



The trustee for the Werner Family Trust t/a Astec Equipment Services

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The NDIS and ASTEC's services to you

ASTEC provides Assistance Technology under the participant's National Disability Insurance Scheme (NDIS) plan.

Our aides and equipment are provided to you in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with a disability, and
- Enable people with a disability to exercise choice and control in the pursuit of their
- goals and the planning and delivery of their aides or equipment.

Responsibilities of ASTEC

ASTEC agrees to:

- Review the provision of aides or equipment with the participant, if required
- Once agreed, provide aides or equipment that meet the participant's needs at the participant's preferred times
- Communicate openly and honestly in a timely manner
- Treat the Participant with courtesy and respect
- Consult the participant on decisions about how aides or equipment are provided
- Give the participant information about managing any complaints or disagreements
- Listen to the participant's feedback and resolve problems quickly
- **Endeavour** to give the participant a minimum of 24 hours' notice if ASTEC has to change a scheduled appointment to provide aides or equipment
- Give the participant the required notice if ASTEC needs to end the provision of an aide or piece of equipment

- Protect the participant's privacy and confidential information
- Provide aides or equipment in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law; keep accurate records on the aides or equipment provided to the participant.

Responsibilities of Participant / Participant's representative

The *Participant / Participant's representative* agrees to:

- Inform ASTEC about how they wish the aides or equipment to be delivered to meet the participants needs
- Pay and/or acknowledge supply of requested aides or equipment.
- Treat ASTEC with courtesy and respect
- Talk to ASTEC if they have any concerns about the aides or equipment being provided
- Give ASTEC the required notice if the participant needs to no longer proceed with a requested item
- Let ASTEC know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS, particularly if this means a funded item is no longer approved
- Guarantee that payment will be made on their account and that future and outstanding costs will be accounted for in future plans

Changes to your request for Assistive Technology

If changes to the aides or equipment or their delivery are required, the parties agree to discuss and review what is required. The parties agree that any changes to the documented request will be in writing, signed, and dated by the parties.

Ending a request for Assistive Technology

Should either party wish to end a request for an aide or equipment prior to confirming a quoted order with ASTEC, they must give a minimum of 1 week notice unless a shorter time period is mutually agreed upon. Once a customized order has been quoted and the quote accepted this cannot be cancelled.

If either party seriously breaches this process the requirement of notice will be waived.

Payments

ASTEC will seek payment for the provision of the aide or equipment after the *Participant / Participant's representative* confirms an order and then monthly thereafter for the hire of goods.

If the participant has chosen to self-manage the funding for NDIS supports provided under this service agreement Assistive Technology, ASTEC will provide the participant with an invoice. The participant will pay the invoice by cash / card / EFT at the time of collection/delivery.

OR

If the participant's nominee manages the funding for Assistive Technology provided under this agreement. After providing the aide or equipment, ASTEC will send the participant's nominee an invoice for the participant's nominee to pay. The participant's nominee will pay the invoice by cash / card / EFT within 7 days.

OR

If the participant has nominated the NDIA to manage the funding for Assistive Technology provided under this agreement. When providing the aide or equipment, ASTEC will claim payment for those supports from the NDIA.

It is important to note that financial intermediaries are bound by NDIS Terms of Business.

OR

If the participant has nominated the Plan Management to another NDIS provider to manage the funding for NDIS supports including Assistive Technology provided under this agreement. After providing the aide or equipment, ASTEC will claim payment from *the Plan Management Provider*.

Goods and services tax (GST)

For the purposes of GST legislation, the parties confirm that:

- A supply of Assistive Technology is a supply of one or more of the reasonable and necessary supports specified in the statement 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;
- The participant's NDIS plan is expected to remain in effect during the period between request and payment; and
- The participant and/or participant's representative will immediately notify ASTEC if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

Feedback, complaints and disputes

If the participant wishes to give ASTEC feedback, the participant can

- Email: tom.werner@astecservices.net.au,
- Speak to someone at our showroom at 612 Skipton St, Redan or
- Call (03) 5336 3900

If the participant is not satisfied or does not want to talk to this person, the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting www.ndis.gov.au for further information.

If you would like to make a complaint about any NDIS provider, you can call the NDIS Quality and Safeguards Commission on 1800 035 544 or online at www.ndiscommission.gov.au/participants/complaints.

Schedule of supports

ASTEC agrees to provide the participant with the sales, servicing and hire of Assistance Technology for the duration indicated on their individual hire agreements.

ASTEC will supply you with a sales document which will list your Assistive Technology. All prices GST inclusive (if applicable). Prices are current as at acceptance of Quotation and/or Invoice.

Additional expenses (for example: puncture repairs, emergency call outs or cleaning fees) are the responsibility of the *Participant / Participant's representative* and are not included in the cost.

Contact details

The *Participant and the Participant's representative* can be contacted on:

Contact: _____

Phone: _____

Email: _____

LAC: _____

LAC Phone: _____

LAC Email: _____

ASTECC can be contacted on:

In store between: 8am – 5pm Monday – Friday

612 Skipton Street

Redan VIC 3350

Phone (03) 5336 3900

Fax (03) 5336 3977

Email sales@astecservices.net.au

Date published: __/__/____

Attachment – Schedule of supports

Cancellation Policy:

Cancellation fees will apply if an attempted delivery was made on the day the supports were planned to begin. The fee will be equal to the cost of the delivery.