



SERVICE AGREEMENT

Group & Support Services

Participant Details

Participant Name: _____	Plan Start Date: _____
Date of Birth: _____	Plan End Date: _____
NDIS Number: _____	Plan Manager: _____
Phone: _____	Plan Manager Phone: _____
Email: _____	Plan Manager Email: _____

Parent / Carer Details

Name: _____	Relationship: _____
Phone: _____	Address: _____
Email: _____	

Emergency Contact

Name: _____	Address: _____
Phone: _____	Alternative Phone: _____
Relationship: _____	

About This Agreement

This agreement is between the participant named above and Frangipani Care Pty Ltd for the provision of Group and Support Services under the National Disability Insurance Scheme (NDIS). This agreement outlines the supports to be provided, the responsibilities of each party, fees, cancellation policy, and the terms under which services will be delivered.

Services Provided

Frangipani Care Pty Ltd will provide the following supports:

Group Activities

- Social skills groups for children and youth
- After-school, weekend, and school holiday group programs
- Structured group learning and play

Community Engagement & Access

- Supported community outings and activities
- Building social connections and friendships
- Developing independence in community settings

Skill Development & Mentoring

- Individual and group skill-building sessions
- Peer support and mentoring
- Innovative community participation programs

Your Rights

- You have the right to be treated with dignity and respect
- You can change or cancel services with reasonable notice
- Your personal information will be kept confidential
- You may provide feedback or make a complaint without reprisal
- You may have a support person or advocate present at any time



Fees & Frequency

Services are charged in accordance with the 2026–27 NDIS Pricing Arrangements and Price Limits. The following rates apply:

Support Item	Item Number	Rate
Group Activities – Weekday	04_102_0136_6_1	\$73.58/hr
Group Activities – Evening	04_103_0136_6_1	\$81.07/hr
Group Activities – Saturday	04_104_0136_6_1	\$103.54/hr
Group Activities – Sunday	04_105_0136_6_1	\$133.50/hr
Group Activities – Public Holiday	04_106_0136_6_1	\$163.46/hr
Community Engagement Assistance	15_045_0128_1_3	\$53.02/hr
Community Access / Social & Rec	04_104_0125_6_1	\$73.58/hr
Skills Development & Training	09_009_0117_6_3	\$73.58/hr
Mentoring & Peer Support	09_006_0106_6_3	\$73.58/hr
Innovative Community Participation	09_008_0116_6_3	\$73.58/hr

Frequency: _____ **Duration:** _____

Day/Time: _____ **Location:** _____

Cancellation Policy

If you need to cancel or reschedule, please provide at least 48 hours notice. Cancellations with less than 48 hours notice may be charged at 100% of the agreed service fee, in line with NDIS Pricing Arrangements and Limits.



Signatures

By signing below, all parties agree to the terms outlined in this Service Agreement.

Participant / Parent / Carer

Name: _____

Signature: _____

Date: __/__/____

Provider (Frangipani Care)

Name: _____

Signature: _____

Date: __/__/____

Goals

Goal 1: _____

Goal 2: _____

Goal 3: _____

Goal 4: _____

Review Dates

Agreement Start Date: _____ Agreement End Date: _____

First Review Date: _____ Second Review Date: _____

Responsibilities

Frangipani Care will:

- Deliver services safely, respectfully, and professionally
- Communicate openly about your supports and progress
- Maintain appropriate qualifications and insurance
- Keep accurate records and provide reports as required
- Respond to concerns or complaints promptly
- Provide progress notes and updates after each session
- Review goals and progress at agreed intervals

The Participant will:

- Provide 48 hours notice for cancellations where possible
- Communicate any changes to goals, needs, or circumstances
- Participate actively in sessions and work toward agreed goals
- Advise of any changes to NDIS plan or funding
- Engage respectfully with support workers

Consent for Information Sharing

I consent to Frangipani Care Pty Ltd sharing my information with the following parties as required for service delivery:

- The National Disability Insurance Agency (NDIA)
- My Plan Manager (if applicable)
- Other NDIS providers involved in my supports
- Emergency services where safety is at risk

Information will only be shared with my written consent unless required by law or where there is a serious risk to health or safety.



Privacy & Confidentiality

Frangipani Care Pty Ltd is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

- Your records are stored securely (electronic and/or hard copy)
- Only authorised staff involved in your care will access your information
- Information will not be disclosed without your written consent, except where required by law or to prevent serious risk to life, health, or safety
- You may request access to your records at any time
- Records are retained for a minimum of 7 years as required by law

Complaints & Feedback

We welcome feedback and take all complaints seriously. You will not be penalised for raising a concern.

Step 1: Speak directly with your support worker or contact Frangipani Care:

Phone: 0439 089 995 | Email: admin@frangipanicare.com.au

Step 2: If unresolved, you may contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 | Website: www.ndiscommission.gov.au

Step 3: You may also contact the Commonwealth Ombudsman or seek independent advocacy.

Incident Management

Frangipani Care has policies and procedures in place to manage incidents, including:

- All incidents are documented, investigated, and reported as required
- Reportable incidents are notified to the NDIS Commission within 24 hours
- You and/or your representative will be informed of any incident involving you
- Corrective actions are implemented to prevent recurrence
- Staff are trained in incident response, first aid, and emergency procedures

Termination & Exit

Either party may end this agreement at any time by providing 14 days written notice.

Frangipani Care may end this agreement immediately if:

- There is a serious risk to the health or safety of any person
- The participant's NDIS funding is exhausted or plan is not renewed

Upon exit, Frangipani Care will:

- Provide a summary of supports delivered and progress toward goals
- Assist with transition to alternative providers where possible
- Return or securely store all participant records as required

Transport & Provider Travel

- Provider travel may be charged where applicable, in line with NDIS Pricing Arrangements
- Transport costs for community access activities will be discussed and agreed in advance
- Any additional costs (e.g. entry fees, activity costs) will be communicated prior to the activity
- Participants are responsible for their own transport to and from group sessions unless otherwise agreed

Risk Assessment & Behaviour Support

- Individual risk assessments are completed prior to commencing group programs
- Behaviour support strategies are developed in consultation with families and relevant professionals
- Restrictive practices are not used by Frangipani Care
- Staff are trained in positive behaviour support and de-escalation strategies
- Any concerns about behaviour or safety will be communicated to families promptly

I have read and understand the terms and conditions outlined in this agreement.

Participant / Parent / Carer Signature: _____ Date: __/__/____