



# NDIS Service Agreement

## 1. Who is making this Agreement?

The name of the participant or their trusted person

Name: \_\_\_\_\_

Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

The name of the service provider: Call The Cleaner Australia

## 2. How does this Agreement fit in with the NDIS?

This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).

## 3. A copy of the participant's NDIS Plan must be attached to this Agreement

**Note:** you don't have to include your NDIS Plan if you don't want to. NDIS Participant's NDIS Plan is attached to this Agreement.

NDIS NUMBER: \_\_\_\_\_

D.O.B: \_\_\_\_/\_\_\_\_/\_\_\_\_

PLAN START: \_\_\_\_/\_\_\_\_/\_\_\_\_ PLAN END: \_\_\_\_/\_\_\_\_/\_\_\_\_



The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.

#### **4. What supports will be provided?**

What are the supports to be provided? Circle the following

Type of Service:    Cleaning    Gardening

How Often: Daily Weekly Fortnightly Triweekly Monthly Other \_\_\_\_\_

Duration of Service: 2hrs 2.5hrs 3hrs 3.5hrs 4hrs Other \_\_\_\_\_

Day of Regular Service: Mon-Tue-Wed-Thu-Fri-Sat-Sun

Cost of Service:    Cleaning \_\_\_\_\_    Gardening \_\_\_\_\_

#### **5. What is expected of the participant?**

Inform the provider about how they wish the supports to be delivered and meet the participants needs.

#### **6. What is expected of the service provider?**

Once agreed, provide supports that meet the participants needs at the participant's preferred schedule.



## **7. How will payments be made?**

The provider will seek payment for their provisions of supports after the Job has been completed.

## **8. How to make Changes?**

Changes will need to be reflected in the schedule of supports.

## **9. How to end Agreement?**

Should either party wish to end this agreement they must give (insert reasonable time period depending on nature of supports e.g 1 week) notice.

Unless specified by both parties, example; Plan Manager & Provider.

## **10. What to do if there is a problem**

The contact person are:

Mersina Galati (Office Manager of Call The Cleaner Australia)

Their phone number is: 0430 541 954

Their email address is: [mersina@callthecleaner.net](mailto:mersina@callthecleaner.net)

Frank Galati (Service Manager of Call The Cleaner Australia)

Their phone number is: 0430 544 208

Their email address is: [frank@callthecleaner.net](mailto:frank@callthecleaner.net)



## **11. Goods and Service Tax**

Most services provided under the NDIS will not include GST.  
However, GST will apply to some services.

### **Responsibility to check whether GST does or does not apply**

Call The Cleaner Australia is Registered

## **12. Can I trust the cleaner with keys etc?**

Yes, we offer a safe guard with the keys or alarm codes we receive

## **13. Are the Employees insured?**

Yes, we have Public Liability Insurance Cover.

## **14. Can I reschedule the service day?**

Yes 24-hour notice

## **15. Who supplies the cleaning materials?**

We provide our own cleaning products and equipment. (no extra charge)  
(Option; client has a preferred product to use please advise)



**16. Can I have the cleaner/gardener if I'm not at home?**

Yes, you can have your premises cleaned at any time.  
(key or someone to open the door for the cleaner)  
(Gardener/Window Cleaner or High-Pressure Cleaner access to premises)

**17. What if the provider can't make it or is sick?**

Option send out another staff member – reschedule day/time or skip clean.

**18. Your contact Details**

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Code \_\_\_\_\_

The Name of someone we can contact if we can't get in touch with you

\_\_\_\_\_

Their Phone Number: \_\_\_\_\_



## 19. Our Terms and Conditions

When booking a Service with Call The Cleaner Australia you agree to the terms and conditions as listed below.

These terms and conditions constitute the full and complete service agreement - between you (the “customer”) and Call The Cleaner Australia.

- The service will be for such (cleaning, gardening, carpet cleaning, window cleaning, high pressure cleaning and upholstery cleaning) duties as agreed with the customer at the time of booking.
- As per service requirement a **minimum** of 2 hours per visit is required or as specified in the agreed value at the time of booking.
- After hours penalty rates apply if the service is required outside business hours.
- If the customer requires any additional services, they must contact Call The Cleaner Australia by phone or email.
- Employees of Call The Cleaner Australia are not authorised to agree to any changes unless specified by Management at Call The Cleaner Australia.
- If the customer requires the cleaner to clean behind or under any heavy items e.g. Lounge, fridge, the customer will move those items prior to the clean.
- The customer will secure or remove any fragile, delicate, breakable or valuable items, including cash prior to commencement of the cleaning service. (Insurance will not be covered)
- The customer may cancel any Service by notifying Call The Cleaner Australia at least 24 hours prior before Service is Scheduled.
- The customer may also terminate the whole service by giving a one-week advanced notice in writing, unless both parties agree otherwise.



- Call The Cleaner Australia and or Client either will terminate the whole service if the following occur anytime during/before or after Service. Serious misconduct by employee or customer in any uninvited or unwelcome behaviour that offends, humiliates or intimidates our employee or provider, either intentionally or unintentionally. Harassment may occur as a single act, or in a series of incidents, persistent innuendos or threats. This also includes verbal or physical abuse, such as yelling, screaming or offensive language. Unacceptable behaviour telling inappropriate jokes, disruptive or negative behaviour, constantly speaking negatively about either party.
- The customer agrees to pay 15% cancellation fee per value of Job, if no one is at the premises to let them in or there is a problem with the keys.
- If the customer is dissatisfied for any reason with the Service provided, they must inform Management at Call The Cleaner Australia within 24 hours of completion of the Service. We will endeavour to solve the problem quickly and efficiently.
- Call The Cleaner Australia will provide a Tax invoice on same day of Service or as per agreement with customer.eg Monthly etc...
- The customer agrees to pay Call The Cleaner Australia within 7 days of Invoice submit by EFT, Cheque or Cash. Both Parties may agree longer due date.
- Payments not received within this time period will incur a late fee of 5% of the Invoice. A further 10% will apply to any invoices that are outstanding for over 4 weeks.
- As Call The Cleaner Australia invests in recruiting and training it's Staff the customer agrees that after the termination of our Service he/she will not hire or use any commercial or domestic service provided by past employee introduced to the customer by Call The Cleaner Australia.

These terms and conditions shall be governed by the relevant Australian laws, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of Australia.



## 20. The Service Providers contact details

Daytime Phone Number: **03 9844 8662**

Evening Phone Number: **03 9884 8662**

Mobile Number: **0430 544 208 or 0430 541 954**

Email Address: **[info@callthecleaner.net](mailto:info@callthecleaner.net)**

**By Signing this Agreement, the service provider and participant have agreed not to apply GST.**

Under tax law, the following sentence must be included in this Agreement:

“A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant’s NDIS plan currently in effect under section 37 of the NDIS Act.”

Participant Name: \_\_\_\_\_ Provider: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_