

Service Agreement

Flourish & Co | ABN 72 701 920 158 | Template — last updated 3 September 2026

This agreement is between **Flourish & Co** (ABN 72 701 920 158), of Mackay, Queensland ("the provider", "we", "us"), and the participant named below ("you"). It describes the supports we'll provide, what they cost, and each party's responsibilities. It isn't required by law for the supports we deliver, but we use it for every client because it protects both of us by making the arrangement clear from the start.

Participant details

Participant name: _____

Address: _____

NDIS number (if applicable): _____

Representative / nominee (if applicable): _____

Relationship to participant: _____

Plan management type: ☐ Self-managed ☐ Plan-managed ☐ NDIA-managed ☐ Private (non-NDIS)

1. Supports we will provide

The specific supports, how often they occur, and where they take place are set out below. These should reflect what's actually agreed with you, not a generic list.

Support type: _____

How it will be delivered: _____

When and how often: _____

Where: _____

2. Term of this agreement

This agreement starts on _____ and will be reviewed on or before _____. It continues until it's ended by either party under section 8, or your NDIS plan supporting these supports ends, whichever happens first.

3. Pricing and payment

- Rate: \$_____ per hour (in line with the current NDIS Pricing Arrangements and Price Limits, where these supports are NDIS-funded).
- Travel costs, if any: \$_____ per booking / per km (delete as applicable).
- Other costs: any materials or products used during a support (e.g., groceries) are charged at cost and agreed with you in advance.
- GST: Flourish & Co is ☐ registered ☐ not registered for GST. [Confirm and delete one.]

- How you pay: ■ we claim directly from your NDIS plan ■ your plan manager pays our invoice ■ you pay us directly.

4. Cancellations and changes to bookings

- If you need to cancel or reschedule a booking, please give us at least _____ hours' notice by phone or text.
- If notice is shorter than this, a cancellation fee of up to _____% of the scheduled support cost may apply, consistent with the NDIS short-notice cancellation policy where relevant.
- We'll give you as much notice as possible if we need to cancel or reschedule a booking on our end, and won't charge you for a support we don't deliver.

5. Our responsibilities

- Deliver your supports safely, respectfully, and in a way that reflects your choices and goals.
- Communicate openly with you about any changes to your supports, our staff, or this agreement.
- Handle your personal information in line with our Privacy Policy (available at flourishandco.com.au/privacy.html).
- Comply with relevant work health and safety laws and, where applicable, the NDIS Practice Standards.
- Maintain appropriate Public Liability and Professional Indemnity insurance.
- Provide supports free from discrimination, abuse, neglect, exploitation or violence, and meet our incident reporting obligations if something goes wrong.

6. Your responsibilities

- Provide a safe environment for supports to be delivered in.
- Give us reasonable notice of cancellations, changes, or if your needs or circumstances change.
- Make sure funds are available (if self-managed) or your plan is current and has funding allocated for these supports (if plan- or NDIA-managed).
- Treat our staff with respect, and let us know promptly if something isn't working for you.

7. Feedback and complaints

If you're ever unhappy with any part of your support, please tell us directly at admin@flourishandco.com.au and we'll respond within a reasonable time. Raising a concern will never affect the quality or continuity of the supports you receive. You can also contact the NDIS Quality and Safeguards Commission at any time on 1800 035 544 or ndiscommission.gov.au, whether or not you've raised it with us first.

8. Changing or ending this agreement

- Either of us can request changes to this agreement at any time — changes take effect once both parties agree to them in writing.
- Either of us can end this agreement by giving _____ weeks' written notice.

- We may end this agreement immediately if we reasonably believe there's a serious safety risk, or in the event of non-payment or seriously disrespectful behaviour toward our staff.
- Supports funded by your NDIS plan can only continue while your plan remains current and has funding available for them.

9. Privacy

We collect, use and store your personal information in line with our Privacy Policy, available at flourishandco.com.au/privacy.html. This includes how you can access or correct your information, and how to make a privacy-related complaint.

10. Liability

Nothing in this agreement excludes, restricts or modifies any right or remedy under the Australian Consumer Law, or any liability we cannot lawfully exclude — including liability for death or personal injury caused by our negligence. Subject to that, and to the extent the law allows, our liability for loss or damage arising from the supports provided under this agreement is limited to resupplying the support or the cost of the support giving rise to the claim.

Signatures

For Flourish & Co

Name: _____

Position: _____

Signature: _____

Date: _____

Participant / representative

Name: _____

Relationship to participant: _____

Signature: _____

Date: _____

This is a template covering the areas the NDIS recommends every service agreement address. Fields in blank or bracketed form (cancellation notice period, fees, rates, notice to end the agreement) are business decisions for Flourish & Co to set and keep consistent, and should be confirmed with an accountant for GST/pricing and a solicitor for the liability and termination clauses before this is used as a binding, signed document with clients. Publishing this template on our website is for transparency — an actual service arrangement only takes effect once a completed copy is signed by both parties.