

## 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:



**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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