

Service Agreement

Doeboe Care Pty Ltd — NDIS Service Agreement (2026)

About This Agreement

This Service Agreement (the Agreement) is made between Doeboe Care Pty Ltd (Doeboe Care, we, us, our) and the participant named below (you, the participant), or the person legally authorised to act on the participant's behalf. It sets out the supports Doeboe Care will provide, the responsibilities of both parties, and how we will work together.

This Agreement is made for the purpose of providing supports under the National Disability Insurance Scheme (NDIS). It is written to be consistent with the National Disability Insurance Scheme Act 2013 (Cth), the NDIS Rules, the NDIS Practice Standards, and the participant's current NDIS plan. Our approach is person-centred: your goals, choices and preferences guide the supports we deliver.

Please read this Agreement carefully. You are welcome to take your time, ask questions, and have a family member, friend, nominee, guardian or independent advocate help you understand it before you sign. If you need this document in another language or format, we can arrange an interpreter through the Translating and Interpreting Service (TIS) on 131 450, or provide it in an accessible format on request.

This Agreement does not replace your NDIS plan. If anything in this document is unclear or appears inconsistent with your plan, your plan and the NDIS Rules take precedence.

Parties to the Agreement

Provider — Doeboe Care Pty Ltd (prefilled)

Provider: Doeboe Care Pty Ltd

ABN: 71 647 122 423

NDIS Registration ID: 4-G3YCA9H

Address: 8 Tetbury Avenue, Weir Views VIC 3338

Phone: 0469 059 068

Email: info@doeboecare.com.au

Director / Nominated Supervisor: Cephus Nebo

Participant (to be completed)

Full name	
Preferred name	
NDIS number	
Date of birth	
Home address	

Phone	
Email	
Preferred contact method	

Representative, nominee or guardian (if applicable)

Complete this section only if someone is authorised to make decisions or sign on the participant's behalf.

Full name	
Relationship to participant	
Role (nominee / guardian / other)	
Phone	
Email	

Term and Duration

This Agreement starts and ends on the dates below. It is intended to align with the dates of the participant's current NDIS plan. Where the NDIS plan is renewed, replaced or reassessed, we will review this Agreement with you and, where you agree, continue supports under the renewed plan.

Start date	
End date	
Linked NDIS plan dates (from / to)	

If no end date is recorded, this Agreement continues until the participant's current NDIS plan ends, or until either party ends it in accordance with the "Ending This Agreement" section below.

Plan Management

The way your NDIS funding is managed affects how Doeboe Care claims payment for supports. Please tick the option that applies and complete any details.

Option	Tick
Self-managed (you or your representative pay invoices and claim from the NDIA)	☐
Plan-managed (a registered plan manager pays our invoices)	☐
NDIA-managed (we claim payment directly from the NDIA / myplace portal)	☐

If plan-managed, please provide your plan manager's details:

Plan manager name / organisation	
Contact person	
Phone	
Email	

Supports to Be Provided

Doeboe Care is a registered NDIS provider operating in Victoria, primarily across Melbourne's western growth corridor and surrounds. Our registration scope covers Core supports, High Intensity Daily Personal Activities (including severe dysphagia and mealtime management), and Supported Independent Living (SIL).

The specific supports, the number of hours or units, and the agreed pricing are set out in the attached Schedule of Supports, which forms part of this Agreement. The Schedule may include supports such as:

- Assistance with Self-Care Activities
- Access to Community, Social and Recreation Activities
- Household Tasks and Meal Preparation
- Group-Based Activities
- High Intensity Daily Personal Activities
- Skill Development, Training and Capacity Building
- Transport Assistance
- Support Coordination

Only the supports listed in your signed Schedule of Supports will be provided and claimed. If your needs change, we can update the Schedule together, as described under "Changes to This Agreement".

The Schedule of Supports is a separate attached document. This Agreement is not complete without it.

Costs, Pricing and NDIS Claiming

The prices for all supports are set out in the Schedule of Supports and are consistent with the current NDIS Pricing Arrangements and Price Limits, published by the NDIA and updated from time to time.

- We will not charge more than the relevant NDIS price limit for any support item.
- Most NDIS supports are GST-free under the GST law; where GST applies, this will be shown separately.
- Prices may be updated when the NDIA publishes new Pricing Arrangements and Price Limits (typically each 1 July). We will let you know before any updated pricing applies and, where required, agree an updated Schedule of Supports with you.
- Charges are based on the actual supports delivered and recorded, at the agreed rates.

How we claim payment depends on your plan management type:

Plan management	How Doeboe Care is paid
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Self-managed	We invoice you (or your representative) directly; you pay and then claim from the NDIA.
Plan-managed	We invoice your plan manager, who pays us from your NDIS funding.
NDIA-managed	We claim payment directly from the NDIA through the myplace provider portal.

Transport and other allowable travel or non-labour costs will only be charged where they are permitted under the NDIS Pricing Arrangements and are recorded in your Schedule of Supports.

Cancellations and No-Shows

We understand that plans change and that you may sometimes need to cancel a support. Please give us as much notice as you can, so we can offer that time to another participant and support our workers.

Under the current NDIS Pricing Arrangements and Price Limits, a cancellation is a "short notice cancellation" if you:

- cancel with less than the notice period set by the NDIA (currently 7 clear days for most supports); or
- do not show up for a scheduled support within a reasonable time; or
- are not present or ready at the agreed place and time for the support to be delivered.

Where a short notice cancellation or no-show occurs, Doeboe Care may claim the full agreed price for that support from your NDIS funding, but only up to the limits and number of times allowed under the NDIS rules. We will not claim a cancellation fee that exceeds what the NDIS permits, and we will always record the reason.

If the NDIA changes the required notice period or the cancellation rules, the NDIS rules that apply at the time will apply to this Agreement.

To cancel or change a support, please contact us on 0469 059 068 or at info@doeboecare.com.au as early as possible.

Responsibilities of Doeboe Care

We agree to:

- Provide supports that are safe, respectful, high quality, and delivered on time, in line with your goals and your NDIS plan.
- Work in a person-centred way, respecting your culture, identity, values, privacy and dignity, and supporting your right to make your own choices.
- Only use workers who have been screened (including NDIS Worker Screening / police checks as required), inducted, trained and supervised appropriately for the supports they provide.
- Communicate openly and honestly, and give you information about the supports in a way you can understand.
- Protect your personal information and handle it in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy and Consent Form.

- Give you reasonable notice if we need to change or cannot provide a support, and work with you to make other arrangements.
- Listen to your feedback and complaints, and use them to improve.
- Keep accurate records of supports delivered and claims made, and give you invoices or statements on request.
- Consult you about decisions that affect you and support your access to an independent advocate if you want one.

Responsibilities of the Participant

We ask that you (or your representative) agree to:

- Provide accurate information about yourself, your supports and your NDIS plan, and tell us if any of this changes.
- Treat our workers with courtesy and respect, and provide a safe working environment, free from violence, harassment, weapons, and illegal drugs.
- Tell us if you have concerns about a support or a worker, so we can address them.
- Let us know as soon as possible if you need to change or cancel a scheduled support, following the cancellation notice above.
- Tell us if your NDIS plan is suspended, replaced or ends, or if your plan management arrangements change.
- Pay invoices on time where you are self-managed, or ensure your plan manager or the NDIA can pay us.

Changes to This Agreement and the Supports

You can ask to change your supports at any time as your needs and goals change. Either party may propose a change to this Agreement or the Schedule of Supports.

- Changes to the supports, hours or pricing will be recorded in an updated Schedule of Supports, agreed and signed by both parties.
- Changes to the terms of this Agreement will be made in writing and agreed by both parties.
- We will review this Agreement with you at least once during its term, at your plan review, or sooner if your circumstances change.

Review date (optional)

Ending This Agreement

Either party may end this Agreement by giving the other written notice. Unless a shorter period is agreed, the notice period is:

Party ending the Agreement	Notice period
Participant (you or your representative)	14 days
Doeboe Care	28 days

Either party may end this Agreement immediately, without notice, if:

- there is a serious breach of this Agreement;
- there is a serious risk to the health or safety of the participant, a worker or another person;
- the participant is no longer eligible for the NDIS, or the relevant funding is no longer available; or
- Doeboe Care is no longer able to provide the supports (for example, a change to our registration).

If this Agreement ends, we will support a safe and orderly transition, provide information you need to continue your supports with another provider where you wish, and claim only for supports actually delivered up to the end date.

Feedback, Complaints and the NDIS Commission

Your feedback helps us improve, and you have the right to raise concerns without it affecting your supports.

- Talk to us first: contact Doeboe Care on 0469 059 068 or info@doeboecare.com.au. We will acknowledge your complaint, work with you to resolve it, and keep you informed.
- You can ask a family member, friend or independent advocate to help you. Doeboe Care can help you connect with a disability advocate if you wish.

If you would prefer to raise a concern outside Doeboe Care, or are not satisfied with our response, you can contact the NDIS Quality and Safeguards Commission:

NDIS Quality and Safeguards Commission	1800 035 544
TTY	133 677
Website	www.ndiscommission.gov.au

You can also contact the National Disability Insurance Agency (NDIA) on 1800 800 110 or at www.ndis.gov.au.

Privacy and Consent

Doeboe Care collects and uses your personal and health information only to plan and deliver your supports, meet our obligations to the NDIS, and keep you safe. We handle your information in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy.

The way we collect, store, use, share and give you access to your information — and the choices you have about your information — is set out in our separate Consent Form, which you will be asked to complete alongside this Agreement. Please read the Consent Form carefully, as it forms part of our arrangements with you.

By signing this Agreement, you confirm you have been offered the Consent Form and understand that your consent to how we handle your information is recorded there, not in this Agreement.

Agreement and Signatures

By signing below, both parties confirm they have read, understood and agreed to this Service Agreement, and that the participant has received a copy of the attached Schedule of Supports.

Participant or authorised representative

Name	
Signed on behalf of participant? (yes / no)	
Signature	
Date	

Doeboe Care Pty Ltd representative

Name	
Position	
Signature	
Date	



For Doeboe Care: Cephus Nebo — Director / Nominated Supervisor (Authorised Officer) Signed: 14 July 2026

Please keep a signed copy of this Agreement for your records. A copy will also be kept securely by Doeboe Care.