

NDIS fact sheet: Service Agreements



A Service Agreement is a written agreement between NextSense 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 NextSense 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 NextSense.
- ✓ 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 NextSense.

Our commitment to you. We will:

- i** **Explain** the Service Agreement to you, including what will be provided against your NDIS plan support budgets and the rates as per the price guide.
- 🔗** **Confirm** how NDIS Plan payments will be managed between you and NextSense.
- 🗣️** **Advise** you who to contact should you have any concerns or questions.
- 🔍** **Ensure** that the agreement is signed/approved by you and NextSense staff before beginning services.
- 📄** **Discuss** our response to service disruptions, including in the case of emergency or disaster.

As a provider, we have a number of responsibilities, all of which are detailed in the agreement.

For further information, contact us:

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