

# Specialist Disability Accommodation - Addendum to the Terms of Business for Registered Providers

**Updated 1 April 2017**

This document contains the National Disability Insurance Agency's (NDIA) Terms of Business for registered providers of Specialist Disability Accommodation (SDA).

The Terms of Business for Registered Providers, including the SDA addendum to the Terms of Business, establish protocols and processes that are binding on a Registered Provider of SDA. Failure to comply with the Terms of Business will provide grounds for the NDIA to consider revoking a Registered Provider's registration.

See sections 70(1 )(d) and 72(1 )(a) of the NDIS Act.

## Service agreements

A Registered Provider must not provide SDA unless the Provider has a written service agreement with the participant that contains all of the terms listed below (Rules 7.12 to 7.15 of the SDA Rules).

If a Registered Provider has worked with the participant to establish a written service agreement but has not been able to reach agreement with the participant, the Registered Provider must not provide SDA for the participant unless the Provider:

- produces a written service agreement that is the agreement proposed by the Provider and the proposed agreement *contains all* of the terms listed below; *and*
- provides a copy of the proposed agreement to the participant; *and*
- provides SDA to the participant in accordance with the terms of the proposed agreement.

A participant who is a Registered Provider who provides SDA to themselves is not required to have a written service agreement.

The Registered Provider is to pay the costs associated with the written service agreement and is not to charge the participant.

A written service agreement may be a standalone document or the terms below may be included in a document that includes other things, such as a tenancy or occupancy agreement.