



# SERVICE AGREEMENT

**PREPARED BY:**  
**AUTHORISED BY:**

Karina B  
Cameron Toomey

# Service Agreement

This agreement is between [Click or tap here to enter text.](#)

and [Insite Digital Pty Ltd t/a Insite Support](#)

The Agreement will start on [Click or tap here to enter text.](#)

And applies until [Click or tap here to enter text.](#)

**Insite Support** will, as a contractor and not as an employee, provide the services described in the Table of Services at the end of this agreement. The prices for the services are also described in the Table of Services at the end of this agreement.

### Service Provider’s Responsibilities

The Service Provider will:

- Work with the Client to provide services that meet the Client’s needs
- Treat the Client with courtesy and respect
- Consult with the Client if decisions need to be made about how the services are provided
- Apply any arrangements agreed with the Client and described in the Table of Services at the end of this agreement to help the Client carry out their responsibilities
- Listen to the Client’s feedback and resolve problems quickly.
- Protect the Client’s privacy and confidential information
- Have insurance (workers compensation and public liability) that covers the way services are provided
- Keep clear records about the services provided to the Client
- Issue regular invoices that explain the services that have been provided, their cost and when payment is due
- Let the Client know if any contact details set out in this agreement change
- Review the service with the Client every three months

### Client’s Responsibilities

The Client will:

- Pay the invoices issued by the Service Provider in connection with the services provided
- Work with the Service Provider to ensure that the services provided meet the Client’s needs
- Treat the Service Provider with courtesy and respect
- Talk to the Service Provider about any problems with the services being provided
- Tell the Service Provider if there is a change to the NDIS plan that is the basis for this agreement
- Let the Service Provider know if any contact details set out in this agreement change
- Give the Service Provider the notice required (see below) to end this agreement

### Changing this Agreement

- If the Client and Service Provider want to change this agreement, they must make any changes they have talked about and agree to in writing. The written changes should be dated and signed by the Client and Service Provider

### Ending this Agreement

- If either the Client or the Service Provider want to end this agreement, each of them agrees to give two weeks’ notice to the other. If the Client or the Service Provider seriously breaches this agreement, that notice period will not be required.

Insite Support is dedicated to the health, safety and wellbeing of all team members, clients, and visitors. We acknowledge additional precautions are required and these are outlined in our pandemic management plan which is available on request. We continue to closely monitor all advice from the Australian Government, Queensland Health, and Queensland Government's Chief Health Officer to guide our services. Insite Support have taken to ensure that the risk of infection to staff, clients and the wider community is minimised:

- All staff adhere to the Queensland Government's directive on self-isolation, quarantine periods and infection testing.
- All staff have completed additional Infection Control training.
- Insite Support will complete a risk assessment prior to and on the day of each visit.

In the event of an emergency/disaster situation, Insite Support will implement the Disaster Management Plan ensuring continuity of support for all participants.

#### Client Details

The Client can be contact on:

**Home Ph**

**Mobile Ph** Click or tap here to enter text.

**Email** Click or tap here to enter text.

**Address** Click or tap here to enter text.  
Click or tap here to enter text.  
Click or tap here to enter text.  
Click or tap here to enter text.

**NDIS Ref No** Click or tap here to enter text.

#### Service Provider Details

The Service Provider can be contacted on:

**Office Phone** (07) 5231 9838

**Out of Hours** 0423 344 120

**Email** hello@insitesupport.com.au

**Office Hours** 8am – 4pm Mon-Fri

#### Your Goals

## Table of Services

Service	Reference	Price of Service	No of hours to be provided
Capacity Building Support Coordination Level 2 Support Coordination	07_002_0106_8_3	\$100.14	Click or tap here to enter text.
Capacity Building Support Coordination Provider travel – Non labour cost (30 mins max charge)	07_799_0106_6_3	\$100.14	As required

## Agreement Signatures

The **Client** and the **Service Provider** agree to the terms set out above

Signature of Client ..... Date Click or tap here to enter text.

Name of Client Click or tap here to enter text.

### *(If signed by a nominee)*

I confirm that this agreement has been explained to the person receiving the services and that they agree to this

Signature of Nominee ..... Date Click or tap here to enter text.

Name of Nominee Click or tap here to enter text.

Signature on behalf of **Service Provider**



Date Click or tap here to enter text.

Name of Service Provider

Cameron Toomey – Insite Support