

## Service Agreement

A Service Agreement is a written contract between a horticultural therapist (or service provider) and a participant/client. It outlines the services to be delivered, how they will occur, the rights and responsibilities of both parties, and how any changes or cancellations are managed.

### 1. Participant and Provider Details

Participant Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ NDIS Number (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Service Provider Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Contact Details: \_\_\_\_\_

### 2. Services to be Provided

Describe the horticultural therapy supports or services that will be provided (e.g., weekly sessions, gardening skill-building, therapeutic group activities).

Details: \_\_\_\_\_

Session Frequency: \_\_\_\_\_ Duration: \_\_\_\_\_

Location: \_\_\_\_\_

### 3. Costs and Payments

Session Fee: \_\_\_\_\_ per hour/session

Payment Method: \_\_\_\_\_

Invoices Issued: Weekly / Fortnightly / Monthly (circle one)

NDIS Funding (if applicable): Self-managed / Plan-managed / Agency-managed

### 4. Rights and Responsibilities

The Participant/Client has the right to:

- Receive respectful and confidential services.
- Be informed about their therapy and participate in decision-making.
- Request changes or end the service agreement at any time.

The Service Provider agrees to:

- • Deliver services safely, respectfully, and professionally.
- • Communicate clearly about any changes, cancellations, or issues.
- • Maintain confidentiality and comply with relevant NDIS and privacy standards.

## 5. Changes, Cancellations, and Ending the Agreement

Either party may request to change or end this agreement with reasonable notice (usually 7–14 days). If a participant cancels a session with less than 24 hours' notice, a cancellation fee may apply.

## 6. Signatures

Participant/Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Service Provider Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This agreement is designed to protect both the participant and the service provider, ensuring clarity, accountability, and mutual understanding in the delivery of horticultural therapy services.