

Service Agreement

Assistive Technology, Repair, Maintenance & Hire Services

This agreement is between Support Link Tech (ABN to be confirmed), located at 11 Snowsill Ct, Point Cook VIC 3030, and the participant named below. This agreement outlines the supports to be delivered, the responsibilities of each party, and the terms under which services are provided in accordance with the NDIS Act 2013, the NDIS Code of Conduct, and the NDIS Practice Standards.

1. PARTICIPANT DETAILS

Full Name:

NDIS Number:

Date of Birth:

Phone:

Email:

Address:

Plan Management:

2. SERVICES TO BE PROVIDED

Support Link Tech will provide the following services as agreed with the participant and/or their representative (tick all that apply):

- Supply and delivery of assistive technology equipment
- Assessment, fitting and customisation of mobility aids
- Equipment repair, servicing and maintenance
- Short-term or long-term equipment hire/rental
- Training on equipment use and safety
- Other (please specify below)

3. PRICING & PAYMENT

- All services are priced in accordance with the current NDIS Pricing Arrangements and Price Limits.
- A quote will be provided before any work commences. Costs exceeding \$1,500 require NDIA approval.
- Invoices will be issued upon completion of services or delivery of equipment.
- Payment is accepted via NDIA portal (agency-managed), plan manager, or direct payment (self-managed).

4. EQUIPMENT WARRANTY & CONSUMER RIGHTS

- All equipment supplied by Support Link Tech comes with the manufacturer's warranty.
- Your rights under the Australian Consumer Law are not affected by this agreement. Equipment must be of acceptable quality, fit for purpose and match any description provided.
- Warranty does not cover damage caused by misuse, unauthorised modifications, or normal wear and tear.
- If equipment develops a fault covered by warranty, contact us and we will arrange repair or replacement.

5. EQUIPMENT HIRE TERMS

- Hire equipment remains the property of Support Link Tech at all times.
- The participant is responsible for the reasonable care and safe use of hired equipment.
- Equipment must be returned in the same condition as received, allowing for normal wear and tear.
- Loss or damage beyond normal wear and tear may incur replacement costs.
- Hire periods and rates will be confirmed in writing before delivery.

6. CANCELLATION & TERMINATION

- Either party may terminate this agreement by providing 14 days written notice.
- The participant may end this agreement at any time without penalty or cost.
- Support Link Tech will not charge cancellation fees for services not yet delivered.
- In the event of an emergency or safety concern, services may be suspended immediately.

7. PRIVACY & CONFIDENTIALITY

Support Link Tech collects, uses and stores personal information in accordance with the Privacy Act 1988 (Cth), the Health Records Act 2001 (Vic) and the NDIS Act 2013. We only collect information necessary to deliver your supports. Your information will not be shared with third parties without your consent, except where required by law. You may access or request correction of your personal information at any time by contacting us.

8. FEEDBACK & COMPLAINTS

We welcome feedback about our services. If you have a complaint, you may contact us directly at admin@supportlinktech.com.au or call 0420 418 888. If you are not satisfied with our response, you may contact the NDIS Quality and Safeguards Commission on 1800 035 544.

9. GOVERNING LAW

This agreement is governed by the laws of the State of Victoria, Australia. Both parties agree to resolve disputes through discussion and, if necessary, through the NDIS Commission or the Victorian Civil and Administrative Tribunal (VCAT).

10. AGREEMENT

By signing below, both parties agree to the terms outlined in this Service Agreement. The participant acknowledges that they have been provided an opportunity to ask questions and have the terms explained in a format they can understand.

PARTICIPANT

Full Name:

Date:

Signature: _____

NOMINEE / REPRESENTATIVE (if applicable)

Full Name:

Relationship:

Date:

Signature: _____

SUPPORT LINK TECH REPRESENTATIVE

Full Name:

Position:

Date:

Signature: _____