ABN: 79 156 825 635
Phone: (03) 5336 3900
Address: 612 Skipton St, Redan VIC 3350
Email: hire@astecservices.net.au
Web: www.astecservices.net.au

NDIS Service Agreement - Equipment Hire

1. Introduction

This Service Agreement is a formal contract made between **Astec Equipment Services** ("ASTEC", "We", "Us") and the **NDIS Participant** ("You", "Your") or their **Authorised Representative**.

This Agreement outlines the terms & conditions for hiring Assistive Technology (AT) equipment under your NDIS plan.

The parties agree that this Service Agreement is made in accordance with the rules and guidelines of the National Disability Insurance Scheme (NDIS).

2. ASTEC's Responsibilities

ASTEC agrees to:

- Provide safe, clean, and suitable hire equipment.
- Deliver, install, and collect the equipment as agreed.
- Provide instructions for safe use.
- Communicate clearly and respectfully.
- Keep accurate records of the equipment provided.
- Protect your privacy and follow all NDIS rules and the NDIS Code of Conduct.
- Provide information about feedback, complaints, and dispute resolution.

3. Participant Responsibilities

You agree to:

- Use the equipment safely and for its intended purpose.
- Take reasonable care of the equipment while it is in your possession.
- Inform ASTEC if the equipment becomes faulty, damaged, or unsafe.
- Provide safe access for delivery, servicing, and collection.
- Treat ASTEC staff with courtesy and respect.
- Inform ASTEC if your NDIS plan changes or funding becomes unavailable.

You may be responsible for costs relating to damage, loss, excessive cleaning, or misuse of the equipment.

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4. Changes or Ending the Hire Agreement

Either party may end the Hire Agreement by giving **7 days' written notice**. The Agreement may end sooner if:

- Funding is no longer available, or
- There has been a serious breach of the Agreement

All hire fees up to the equipment return date must be paid.

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5. Hire Charges and Claiming

- ASTEC will submit claims or invoices **fortnightly** for the duration of the hire.
- The Support Coordinator (if applicable) will be copied into invoice communications.

Payment arrangements will depend on how your plan is managed:

- Self-managed – invoices sent to participant/representative
- Plan-managed – invoices sent to Plan Manager
- NDIA-managed – ASTEC will claim directly through the NDIS portal

6. Cancellation of Delivery or Collection

- At least **24 hours' notice** is required to cancel or reschedule.
- If ASTEC attends and cannot access the property, a cancellation fee may apply

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7. Feedback, Complaints and Disputes

If you have feedback or a complaint, you can contact ASTEC via:

- **Email:** gm@astecservices.net.au
- **Phone:** (03) 5336 3900
- **In person:** 612 Skipton Street, Redan VIC 3350

If you are not satisfied, you may contact:

- **NDIS Quality and Safeguards Commission:** 1800 035 544
- **NDIA:** 1800 800 110 or visit www.ndis.gov.au

You will not be disadvantaged for making a complaint.

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8. Participant and Plan Details (to be completed)

Participant Name: _____

NDIS Number: _____

Address: _____

Phone: _____ **Email:** _____

Authorised Representative (if applicable):

Name: _____

Relationship to Participant: _____

Address: _____

Phone: _____ **Email:** _____

Preferred contact:

☐ Myself

☐ Authorised Representative

☐ Support Coordinator

Support Coordinator (if applicable)

Name: _____

Organisation: _____

Phone: _____ **Email:** _____

NDIS Plan Details

NDIS Plan Start Date: _____

NDIS Plan End Date: _____

Funding Management Type:
☐ Self-managed
☐ Plan-managed
☐ NDIA-managed

NDIS funding available for equipment hire: $_____

ASTEC will monitor the available funding where possible and contact the participand and/or Support Coordinator if we become aware that the allocated funding is approaching exhaustion.

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9. Participant's Liability for Shortfalls

In the event that the National Disability Insurance Agency (NDIA) or the appointed Plan Manager rejects a payment request due to insufficient funds, plan expiration, or incorrect funding allocations, **you** and/or your legally appointed **Authorised Representative** (as listed in section 8), acknowledge that you are **personally liable** for any outstanding and then ongoing amounts.

In the event this occurs, private hire invoices require full payment in advance of the hire period.

If payment is not received, ASTEC will allow **a one-month grace period** to provide an opportunity to arrange alternative or additional funding to cover the ongoing hire costs.

If additional funding is not confirmed and payment arrangements have not been made within this one-month period, ASTEC **reserves the right to arrange collection of the hire equipment.** Any outstanding amounts incurred up to the date of collection will remain payable.

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10. Equipment Hire Details (to be completed)

Hire Start Date/Delivery Date: _____

Hire End Date/Collection Date (if known): _____

Hire Type:

☐ Short term hire

☐ Long term hire

This information helps ensure there is enough funds available for the full rental period.

Equipment being hired:

_____

_____

NDIS Line Item Code (if applicable):

_____

Funding category to be used:
☐ Core (Flexible) budget
☐ Rental Supports budget

Total weekly hire cost: $ _____

Total cost for the hire period: $_____

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11. Signatures – Agreement Acceptance

By signing this Agreement, you confirm:

- The appropriate funding is available in your NDIS plan.
- You understand that hire charges will be claimed weekly.
- The funding is expected to cover the full hire period listed above.
- You understand and agree to the terms of this Service Agreement.

Participant / Authorised Representative

Name: _____

Signature: _____

Date: _____

Support Coordinator (if applicable)

Name: _____

Signature: _____

Date: _____

ASTEC Equipment Services

Staff Member Name: _____

Position: _____

Signature: _____

Date: _____