

AIMY ALLIED

Allied Health & Support Coordination

Participant Service Agreement

Aimy Allied Pty Ltd | ABN 35 697 698 418
info@aimyallied.com.au

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§ Participant Service Agreement

This Service Agreement ("Agreement") is made between:

Service Provider	Aimy Allied Pty Ltd (ABN 35 697 698 418)
Participant Name	
NDIS Number	
Date of Birth	
Nominee / Guardian (if applicable)	
Plan Management Type	☐ Self-Managed ☐ Plan-Managed ☐ NDIA-Managed
Agreement Start Date	
Agreement Review Date	

1. Purpose of this Agreement

This Agreement sets out the terms under which Aimy Allied will provide supports and services to the Participant named above, in accordance with the National Disability Insurance Scheme (NDIS) and the Participant's NDIS Plan. It outlines each party's responsibilities, how supports will be delivered, and how fees will be charged and paid.

2. Supports and Services Provided

Aimy Allied will provide the following supports, as agreed with the Participant and/or their representative:

Support Type	Description	Frequency
Support Coordination	Assistance to coordinate and manage supports, connect with providers, and build capacity to use NDIS Plan funding	
Occupational Therapy	Assessment, therapy, and reporting to support daily function and independence	
Psychology	Assessment and therapeutic support for mental health and wellbeing	

Physiotherapy	Assessment and treatment to support mobility, strength, and function	
Behaviour Support	Assessment and development of behaviour support plans	
Other (specify)		

Supports will be delivered by suitably qualified Aimy Allied staff and/or approved subcontracted allied health professionals, in line with the Participant's goals as outlined in their NDIS Plan.

3. Fees and Payment

- All supports will be charged in accordance with the current NDIS Pricing Arrangements and Price Limits published by the NDIA.
- Where a support is not subject to NDIS price caps, Aimy Allied will advise the Participant of the applicable fee prior to delivering the service.
- Invoices will be issued in line with the Participant's plan management arrangement (self-managed, plan-managed, or NDIA-managed).
- Travel, report writing, and non-face-to-face support items may be charged in accordance with the NDIS Price Guide, where applicable and agreed in advance.

4. Cancellation Policy

Aimy Allied follows the NDIS Cancellation Policy. Cancellations must be provided with at least **two (2) clear business days'** notice. Cancellations made with less notice, or missed appointments without notice, may be charged in accordance with the NDIS Pricing Arrangements.

5. Responsibilities of Aimy Allied

- Deliver supports in a manner that respects the Participant's rights, dignity, privacy, and choice and control.
- Communicate openly about the supports being provided, including any changes.
- Maintain appropriate qualifications, registrations, and insurances for all staff and subcontractors.
- Keep accurate records and provide reports as required.
- Handle personal information in accordance with the Privacy Act 1988 (Cth) and the NDIS Code of Conduct.
- Provide the Participant with a copy of Aimy Allied's Feedback and Complaints process.

6. Responsibilities of the Participant

- Provide accurate and current information relevant to the supports being delivered.
- Inform Aimy Allied of any changes to their NDIS Plan, contact details, or support needs.
- Provide notice in line with the cancellation policy above.
- Treat all Aimy Allied staff and subcontractors with courtesy and respect.

- Raise any concerns about supports directly with Aimy Allied in the first instance.

7. Changes to this Agreement

This Agreement may be reviewed or changed at any time by mutual agreement between Aimy Allied and the Participant (or their representative). Any changes will be recorded in writing and signed by both parties.

8. Ending this Agreement

Either party may end this Agreement by providing reasonable written notice. Aimy Allied will work with the Participant to ensure a smooth transition of supports, including referral to alternative providers where required. In the case of a serious breach of the NDIS Code of Conduct, or where the safety of staff or the Participant is at risk, this Agreement may be ended immediately.

9. Feedback, Complaints, and Disputes

Aimy Allied welcomes feedback as an opportunity to improve our services. Complaints or concerns can be raised directly with Aimy Allied via **info@aimyallied.com.au**. If a matter cannot be resolved directly, the Participant may contact the NDIS Quality and Safeguards Commission on **1800 035 544**.

10. Privacy and Confidentiality

Aimy Allied is committed to protecting the privacy of Participant information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Personal information will only be used for the purpose of delivering and coordinating supports, and will not be shared with third parties without consent, except where required by law.

By signing below, both parties confirm they have read, understood, and agree to the terms outlined in this Service Agreement.

Agreement and Signatures

Participant / Representative Signature

Aimy Allied Representative Signature

Print Name & Date

Print Name & Date