

NDIS Service Agreement

between _____ (the participant) and _____ (the provider)

Template version 2026-10 (October 2026). Providers: read the notes on page 2 first, then delete them.

Your agreement on one page

This page sums up the main points in plain English. The full agreement follows it. If this page and the full agreement say different things, the full agreement applies.

WHO AND WHAT

This agreement is for

Your supports are from

The supports

Where and when

COST

What it costs

About _____ each ☐ week ☐ month
 Paid from your ☐ NDIA-managed ☐ plan-managed ☐ self-managed
 funding
 Full prices are in Attachment A.

Extra charges you agreed to

☐ None ☐ Provider travel ☐ Telehealth
☐ Non-face-to-face work ☐ NDIA requested reports
☐ Other: _____ (clause 8)

CANCELLING, DATES AND CHANGES

If you need to cancel

Tell _____ at least ☐ 7 days ☐ 2 clear business days
 before.
 If you cancel later, or are not there when we arrive, we may charge up to 100
 % of the price (clause 9).

Dates

Starts _____ Ends _____
 Review with you by _____

Changing or ending it

Any change needs both of us to agree in writing. You can end this agreement by
 giving 14 days' notice. There is no exit fee.

HELP AND SAFETY

If something goes wrong

Talk to _____
 You can also contact the NDIS Quality and Safeguards Commission on 1800 035
 544 (TTY 133 677).

In an emergency or disaster

We will contact you by _____. Your critical supports
 are listed in clause 11.

You can ask for this agreement in another language or format, such as Easy Read or large print, and for an interpreter.

Notes for the provider

FOR THE PROVIDER Delete this box before you give the agreement to the participant.

- This is a template. Replace every field in [square brackets] (Word) or every blank (PDF), tick the boxes that apply, and delete optional clauses you do not use.
- Tick only the extra charges in clause 8 that you will actually claim and that the support items allow. The free Schedule of Supports builder at rostery.com.au/tools/ndis-service-agreement-template shows which charges each 2026-27 support item allows.
- It follows the section order of the service agreement template the NDIA and the NDIS Quality and Safeguards Commission released in October 2026, so participants, plan managers and auditors find things where they expect them. It adds a plain-English summary, the claim clauses the NDIS pricing rules ask for, an emergency and disaster clause, a SIL addendum and a variation form.
- Prices and claiming rules change. Check every agreed price against the NDIS Pricing Schedule in force on the day you deliver the support, and check the claiming rules before you rely on clauses 8 and 9. In October 2026 the latest published claiming guidance is the NDIS Pricing Arrangements and Price Limits 2025-26 (version 1.1). The NDIA has said updated guidance will be published.
- Give the participant time to read it, in the language, format and words they are most likely to understand. Offer an interpreter if they need one, and let them bring a family member, friend or advocate.
- A service agreement cannot take away anyone's rights under the NDIS Code of Conduct or the Australian Consumer Law, and unfair terms in standard form contracts made, renewed or varied from 9 November 2023 are banned.
- This template does not cover specialist disability accommodation (SDA). The NDIA says participants must have a service agreement with their SDA provider, so use an agreement written for SDA. It does not cover Support at Home (aged care) either.
- General information, not legal advice. Not endorsed by the NDIA or the NDIS Commission. Get independent legal advice before you rely on it. Version 2026-10, checked 23 October 2026. Free from rostery.com.au/tools/ndis-service-agreement-template.

Before you sign

Please read this agreement before you sign it. You can take as long as you need, ask us to explain any part of it, ask for it in another language or format or with an interpreter, have someone you trust help you, and get independent advice, including legal advice. The extra charges in clause 8 apply only if you tick them.

☐ **Participant or representative:** I had time to read this agreement and ask questions, it was explained in a way I understand, and I know I can get advice and have someone help me.

☐ **Provider:** We explained this agreement, answered the participant's questions, and offered it in their preferred language and format, with an interpreter if they needed one.

1 About this agreement

- 1.1** This is a service agreement between you, the participant, and us, the provider. It sets out the supports we will provide, what they cost and what each of us agrees to do.
- 1.2** The supports are paid for from your NDIS plan. Before we start, we will check with you that the supports are in your plan and that there is funding for them.

- 1.3** We will deliver the supports in line with the NDIS Code of Conduct. If we are a registered provider, we will also meet the NDIS Practice Standards and our conditions of registration.
- 1.4** This agreement does not take away any of your rights under the Australian Consumer Law, the NDIS Code of Conduct or any other law. If a part of it conflicts with those rights, your rights apply instead.
- 1.5** You chose us freely. You can use other providers for other supports, and you can change providers (clause 20).
- 1.6** The NDIA is not a party to this agreement. It does not keep or enforce service agreements, and you do not need to send it a copy.

2 Words used in this agreement

- **you** and **your** mean the participant, and their representative when the representative acts for them.
- **we**, **us** and **our** mean the provider named in clause 3, including our workers.
- **representative** means a guardian, plan nominee or child representative, or another person with legal authority to act for the participant.
- **supports** means the supports in the Schedule of Supports (Attachment A).
- **Pricing Schedule** means the NDIS Pricing Schedule in force on the day a support is delivered. When this template was written, that was the NDIS Pricing Schedule 2026-27, in force from 24 September 2026.
- **claiming rules** means the NDIA's published pricing arrangements and claiming guidance in force on the day a support is delivered. When this template was written, that was the NDIS Pricing Arrangements and Price Limits 2025-26 (version 1.1).
- **price limit** means the most that can be charged for a support under the Pricing Schedule.
- **business day** means a day that is not a Saturday, Sunday or public holiday in .
- **MMM** means the Modified Monash Model, the scale the NDIA uses to describe how remote a place is.

3 The parties

The participant

Full name		NDIS number	
Date of birth		Phone	
Address			
Email		Best way to contact you	
Preferred language, and do you need an interpreter?			

Representative (if any)

Name		Relationship	
Type of authority	☐ Guardian ☐ Plan nominee ☐ Child representative ☐ Other: 		

Phone		Email	
What they can do for the participant (for example, sign this agreement)			

Plan manager and support coordinator (if any)

Plan manager		Email for invoices	
Support coordinator		Phone and email	

The provider

Trading name		ABN	
Legal entity name			
Address			
Contact person for this agreement		Phone	
Email			
NDIS registration	☐ Registered, number: ☐ Not registered		
GST	☐ Registered for GST ☐ Not registered for GST		

3.1 Each of us will tell the other in writing if our contact details change.

4 Dates and reviews

Agreement starts		First support	
Agreement ends		Plan reassessment date	
NDIS plan start date		Review by (within 12 months of the start)	

- 4.1** The end date will be no later than your plan reassessment date.
- 4.2** We will review this agreement with you by the review date, and sooner if your plan, goals or support needs change. Either of us can ask for a review at any time.
- 4.3** If you get a new NDIS plan, we will talk with you about a new agreement.

5 Your goals

5.1 These are the goals in your NDIS plan that the supports in this agreement will help with:

Goal 1	
Goal 2	
Goal 3	
How you would like us to help, and how we will both know it is working	

6 The supports

6.1 The supports we will provide, including how, when, where and how often, and their prices, are in the Schedule of Supports (Attachment A).

6.2 This agreement does not include:

6.3 If you ask for a support that is not in Attachment A, we will agree it with you in writing before we provide it (clause 19).

6.4 Your preferences about the workers who support you (for example gender, language or culture): . We will tell you before a regular worker changes, wherever we can.

7 Prices

7.1 The prices you have agreed to pay are in Attachment A. They cover the support itself. Extra charges apply only as set out in clause 8.

7.2 If your supports are NDIA-managed or plan-managed, we will not charge more than the price limit for the support on the day it is delivered. If the Pricing Schedule lowers a price limit below an agreed price, the agreed price drops to the new limit from the day it takes effect.

7.3 If you self-manage, you and we can agree prices that are different from the price limits. The prices in Attachment A apply.

7.4 Any other change to an agreed price, including when a new Pricing Schedule raises a price limit, needs your agreement in writing. We will give you at least days' written notice of a proposed change. If you do not agree, you can end this agreement straight away, with no exit fee.

8 Extra charges (only if ticked)

Under the NDIS claiming rules, some charges can only be claimed if the service agreement says so. Each charge below applies only if its box is ticked. If a box is not ticked, we will not charge it. The Schedule of Supports shows which charges apply to which support.

For therapy, early childhood and behaviour support items, the Pricing Schedule 2026-27 has separate items for some of these charges, with their own price limits. Their item numbers end in _PT (provider travel), _NF (non-face-to-face),

_TH (telehealth), _RR (NDIA requested reports) or _CA (cancellation). Where a support has one of these items, we will claim the charge with it.

☐ **8a Provider travel: time**

Tick to agree to this charge

We may charge for the time a worker spends travelling to you to deliver a support, at the agreed price for that support, or at the agreed price of its Provider Travel item if it has one.

Travel time charged will be no more than 30 minutes for each trip in MMM 1 to 3 areas, or 60 minutes in MMM 4 and 5 areas, or less if the claiming rules set a lower limit.

We will charge for the return trip only when the worker must be paid for it. If a worker travels to more than one participant on the same trip, we will share the travel time fairly between them, as follows:

☐ **8b Provider travel: other costs**

Tick to agree to this charge

We may charge a contribution to the cost of travelling to deliver a support: up to \$0.99 a kilometre for a vehicle owned by us or our worker; tolls, parking and public transport fares at cost; and, in remote and very remote areas, flights and accommodation, but only if you agree before the trip.

When this template was written, the claiming rules allowed up to \$0.99 a kilometre.

☐ **8c Transport during community participation**

Tick to agree to this charge

When a worker takes you to or from an activity, or travels with you during a community participation support, the worker's time is charged as part of the support. We may also charge a kilometre, plus tolls, parking and fares at cost, within the limits in the claiming rules.

☐ **8d Non-face-to-face work**

Tick to agree to this charge

Some of the work for you is done when you are not there. We may charge for these activities at the agreed price for the support (or its Non-Face-to-Face item, if it has one):

We will not charge for our own administration, for travel already charged under clause 8a, or for writing, explaining or reviewing this agreement.

☐ **8e Telehealth**

Tick to agree to this charge

If it suits you and the support, we may deliver a support by video or phone call and charge for it at the agreed price (or its Telehealth item, if it has one). You can ask for the support face to face instead.

☐ **8f NDIA requested reports**

Tick to agree to this charge

If the NDIA asks us for a report about your supports, we may charge for the time spent writing it, at the agreed price (or the support's NDIA Requested Reports item), up to hours for each report. This applies only to reports the NDIA asks for. Any other report needs your agreement first.

☐ **8g Establishment fee**

Tick to agree to this charge

We may charge a one-off establishment fee of _____, no more than the price limit in the Pricing Schedule (2026-27: \$735.80, or \$1,030.12 in remote and \$1,103.70 in very remote areas). It can only be charged if we have agreed to provide you with at least 20 hours a month of personal care or participation supports for 3 or more months in a row, and we can charge it only once for you, across all your plans.

☐ **8h Irregular SIL supports (supported independent living only)**

Tick to agree to this charge

If you need supported independent living (SIL) supports that are not part of your agreed roster of care, we may claim them as irregular SIL supports. Where it is safe to do so, we will first explain why the extra support is needed and what your options are.

☐ **8i Assistive technology and home modifications: deposits**

Tick to agree to this charge

For assistive technology or home modifications that cost more than \$1,500 or are custom made, we may ask for a deposit or payments at agreed stages, as set out in the quote you accept:

☐ **8j Programs of support**

Tick to agree to this charge

If we agree to deliver some supports as a program of support: program and dates

_____, price _____.

A program runs for no more than 6 months. If it runs for more than 12 weeks, we will review it with you regularly. You can leave the program at no cost by giving us 2 weeks' notice (it cannot be more than 2 weeks). The short notice cancellation terms in clause 9 do not apply to supports in the program.

9 If you cancel a support

9.1 To cancel or change a support, contact _____ by _____ as early as you can.

9.2 A cancellation is short notice if you tell us:

- less than 7 days before the support starts, for supports with a 7 day notice period (mostly disability support worker supports, such as personal care and community participation); or
- less than 2 clear business days before the support starts, for other supports, such as therapy.

The notice period for each support is in Attachment A. If it shows a shorter period for a support, the shorter period applies. The 7 days include weekends and public holidays.

9.3 It is also treated as a short notice cancellation (a no-show) if you are not at the agreed place when the worker arrives, or do not arrive within a reasonable time, and you did not tell us beforehand.

9.4 For a short notice cancellation or no-show, we may charge up to 100 % of the agreed price for the support. We will charge only if:

- we could not find other billable work for the worker during that time;
- we had to pay the worker for that time; and
- we lost money because of the cancellation.

9.5 We will not charge when it would be unfair, for example if you could not tell us because of a medical emergency. We can also choose not to charge.

- 9.6** We will claim cancellation charges the way the claiming rules require. For a support with its own Cancellation item (ending in _CA), we will use that item.

10 If we cancel, change or pause a support

- 10.1** If we need to cancel or change a support, we will tell you as early as we can, by _____, and offer another time or another worker. You will not be charged for a support we cancel.
- 10.2** If your usual worker is not available, we will _____.
- 10.3** We may pause (suspend) supports only for a serious reason, such as a risk to your safety or the safety of our workers, or invoices that have not been paid after we have tried to sort it out with you. We will give you reasonable notice in writing, explain why and what your options are, and help you find other supports where we can.
- 10.4** We have arrangements in place to keep your supports going without interruption for the whole of this agreement. If we cannot provide a support as agreed, we will explain the other options and agree them with you before anything changes.

11 Emergencies and disasters

- 11.1** This clause sets out how your supports will be provided in an emergency or disaster, such as a bushfire, flood, storm, heatwave, pandemic or long power outage.

Supports that are critical to your health or safety (kept going first)	
How critical supports will continue or change (for example another worker, a different time, check-in calls, or help to get somewhere safe)	
If phones or the internet are down, or we cannot reach you, we will	
Your emergency contact (name, relationship, phone)	
With your consent, we will tell	☐ Your emergency contact ☐ Your support coordinator ☐ Your plan manager ☐ Other: _____
Your emergency plan	☐ You have a personal emergency plan and have given us a copy ☐ You would like help to make one

- 11.2** We will check this clause each time we review the agreement, and before a known risk season if you ask (for example, before bushfire season).

12 Paying for supports

- 12.1** How your supports are funded (tick the ones that apply):
- ☐ **NDIA-managed.** We will claim payment from the NDIA. Only registered providers can be paid for NDIA-managed supports.

☐ **Plan-managed.** We will send invoices to your plan manager (clause 3).

☐ **Self-managed.** We will send invoices to _____, and you agree to pay within 14 days.

12.2 We will send invoices _____. Each invoice will show the date of each support, the support item number, the hours or quantity, the agreed price and the total.

12.3 You can ask for a statement of the supports delivered and the amounts charged at any time. If we think the funding for a support may run out before this agreement ends, we will tell you, so you can decide what to do.

12.4 We will not add a credit card surcharge, a “gap” fee, a late payment fee, an exit fee or any other charge that is not in this agreement.

12.5 If a claim or invoice is rejected, we will tell you and work with you (and your plan manager) to sort it out. We will not ask you to pay for a support that we claimed incorrectly.

13 GST

13.1 Many NDIS supports are GST-free, but not all. If GST applies to a support, Attachment A will say so and we will give you a tax invoice.

14 Our responsibilities

We will:

- treat you with dignity and respect, and talk with you openly and honestly, on time, in a way you understand
- work with you to provide supports that meet your needs and goals and respect your choices
- protect your privacy (clause 17) and tell you how to give feedback or make a complaint
- follow the NDIS Code of Conduct, the NDIS Practice Standards if we are registered, and every other law that applies
- make sure our workers have the checks, training and skills the supports need
- keep accurate records of the supports we deliver, for at least 7 years
- charge only for supports delivered, at the agreed price, plus only the extra charges you agreed to in clause 8
- tell you about any conflict of interest, for example if we also provide another service to you
- arrange an interpreter if you need one, and give you a signed copy of this agreement in the format you prefer
- give you reasonable notice before changing or ending supports.

15 Your rights and responsibilities

15.1 You have the right to:

- choose your supports and how, when and by whom they are delivered
- be treated with dignity and respect, and be free from abuse, neglect and exploitation
- have your privacy respected, and have a family member, friend, carer or advocate support you
- give feedback or make a complaint without it affecting your supports
- get information in a language and format you understand
- change or end this agreement (clauses 19 and 20).

15.2 You agree to:

- give us the information we need to deliver your supports safely (you do not have to show us your whole NDIS plan)
- treat our workers with respect, and help keep the place where supports are delivered safe for you and them, for example: _____

- tell us as early as you can if you cannot make a support (clause 9), and pay invoices on time if you self-manage
- tell us if your NDIS plan, funding, plan manager or support needs change.

16 Culture, identity and diversity

- 16.1** We respect your culture, identity, beliefs, language and practices. Tell us what matters to you and we will reflect it in how we provide your supports:
- 16.2** You can involve family, carers, community members or Elders in decisions about your supports if you want to.
- 16.3** We will give you information in a language and format that works for you, and arrange an interpreter if you need one.

17 Privacy and consent

- 17.1** We collect personal and health information about you only to plan and deliver your supports, keep you safe, claim payment and meet the law. We share it only with your consent, or when the law requires or allows it (for example, with the NDIA when we claim, with the NDIS Commission, or in an emergency).
- 17.2** You can ask to see the information we hold about you and ask us to correct it. If you have a concern about your privacy, tell us first. You can also complain to the Office of the Australian Information Commissioner or the NDIS Commission. Our privacy policy:
- 17.3** You agree that we may share information about your supports with (tick the ones you agree to): ☐ Your plan manager ☐ Your support coordinator ☐ Your doctor or health professionals:
☐ Family or carers: ☐ Other: . You can change or withdraw your consent at any time by telling us.

18 Contacts

Your main contact (name and role)		Phone and email	
Hours		After hours or urgent	
How you would like us to contact you	☐ Phone ☐ SMS ☐ Email ☐ Through your representative ☐ Other:		
Others we may talk to about your supports			

19 Changing this agreement

- 19.1** This agreement can only be changed if both of us agree, in writing.
- 19.2** Small changes, such as a different day or time, a few more or fewer hours of the same support, or a price change you agree to, are recorded on the variation form (Attachment C) and signed by both of us. Bigger changes need a new agreement, for example new supports, supports that change a lot, or a new NDIS plan.

- 19.3** We will give you at least 14 days' notice before we change a regular support, unless you asked for the change or there is an emergency. Price changes follow clause 7.

20 Ending this agreement

- 20.1** You can end this agreement at any time by giving us 14 days' notice in writing (a text message or email is fine). We can end it by giving you 14 days' notice in writing.
- 20.2** If either of us seriously breaks this agreement, the other can ask in writing for it to be fixed within 14 days. If it is not fixed in that time, the agreement can be ended straight away by written notice.
- 20.3** **Optional cooling-off period.** ☐ You can cancel this agreement within _____ days after signing it, at no cost apart from supports you have already received.
- 20.4** There is no exit fee. When the agreement ends, you pay only for supports delivered up to the end date and any short notice cancellation charges allowed by clause 9. This agreement ends on the end date in clause 4, unless both of us agree in writing to extend it or make a new one.
- 20.5** If you move to another provider, we will help with the handover if you ask, and transfer your information as you direct and the law allows.

FOR THE PROVIDER Note for the provider (delete before use)

- The law does not generally require a cooling-off period. The ACCC says cooling-off rights apply to unsolicited agreements, such as door-to-door and telemarketing sales. If you signed the participant up after approaching them uninvited, get advice.

21 Feedback and complaints

- 21.1** You can give feedback or make a complaint to _____ by _____. Our complaints process is at _____.
- 21.2** We will let you know we have received your complaint within _____ business days and aim to resolve it within _____ days. You can have a support person or advocate help you. Making a complaint will not affect your supports.
- 21.3** You can also contact the NDIS Quality and Safeguards Commission at any time: phone 1800 035 544, TTY 133 677, or online at ndiscommission.gov.au.

22 Sorting out disagreements

- 22.1** If there is a disagreement about this agreement or your supports, these are the steps:
- **Step 1.** Talk about it with _____, with a support person if you like.
 - **Step 2.** If it is not sorted out within _____ days, either of us can put it in writing to _____, who will meet with you and reply in writing.
 - **Step 3.** If it is still not sorted out, either of us can ask an independent person, such as a mediator or advocate, to help. You can also contact the NDIS Commission (clause 21).
- 22.2** If we are a registered provider, we will also handle complaints under our complaints management system, as section 73W of the NDIS Act 2013 and section 8 of the NDIS (Complaints Management and Resolution) Rules 2018 require.
- 22.3** We will not pass any amount to a debt collector unless the debt has been confirmed as valid and these steps have been followed.

23 Liability

- 23.1** Nothing in this agreement limits your rights under the Australian Consumer Law or any other law. Each of us is responsible for our own actions, as the law provides.
- 23.2** Insurance we hold: ☐ Public liability ☐ Professional indemnity. Insurer and policy:

24 Signing and copies

- 24.1** ☐ Both of us agree to sign this agreement, and any variation, electronically, and to receive copies electronically, by . The signing method must identify who signed and show that they intended to sign.
- 24.2** We will give you a copy of this agreement signed by both of us, in the format you prefer: ☐ Printed ☐ PDF by email ☐ Easy Read ☐ Large print ☐ Another language:
- 24.3** If you choose not to sign, or we cannot give you a signed copy, we will write down why, and when this agreement was discussed with you:

25 Signatures

By signing, each of us confirms that this agreement was explained in a way the participant understands, that there was time to ask questions and get advice, and that we agree to its terms.

	The participant	The provider (authorised person)	Witness (optional)
Name			
Position (provider)			
Signature			
Date			

Representative signing for the participant (if any)

Name		Relationship	
Authority to sign (for example, guardianship order, plan nominee, child representative)			
Authority started		Date signed	
Signature			

Attachment A: Schedule of Supports

Fill in one block for each support, and add more blocks if you need them. If a support is NDIA-managed or plan-managed, its agreed price cannot be more than the price limit in the Pricing Schedule. To look up 2026-27 item numbers, price limits, notice periods and the extra charges each item allows, use the free builder at rostery.com.au/tools/ndis-service-agreement-template. You can paste its table here instead of the blocks.

Example (delete before use)

Support category	Capacity Building: Improved Daily Living Skills	Item number	15_617_0128_1_3
Item name	Therapy - Occupational Therapist - Direct Service		
Claim-type items	15_617_0128_1_3_PT Provider Travel \$97.00; 15_617_0128_1_3_NF Non-Face-to-Face \$193.99; 15_617_0128_1_3_TH Telehealth \$193.99; 15_617_0128_1_3_RR NDIA Requested Reports \$193.99; 15_617_0128_1_3_CA Cancellation \$193.99 (an hour, MMM 1 to 5)		
What we will do	Assess daily living skills at home and write a home program.		
When and how often	1 hour a fortnight, Tuesday mornings	Where	Participant's home
Unit	Hour	Agreed price per unit	\$193.99 (the 2026-27 price limit, MMM 1 to 5)
Quantity	13 hours	Estimated total	\$2,521.87
Short notice period	2 clear business days		
Extra charges that apply	Provider travel (time), non-face-to-face work, telehealth, NDIA requested reports		
GST	GST-free		

Support 1

Support category		Item number	
Item name			
Claim-type items (if any)			
What we will do			
When and how often		Where	
Unit		Agreed price per unit	
Quantity		Estimated total	

Short notice period	☐ 7 days ☐ 2 clear business days ☐ Other:
Extra charges that apply	☐ Travel time ☐ Travel costs ☐ Non-face-to-face ☐ Telehealth ☐ NDIA reports
GST	☐ GST-free ☐ GST applies

Support 2

Support category		Item number	
Item name			
Claim-type items (if any)			
What we will do			
When and how often		Where	
Unit		Agreed price per unit	
Quantity		Estimated total	
Short notice period	☐ 7 days ☐ 2 clear business days ☐ Other:		
Extra charges that apply	☐ Travel time ☐ Travel costs ☐ Non-face-to-face ☐ Telehealth ☐ NDIA reports		
GST	☐ GST-free ☐ GST applies		

Support 3

Support category		Item number	
Item name			
Claim-type items (if any)			
What we will do			
When and how often		Where	
Unit		Agreed price per unit	
Quantity		Estimated total	
Short notice period	☐ 7 days ☐ 2 clear business days ☐ Other:		
Extra charges that apply	☐ Travel time ☐ Travel costs ☐ Non-face-to-face ☐ Telehealth ☐ NDIA reports		

GST

☐ GST-free ☐ GST applies

Prices by time of day (if a support has different prices)

The example columns show the 2026-27 item numbers and price limits (MMM 1 to 5) for Assistance With Self-Care Activities, Standard. Its short notice period is 7 days.

Time of day	Example item	Price limit	Your item number	Your agreed price
Weekday daytime	01_011_0107_1_1	\$73.58		
Weekday evening	01_015_0107_1_1	\$81.07		
Weekday night	01_002_0107_1_1	\$82.57		
Saturday	01_013_0107_1_1	\$103.54		
Sunday	01_014_0107_1_1	\$133.50		
Public holiday	01_012_0107_1_1	\$163.46		

How variable costs are worked out

For example, travel time charged at the support’s hourly price for the minutes travelled, up to the limits in clause 8a

Totals

Cost of supports		Extra charges	
Total for this agreement		Cost each	☐ Week ☐ Month:

Item numbers and price limits: NDIS Pricing Schedule 2026-27 and NDIS Support Catalogue 2026-27 v1.1. Notice periods: NDIS Pricing Arrangements and Price Limits 2025-26 v1.1.

Attachment B: Supported independent living (SIL)

Use this attachment only if the supports include supported independent living. Your home and tenancy are covered by a separate agreement, not this one.

Address of the home			
Tenancy or accommodation agreement with			
People living in the home		How support is shared (for example, the ratio)	

Weekly SIL claiming. ☐ Both of us agree that SIL will be claimed as weekly amounts, based on the typical schedule of supports (roster of care) attached to this agreement. Date of the roster of care:

Irregular SIL supports. See clause 8h.

How you can raise a concern about the home, and what we will do	
How conflict between people living in the home will be handled	
What happens when your circumstances or support needs change	
How a vacancy in the home will be filled, and how you will be involved	
How we will support you if behaviours of concern could put your tenancy at risk	
Time away from home (for example, holidays or a hospital stay)	
If you leave without planning to (unplanned exit): the notice period and what happens	

Attachment C: Variation form

Use this form to record a small change to the agreement. Bigger changes need a new agreement (clause 19).

Agreement between		and	
Agreement dated		Variation number	

What is changing (clause or support)	Was	Now

Change starts on		Reason	
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Everything else in the agreement stays the same.

	The participant or representative	The provider
Name		
Signature		
Date		

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