

SMOOTH STRIDE SUPPORT PTY LTD

Participant Service Agreement – Controlled Issue

NDIS-FORM-017 | Participant Agreement, Consent and Support Planning

Where Quality Care Meets Genuine Compassion.

Version	1.0 - Approved
Owner	Shantell Sydenham - Director
Approved by	Shantell Sydenham - Director
Effective date	28 July 2026
Planned review	28 July 2027, or earlier following material change
Status	Active - approved participant issue
Approval / effective date	28 July 2026 Next review: 28 July 2027, or earlier following material change
Approved controlled template. Complete all participant-, worker-, event- or service-specific fields, checks, consents, clinical instructions, signatures and point-of-use authorisations that apply before relying on the completed record.	

Welcome

While Smooth Stride Support Pty Ltd is unregistered, services under this agreement are available only to self-managed or plan-managed participants. The agreement must not be used for NDIA-managed supports, a service requiring mandatory registration, or to represent Smooth Stride Support Pty Ltd as a registered NDIS provider.

Thank you for considering Smooth Stride Support. This agreement is made with you, not simply for you. It explains the supports you choose, how they will be delivered and paid for, what each party will do, and how arrangements can be reviewed or ended.

Every participant has a story. Our role is to walk beside them as the next chapter unfolds.

Accessible agreement-making

You may ask for an Easy Read version, interpreter, communication support, advocate, nominee, support coordinator or person you trust. Take the time you need and do not sign until you understand.

1. Parties and authority

Participant name and NDIS number	_____
Preferred name / pronouns	_____
Address and contact details	_____
Preferred communication method / format / language	_____
Agreement party if not the participant	_____
Authority type and evidence checked	_____
Advocate / supporter / interpreter involved	_____
Provider	Smooth Stride Support Pty Ltd
ABN	89 688 429 361
Director	Shantell Sydenham
Phone	0473 588 051
Email	admin@smoothstridesupport.com.au

Registered address	12 Brownell Crescent, Medina WA 6167
Website	smoothstridesupport.com.au

Use with / record in
Use NDIS-FORM-018 where an advocate is authorised; NDIS-FORM-020 for consent and information sharing; and retain evidence of nominee, guardian or representative authority in the participant file.

2. Agreement period and reviews

Agreement commencement date	_____
Agreement end date (or ongoing basis)	_____
Scheduled review date	_____
Participant-requested review arrangements	_____
Notice period for ordinary ending	_____

Review this agreement when supports, prices, risks, funding, goals, service locations, decision-making arrangements or either party's responsibilities change. The participant may request a review at any time.

3. Agreed supports

Only supports recorded in the current signed Service and Support Schedule are authorised. Delivery is subject to Smooth Stride Support Pty Ltd's approved service scope and registration boundaries, worker competence, capacity, safety and the participant's available funding. While Smooth Stride Support Pty Ltd is unregistered, services under this agreement are available only to self-managed or plan-managed participants. The agreement must not be used for NDIA-managed supports, a service requiring mandatory registration, or to represent Smooth Stride Support Pty Ltd as a registered NDIS provider.

- ☐ 0106 – Support Coordination
- ☐ 0107 – Assistance with daily personal activities
- ☐ 0108 – Assistance with travel / transport arrangements
- ☐ 0117 – Development of daily living and life skills
- ☐ 0120 – Household tasks
- ☐ 0125 – Participation in community, social and civic activities

Service boundaries

Smooth Stride Support does not provide Plan Management, specialist behaviour support, behaviour support plan development, regulated restrictive-practice implementation, Supported Independent Living, Specialist Disability Accommodation or High Intensity Daily Personal Activities under this launch scope.

Use with / record in

Complete and attach NDIS-FORM-022. Use NDIS-FORM-023 and NDIS-FORM-043 to confirm preferences, support instructions and risk controls before services commence.

4. Prices, funding and invoices

The Service and Support Schedule records the applicable support item, unit, rate, travel, transport, non-labour cost, activity expense and any other agreed charge. Prices must be explained before services begin and must not exceed applicable current NDIS Pricing Arrangements and Price Limits.

- ☐ NDIA-managed funding (not available while Smooth Stride Support Pty Ltd is unregistered)
- ☐ External plan manager (Smooth Stride Support does not provide Plan Management)
- ☐ Self-managed funding
- ☐ Other lawful payment arrangement: _____

Billing field	Agreed arrangement
Invoice recipient and contact	_____
Invoice frequency	_____
Payment due period	_____
Claim / payment method	_____
Disputed invoice contact and process	Contact the Director promptly; undisputed amounts remain payable.

Invoices will identify the support delivered, date, quantity, rate and applicable additional costs. Smooth Stride Support will keep complete and accurate service records and will not claim before delivery.

Price changes

A proposed price change will be discussed with the participant before it takes effect. The Service and Support Schedule must be updated and agreed in writing. A generic automatic price-escalation clause is not used.

Use with / record in

Record item codes, rates and funding arrangements in NDIS-FORM-022. Verify prices against the current NDIA pricing documents before approval.

5. Travel, transport and activity expenses

Provider travel, participant transport, kilometres, tolls, parking, public transport, tickets, meals, entry fees and other activity expenses are charged only when allowed, explained and specifically agreed.

Provider travel arrangement / maximum	_____
Participant transport rate / method	_____
Tolls, parking or public transport	_____
Activity expenses and who pays	_____
Required receipts / approvals	_____

Use with / record in

Record itemised arrangements in NDIS-FORM-022. Use the current 0108 Transport Consent and Risk Assessment, Trip Record and Vehicle Safety Checklist where transport is delivered.

6. Cancellations, no-shows and provider changes

Cancellation conditions vary by support type and current NDIS claim rules. They must be checked when the Schedule is approved and when pricing rules change. A fee will only be claimed when the current pricing rules permit it and all required conditions are met.

Participant notice method	_____
Support-specific cancellation period	_____
Maximum claimable amount / conditions	_____
Exceptional circumstances process	_____

Smooth Stride Support will not charge the participant when it cancels a service. We will notify the participant promptly and, where agreed and safe, offer an alternative worker or time. Repeated cancellations by either party trigger a review of the support arrangement.

7. Participant responsibilities

- Tell us how you want to be supported and raise questions or concerns.
- Provide information reasonably needed for safe delivery, including material changes in risks or access.
- Treat workers with dignity and provide a reasonably safe service environment.
- Keep agreed appointments or give notice using the agreed cancellation method.

- Ensure agreed funding or payment arrangements are available and query invoices promptly.
- Do not ask workers to provide unagreed, unlawful, unsafe or out-of-scope services.

8. Smooth Stride Support responsibilities

- Respect rights, dignity, privacy, culture, choice, control and independence.
- Deliver only agreed supports using appropriately screened, trained and competent workers.
- Communicate changes, worker substitutions and delays as early as practicable.
- Maintain complete records, protect information and provide accessible explanations.
- Identify and manage incidents, complaints, conflicts, risks and emergency arrangements.
- Charge only agreed, lawful amounts and provide clear invoices after service delivery.
- Support continuity, fair transitions and referrals where Smooth Stride Support cannot meet a need.

9. Support Coordination independence and conflicts

Where Smooth Stride Support provides Support Coordination and also offers a direct service, we will disclose the conflict, provide genuine alternatives, avoid pressure, record the participant's choice and support independent advice. The participant is not required to purchase direct supports from Smooth Stride Support.

Use with / record in

Use NDIS-FORM-013 Conflict of Interest Report Form and NDIS-FORM-014 Conflict of Interest Register when a conflict is identified.

10. Privacy, consent and records

Information will be collected, used, disclosed, stored, accessed and corrected in accordance with the current controlled privacy and information procedures. Consent is specific, recorded and reviewable. Consent may be withdrawn, subject to lawful recordkeeping or safeguarding requirements that are explained.

Use with / record in

Complete NDIS-FORM-020 and applicable privacy/communication forms. Do not rely on this Agreement as blanket consent.

11. Incidents, complaints and advocacy

Smooth Stride Support	0473 588 051 admin@smoothstridesupport.com.au smoothstridesupport.com.au
NDIS Commission	1800 035 544 www.ndiscommission.gov.au
Emergency	Call 000 where there is immediate danger or urgent medical need

A participant may complain verbally, in writing, anonymously or with an advocate and will not be treated adversely for doing so. Incidents will be responded to, recorded, investigated and notified where required, with the participant involved and supported.

Use with / record in

Use NDIS-FORM-002 Incident Report Form, NDIS-FORM-003 Feedback and Complaints Form, NDIS-FORM-018 advocate authority and the connected registers.

12. Emergency, disruption and continuity arrangements

Essential supports and minimum safe continuity	_____
Preferred emergency contacts	_____
Communication during disruption	_____
Alternative worker / time / provider arrangements	_____

Participant-specific emergency plan location

Use with / record in

Use NDIS-FORM-038 Emergency and Disaster Management Plan and participant-specific emergency information in NDIS-FORM-023.

13. Changing or ending this agreement

Either party may request a change. Changes must be explained and recorded before taking effect, except where temporary action is necessary for immediate safety or law. Ordinary ending follows the agreed notice period. Smooth Stride Support will use proportionate steps, written reasons and transition planning rather than abrupt withdrawal.

Immediate or shorter-notice suspension or ending may occur only where continued service creates an unmanageable immediate safety risk, a legal restriction applies, fraud or serious misconduct is reasonably suspected, or payment failure makes delivery unsustainable after fair attempts to resolve it. Rights, essential continuity, referrals and review/complaint options will be considered and documented.

Use with / record in

Use the participant lifecycle change, suspension, transition and exit records. Update NDIS-FORM-022 and obtain signatures for agreed changes.

14. Participant-specific special conditions

Special conditions must be fair, lawful, explained, individually agreed and consistent with participant rights. They must not authorise out-of-scope services or waive legal rights.

Agreement and signatures

Signing confirms that the document was explained in an accessible way and records the person's agreement or authority. It does not remove any legal, complaint, privacy or consumer rights.

Role	Name	Signature	Date	Authority / relationship (if applicable)
Participant / authorised representative				
Smooth Stride Support representative	Shantell Sydenham / delegate			
Interpreter / witness (optional)				