

## SERVICE AGREEMENT

Between Participant AND Out Doors Inc. (provider)

### 1. Parties

This **Service Agreement** is for (*participant name*) a participant in the National Disability Insurance Scheme and is made between:

Contact details	
Phone	
Mobile	
Email	
Address	

#### And *Provider*:

Out Doors Inc.

17 Stubbs Street, Kensington, VIC, 3031

t +61 3 9417 2111 e [admin@outdoorsinc.org.au](mailto:admin@outdoorsinc.org.au) w [www.outdoorsinc.org.au](http://www.outdoorsinc.org.au)

This Service Agreement will commence on \_\_\_/\_\_\_/\_\_\_\_\_

This Service Agreement will end on \_\_\_/\_\_\_/\_\_\_\_\_

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

\_\_\_\_\_  
Signature of [*Participant / Participant's representative*]

\_\_\_\_\_  
Name of [*Participant / Participant's representative*]

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of authorised person from Provider

\_\_\_\_\_  
Name of authorised person from Provider

\_\_\_\_\_  
Date

## 2. The NDIS and this Service Agreement

This service agreement shall be read together with the Out Doors Inc. Participant Handbook. Key sections of the Participant Handbook, which details the rights and responsibilities of each party under this agreement are referenced throughout. A copy of the Participant Handbook is provided during your intake and assessment meeting, and can also be accessed on our website here: <https://www.outdoorsinc.org.au/about-us/policies-and-statements/>.

Please refer to page 20 of the Participant Handbook for more information.

## 3. Responsibilities of Provider

Please refer to page 21 of the Participant Handbook.

## 4. Responsibilities of [Participant / Participant's representative]

Please refer to page 21 of the Participant Handbook.

## 5. Ending this Service Agreement

Please refer to page 20 of the Participant Handbook.

## 6. Complaints and disputes

If the Participant is not happy with the provision of supports and wishes to make a complaint, the Participant can refer to the Participant Handbook for further information or contact the **Program Manger on 9417 2111**.

If the Participant is not satisfied or does not want to talk to this person, the Participant can contact the National Disability Insurance Agency by calling **1800 800 110**, visiting one of their offices in person, or visiting [ndis.gov.au](https://www.ndis.gov.au) for further information.

Please refer to page 23 of the Participant Handbook for more information.

## 7. Cancellations

In line with the procedures outlined in the NDIS Price Guide, in the event a participant cancels on short notice, or is a no show Out Doors Inc. reserves the right to charge the full cost of the confirmed activity.

Short notice means the following:

Program Type	Required Notice Period
Day Trip	2 Business Days
All Overnight Trips	5 Business Days

For further information please refer to our Cancellation Policy on our website.

## 8. Schedule of supports

The provider agrees to provide the participant:

All prices are GST inclusive (if applicable) and include the cost of providing the supports. Additional expenses (i.e., things that are not included as part of a Participant's NDIS supports) are the responsibility of the Participant/Participant Representative and are not included in the cost of the supports.

If changes to the supports or their delivery are required, the Parties agree to discuss and review this Service Agreement. The Parties agree that any changes to this Service Agreement will be in writing and dated by the Parties.