

Participant Service Agreement

Template · Core Module · Standard 1 · Applies: NDIS Practice Standards — Rights and Responsibilities; Australian Consumer Law

Document ID	PARTICIPANT-	Version	2026.2	Owner	Managing Director
Approved	Governing body	Review due	Sep 2027	Status	Current

Parties

This agreement is between Willowbrook Care Pty Ltd (the Provider) and the Participant named in Schedule 1, or their nominee or plan nominee, for supports funded under the Participant's NDIS plan.

What we agree to provide

The supports listed in Schedule 2, at the times and locations agreed, delivered by suitably qualified and screened workers, in line with the NDIS Practice Standards and the NDIS Code of Conduct.

Your rights

You can expect to be treated with dignity and respect; to have your privacy protected; to be involved in decisions about your supports; to choose or change your worker; to make a complaint without any effect on your supports; and to access an advocate at any time.

Our responsibilities

- Deliver supports as agreed and communicate clearly about any change.
- Review the supports with you at least every 12 months or when your plan changes.
- Keep accurate records and give you access to them on request.
- Invoice only for supports delivered, at or below the NDIS price limits.
- Protect your personal information under our Privacy Policy.

Your responsibilities

- Tell us about anything that affects how supports are delivered, including changes to your plan.
- Give at least 2 clear business days' notice to cancel a support, or the short-notice cancellation rules in the NDIS Pricing Arrangements may apply.
- Treat our workers with respect and provide a safe environment for home-based supports.

Payments

Item	Detail
Price	At or below the NDIS Pricing Arrangements and Price Limits current on the date of service
Invoicing	Weekly; claimed via the NDIA portal, plan manager or invoiced to you, as noted in Schedule 1
Travel	Provider travel claimed only as permitted by the Pricing Arrangements and agreed in Schedule 2
GST	Supports are GST-free where s38-38 of the GST Act applies

Ending this agreement

Either party may end this agreement with 14 days' written notice. No notice is required where a party seriously breaches this agreement. Feedback and complaints can be made to us at any time, to the NDIS Quality and Safeguards Commission on 1800 035 544, or through an advocate.

About this sample. This is one document from the Nemco setup pack, watermarked for evaluation. The full pack is branded to your business, tailored to your registration groups and state, delivered in Word and PDF with a user manual, and updated for 12 months through the Owner Hub. Fictional organisation names are used.