

Factsheet – Intelife’s NDIS Service Agreements

What is a NDIS Service Agreement?

	<p>A Service Agreement is a document that says you and Intelife both agree about the services you are going to receive. It describes the working relationship you have with Intelife.</p>
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The Service Agreement with Intelife says:

- What supports and services you will receive
- When, where and how you will receive those supports and services
- How much the supports and services will cost and how they will be paid for
 - Self-managed – NDIA provides you with the funding to pay providers
 - Plan managed – a Plan Manager pays your providers for you
 - NDIA managed – NDIA pays providers on your behalf
- How long you need the supports and services for
- What is expected of you. This is about your responsibilities – such as letting Intelife know if you can’t make an appointment or if your NDIS Plan changes
- What is expected of Intelife – such as working with you to deliver your supports and services in the right way, and letting you know what Intelife will do in the event of an emergency or disaster
- How you can end or change the Agreement
- What you can do if any problems occur
- How to provide feedback

Things to know about your Service Agreements with Intelife

	<ul style="list-style-type: none"> • Intelife charges the price limit set by the NDIS
	<ul style="list-style-type: none"> • Intelife keeps the rules and guidelines set out in the NDIA Terms of Business and Pricing Arrangements for registered providers
	<ul style="list-style-type: none"> • Intelife supports you to have choice and control about the support and services you use

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	<ul style="list-style-type: none"> • Having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur
	<ul style="list-style-type: none"> • If you want to, you can attach a copy of your NDIS Plan to the Agreement. This will help Intelife deliver you the right supports in the right way.



NDIS rules and guidelines for Registered Providers

1. Intelife must act in good faith and in the interests of participants

2. Intelife must follow the rules that help the NDIS to work well:

- NDIS Act, Rules and Guidelines
- Privacy Act 1988 (Cth)
- Australian Consumer Law
- NDIS Quality and Safeguards Commission Practice Standards
- NDIS Worker Screening Checks and Code of Conduct

3. Intelife’s Service Agreements must:

- Be consistent with NDIS Pricing Arrangements, guidelines and GST requirements of the A New Tax System (Goods Services Tax) Act 1999
- Show prices that do not exceed the set NDIS Price Limits for a support
- Provide information on complaint handling and dispute resolution processes
- Provide information about arrangements to be put in place if there is an emergency or disaster
- Include a time frame for the notification of termination of services by the provider which must be no less than 14 days
- Include information about cancellations, “no shows” and changes to agreed appointments. NDIS says if a short-notice cancellation is less than seven (7) clear days before the appointment, then the provider may charge up to 100% of the agreed price for the cancelled appointment.