost of providing the supports and amount is detailed above.

## 4. Responsibilities of 1300 Rideshare Pty Ltd

1300 Rideshare agrees to:

- review the provision of transport services at each occasion of service with the participant
- once agreed, provide transport services 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 transport
- give the participant information about managing any complaints or disagreements and
- details of the provider's cancellation policy (if relevant)
- listen to the participant's feedback and resolve problems quickly
- give the participant a minimum of 24 hours' notice if the provider has to change a scheduled appointment to provide transport services
- 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 support 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
- issue regular invoices and statements of the transport services delivered to the participant as per the Terms of Business for Registered Providers.

## 5. Responsibilities of the participant/participant's representative

The participant/participant's representative agrees to:

- inform the provider about how they wish the Transport services to be delivered to meet the participant's needs
- treat the provider with courtesy and respect
- talk to the provider if the participant has any concerns about the transport services being provided
- **give 1300 Rideshare Pty. Ltd. a minimum of 1 hours' notice if the participant cannot make scheduled appointment; and if the notice is not provided by then, 1300 Rideshare Pty. Ltd cancellation policy will apply see (14. Cancellation Policy)**
- give 1300 Rideshare Pty. Ltd the required notice if the participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information), and
- **let 1300 Rideshare Pty. Ltd know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS.**

## 6. Payments

1300 Rideshare Pty. Ltd. will seek payment for their provision of transport services in the manner noted above after the participant confirms satisfactory delivery of the services.

After providing those services, 1300 Rideshare Pty. Ltd will claim payment for those supports from details provided above.

## 7. Changes to this Service Agreement

If changes to transport services are required, the parties agree to discuss and review this Service Agreement. The parties agree that any variations to this Service Agreement can be made verbally between both parties from time to time, and if permanent changes are made to the service they will be made in writing and signed by both parties and dated.

## 8. Ending this Service Agreement

Should either party wish to end this Service Agreement they must give 1 weeks notice.

If either party seriously breaches this Service Agreement the requirement of notice will be waived.

## 9. Feedback, complaints, and disputes

If the participant wishes to give 1300 Rideshare Pty. Ltd feedback, the participant can talk to

**Cheryl Cook on 0408 486 571** or email [info@1300ridesshare.com.au](mailto:info@1300ridesshare.com.au)

If the participant is not happy with the provision of transport services and wishes to make a complaint. The participant can talk to Cheryl Cook or John McRoberts.

If the participant is not satisfied or does not want to talk to either of these people the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [ndis.gov.au](http://ndis.gov.au) for further information.

## 10. Goods and Services Tax (GST)

For the purposes of GST legislation, the Parties confirm that:

- a supply of transport services under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS plan is expected to remain in effect during the period the transport supports are provided; and
- the participant/participant's representative will immediately notify 1300 Rideshare Pty. Ltd if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

## 13. Schedule of supports

- As per existing
- Travel is based on time & distance. An estimate of costing for sedans (max 4 pax) can be sourced via the App or [1300ridesshare.com.au](http://1300ridesshare.com.au)

## 14. Cancellation Policy

Bookings must be cancelled within 1 hour of pickup and no charge will apply. **If cancelled within 30 minutes of pickup time a \$10 fee for sedans and a \$15 fee for wheelchair accessible/maxi bookings will apply.** Cease of service agreement 24 hours notice required in writing via email.