

NDIS Service Agreement

This document acts as a service agreement with Paradigm to Empowerment and _____.

This service agreement will commence on _____. The participant agrees that this service agreement will continue for this plan and any future plans until told otherwise. If Paradigm to Empowerment is, after reasonable effort, unable to access your NDIS plan and successfully make payment of invoices for support services then the Service Agreement will need to be reassessed.

By signing this agreement, the Participant gives consent for the Provider, Paradigm to Empowerment, to contact the National Disability Insurance Agency (NDIA) for the purpose of accessing information on the Participant's NDIS plan, including start and end dates, budget balances, personal information.

By signing this agreement, the Participant gives consent for the Provider, Paradigm to Empowerment, to provide their Support Coordinator and other Support Providers with information regarding the Participant's NDIS plan, including start and end dates, budget balances, invoices paid and personal information.

As a provider of services or supports Paradigm to Empowerment agrees to provide Plan Management support for the abovementioned period.

This service agreement is made for the purpose of providing the following supports under the Participant's National Disability Insurance Scheme (NDIS) plan.

- **Plan Management – Financial intermediary (item 14_033_0127_8_3):** this support is a one-off set up service which will then enable Paradigm to Empowerment to provide ongoing monthly services. This support will ensure that Paradigm to Empowerment has the appropriate information required from the Participant in order to successfully liaise with the NDIS via the provider portal, to successfully claim for payment of invoices for support services provided to the participant and to organise for the prompt payment of these invoices to support providers. The cost of this support will be \$232.35
- **Plan Management – Financial intermediary monthly processing (item 14_034_0127_8_3):** this support is a monthly service which will enable Paradigm to Empowerment to liaise with the NDIS via the provider portal on behalf of the Participant in order to claim for payment of invoices for support services provided to the Participant and to organise for the prompt payment of these invoices to support providers. The monthly cost of this support will be \$104.45

Provider's responsibilities:

- Lodge claims for payment with the NDIA, for delivery of supports provided to you, in line with your NDIS plan, upon receipt of invoices from support providers
- Organise for prompt payment of your support providers and send remittance form to the provider and a copy to you if you desire
- Maintain your budget and give you quarterly statements
- Provide you with clear records of the services that we provide to you.

Participant's responsibilities:

- Advise Paradigm to Empowerment if the NDIS Plan changes or if I stop using the NDIS.

Ending this agreement:

Should either party require this agreement to end, we agree to give one month's notice. If either party seriously breaches this agreement then the requirement of notice will be waived.

Feedback, complaints and disputes:

If the Participant wishes to give the Provider feedback, the participant can talk to Annette Axen on:

- Phone: 0407 375 633
- Email: enquiries@paradigm2empowerment.com.au
- Mail: Paradigm to Empowerment, PO Box 597 Mallacoota Vic 3892

If the Participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk to Annette Axen on:

- Phone: 0407 375 633
- Email: enquiries@paradigm2empowerment.com.au
- Mail: Paradigm to Empowerment, PO Box 597 Mallacoota Vic 3892

If the Participant is not satisfied or does not want to talk to these people, the Participant can contact the NDIA by calling 1800 800 110, visit one of its offices in person, or visit ndis.gov.au for further information.

Please send invoices for payment to:

invoices@paradigm2empowerment.com.au

Paradigm to Empowerment
PO Box 597, Mallacoota, Vic 3892

Contact details:

The participant details are:

	NDIS PARTICIPANT	PARTICIPANTS NOMINEE
Full Name		
NDIS Reference #		
Date of Birth		

Home Address	
Postal Address	
Preferred email address for correspondence	
Preferred phone number	

The provider can be contacted on:

Contact Organisation	Paradigm to Empowerment
Contact Name	Annette Axen
Phone (BH)	0407 375 633
Email	enquiries@paradigm2empowerment.com.au for enquiries and agreements invoices1@paradigm2empowerment.com.au for invoices
Address	PO Box 597, Mallacoota Vic 3892

Agreement signatures:

All parties agree to the terms and conditions of this agreement.

Signature of Participant or Participant's representative:

_____ Date: _____

Name: _____

Signature on behalf of provider:

_____ Date: _____
Paradigm to Empowerment

Empowering People – Changing Lives