

Merry Transport: Service Agreement

This Service Agreement is a formal legal consumer contract between the service provider (Merry Transport) and the participant. It helps us understand what to expect and how to work together as a support team, detailing what supports will be delivered and how.

Please take the time to read this agreement and have discussed it with us before signing it.

Service Provider Information

Provider Name	Merry Transport PTY LTD.
ABN	35 675 635 168
Contact Person	David McLeod
Email	david@merrytransport.com
Phone	0438 581 749
Address	23 Eckersley Way, Moorebank 2170

Participant Information

Participant Full Name	
NDIS Number	
Phone	
Email	
Address	
Preferred Contact Method	
Current NDIS Plan End Date	
NDIS Funding Allocated for Transport	

Participant Representative Information *(if applicable)*

Participant Representative Full Name	
Phone	
Email	
Relationship to Participant	

Support Coordinator Information *(if applicable)*

Support Coordinator Full Name	
Support Coordination Agency	
Phone	
Email	

Payments

Payments will be made according to the Participant's plan management type *(tick one)*:

☐ **Self Managed**

- ❖ The Participant will directly manage the funds allocated for the supports. The Participant is responsible for making payments to Merry Transport and keeping track of expenses related to the supports.

☐ **Agency Managed**

- ❖ The National Disability Insurance Agency (NDIA) manages the funds for the Participant. Merry Transport will claim payment directly from the NDIA for the agreed-upon supports.

☐ **Plan Managed**

- ❖ The Participant has chosen to have a plan manager to assist with the financial management of supports. The plan manager will handle payments to Merry Transport on behalf of the Participant and manage the budget for the supports.

Plan Manager	
Email Address for Invoices	

Schedule of Supports To Be Provided

The support costs must be in line with the current [NDIS Pricing Arrangements and Price Limits document](#). For GST purposes, this is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS act, in the participant's NDIS plan.

The provider agrees to provide the participant community transport for pre-booked transport requirements. The provider will support the participant to engage in community social or recreational activities in an individual or group setting.

The participant will determine their goals and how the achievement of these goals is measured in utilising services with Merry Transport PTY LTD.

Merry Transport agrees to provide the Participant:

1. Assistance for Travel and Transport to access community based social and recreational activities and appointments for the duration of this agreement; NDIS Price Guide item: 04_104_0125_6_1 or,
2. Assistance for Travel and Transport for Individual Skills development and Training: NDIS Price Guide item: 09_009_0117_6_3
3. Privately booked transport.

Support List the name and nature of the support (e.g. community access, assistance with daily life)	
Service Description Include details of the support (e.g. pick up/drop off locations, level and type of assistance required)	
NDIS Support Line Item Number	
Cost <i>(per hour)</i> Includes support service and transportation costs	\$50 per hour travel time \$25 per hour wait time
Frequency <i>(trips per week/fortnight/month)</i>	
Duration <i>(must not exceed plan dates)</i>	
Any additional non-labour costs that may be charged	

Total estimated cost	
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Participant Responsibilities

- Provide accurate information about goals, needs, and preferences.
- Actively participate in the development of the support plan.
- Attend scheduled support service bookings and communicate any changes or cancellations in advance.
- Provide feedback and raise any concerns about the supports received.
- Give Merry Transport a minimum of 72 hours notice if the support needs to be cancelled, if notice cannot be provided within this timeframe, the cancellation policy will apply
- Treat Merry Transport and our employees with respect and courtesy.
- Comply with any relevant policies and guidelines established by Merry Transport.
- Inform Merry Transport of any changes in circumstances or support requirements.
- Provide accurate and up-to-date information regarding plan management type and provider (if applicable) to ensure timely payment and proper management of funds.
- Carers are welcome to travel at no cost. Please ensure you let us know when booking a trip to ensure space is available.

Merry Transport's Responsibilities

- Deliver the agreed-upon supports in a professional and timely manner.
- Contact the participant the day before the scheduled support to confirm the pick-up time
- Respect the participant's rights, choices, and privacy.
- Always contact the Participant via their preferred method of communication in the first instance.
- Treat the participant with respect and courtesy.
- Maintain confidentiality and safeguard personal information.
- Provide qualified and trained staff for the provision of supports.
- Maintain accurate records and document the supports provided.
- Regularly review and evaluate the effectiveness of supports.
- Adhere to all applicable rules and laws including the [National Disability Insurance Scheme Act 2013](#).
- Provide necessary invoices and documentation required for payment, according to the chosen plan management method.

Communication

The Participant will elect the method by which communication with Merry Transport will take place (i.e. telephone call, email, SMS messaging).

The Team at Merry Transport will meet with new NDIS clients to conduct an onboarding introduction to acquaint us with the Participant's support needs prior to their first trip.

At this meeting, the team will discuss:

- How we can support you the best and transport you to your goals
- Your values and beliefs
- Your right to give consent to Merry Transport to collect and share your private information
- Your right to make a complaint or report an incident
- Your right to determine your own support goals

- Your right to be provided with person centred support

Changes to the Service Agreement

Any changes to the agreed-upon supports must be discussed and agreed upon by both parties, with the Service Agreement amended to reflect any changes.

Changes to the support plan, duration, or cost require written consent from the participant and service provider.

Ending this Service Agreement

If either party wishes to end this agreement, they agree to provide at least 14 days notice.

If either party seriously breaches this agreement or any of their responsibilities under the NDIS or other legislation, the agreement can be terminated immediately.

Cancellation Policy

All cancellations within 72 hours of the scheduled support time must be made by phone (0438 581 749).

If the participant fails to show up for a scheduled support, the Provider agrees to make every attempt to contact them to ensure their safety.

The Participant acknowledges that cancellations made less than seven days in advance may result in a cancellation fee.

The cancellation fee will be charged per cancelled session as follows:

Less than 3 days (72 hours) notice	50% of charge rate
Less than 24 hours notice	100% of charge rate

If a high number of cancellations are occurring, the provider agrees to seek an understanding of why, so that changes to supports and amendments to this service agreement can be made if required, to help the participant minimise occurrences of cancellation.

Note that as per the NDIS guidelines, short notice cancellations can only be claimed if all of the following conditions are met:

- The [NDIS Pricing Arrangements and Price Limits](#) indicates that providers can claim for Short Notice Cancellations in respect to this particular support item; and
- The participant has agreed in advance by signing this document; and
- The provider was not able to find alternative billable work for the worker and were required to pay the worker for the time that would have been spent providing the support.

Complaints and Dispute Resolution

If the Participant wishes to provide feedback on the services they received, they can do so by contacting Merry Transport using the contact details listed on this agreement, or by requesting to speak with an alternative person within the business.

If the participant does not want to speak with this person, or is not happy with services received and wishes to make a complaint, they can contact the NDIA by calling 1800 800 110 or by visiting [ndis.gov.au](https://www.ndis.gov.au), or the NDIS Quality and Safeguards Commission by calling 1800 035 544 or by visiting [ndiscommission.gov.au](https://www.ndiscommission.gov.au).

In the event of a dispute or disagreement, both parties agree to engage in open and respectful communication to resolve the issue. If the issue is unable to resolved, either party may initiate formal dispute resolution processes as outlined in the NDIS guidelines.

Additional Information

If applicable, please provide any additional information that is needed for us to support the Participant as best we can:

Acknowledgement

This service agreement is effective as of the date signed below and will remain in effect until the end of the support duration listed in the schedule of supports above, unless terminated earlier by either party.

Both the Participant and Service Provider acknowledge that they have read and understood the terms and conditions outlined in this agreement.

Participant/Participant's Representative's Name	
Participant/Participant's Representative's Signature	
Date	

Service Provider Representative Name	
Service Provider Representative Signature	
Date	