



NDIS Service Agreement

Parties

This Service Agreement is for _____, DOB: _____, a participant in the National Disability Insurance Scheme (Participant), and is made between:

Participant / Participant's representative (such as a family member or friend) _____
and **Provider** My Diffability Australia PTY LTD

This Service Agreement will commence on _____ for the period of 12 months.

Cost of the supports \$ _____ (please include relevant shipping charge) from
quote # _____.

I am (tick the box that applies):

- Agency (NDIA) managed (My Diffability will submit the claim directly to NDIA)
- Third party managed (**Stop this form, you do not need to complete it.** Request a quote online and send it to your plan manager directly)
- Not sure (if you are not sure how your plan is managed you can contact the NDIA, or provide consent below for us to view your plan and we can help guide you through the process)

I have the budget allocated for these reasonable and necessary supports, and would like the cost of supports to come from:

- Assistive Technology budget
- Consumables (Core) Budget for reasonable and necessary low risk, low cost items under \$500 per item
- I confirm that the resources I have selected are reasonable and necessary supports that are related to the participant's / my disability and are likely to be beneficial to me / the participant
- I give consent for a representative of My Diffability to view my plan online through the Myplace portal if required, to help with processing this application / service agreement (**optional**)

Goods and Services Tax

Most services provided under the NDIS will not include GST. However GST will apply to some services (shipping / freight charges). It is the service provider's responsibility to check whether GST does or does not apply. By signing this agreement, the service provider says that they have checked whether GST applies.

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the NDIS Act 2013 (NDIS Act), in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act."



What do to do if you have a problem

We do our best to provide a helpful and transparent service, however if you have a problem with any part of our service you can also complete our complaints / feedback form online here:

<https://www.mydiffability.com.au/pages/contact-us> , or contact us at info@mydiffability.com.au or via phone (03) 8456 6613.

If you don't want to talk to one of our team, or if your problem is not being fixed, you can contact the NDIS Quality and Safeguards Commission - Ph: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged / National Relay Service and ask for 1800 035 544. Or you can complete a complaint contact form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Contact details

The Participant / Participant's representative can be contacted on:

Contact Details	
Contact person	
NDIS number	
Email	
Address	
Phone number	

The provider can be contacted on:

Business Name	My Diffability Australia PTY LTD
Phone	03 8456 6613
Fax	03 8080 0792
Contact Name	Tarryn Dee
Email	info@mydiffability.com.au
Address	www.mydiffability.com.au
Postal Address	PO Box 3121, Caroline Springs, VIC 3023

Agreement Signatures

The Parties agree to the terms and conditions of this Service Agreement

_____ (signature of participant / participant's representative)

_____ (name of participant / participant's representative)