

SERVICE AGREEMENT

Bribie Bear Hugs (BBH)

ABN: 79645409049 | Moreton Bay Region, Queensland
Email: shay@bribiebearhugs.com.au | Phone: 0451-516-613

Part A — The Parties

A1. Provider Details

Business Name: Bribie Bear Hugs (BBH)
ABN: 79645409049
Contact Name: Shay Mcleod
Email: shay@bribiebearhugs.com.au
Phone: 0451-516-613

A2. Participant Details

Participant Full Name	
Date of Birth	
Address	
Phone	
Email	

Part B — Nominee / Representative

Complete this section if the participant has a nominee, guardian, or support person who will be involved in this agreement.

Representative Name	
Relationship to Participant	
Phone	
Email	
Plan Start Date	
Plan End Date	

Authority: ☐ Full authority to act on participant's behalf ☐ Shared / advisory role only

Part C — Service to be Delivered

C1. Services

The following service will be delivered under this agreement:-

Service Item	Unit	Rate (AUD)

All pricing is in Australian dollars (AUD) and GST-free.

C2. Regular Service Schedule

Service will be delivered according to the following schedule (subject to change by mutual agreement):

Day/Date	Time	Duration	Service

One-off or additional services may be arranged by mutual agreement. Any agreed changes will be documented and attached to this agreement.

Part D— Rights and Responsibilities

D1. Bribe Bear Hugs agrees to:

- Deliver supports safely, respectfully, and in a person-centred manner
- Uphold participant dignity, choice, and control at all times
- Maintain up-to-date shift notes and records
- Hold current Working with Children Check, NDIS Worker Screening Check, and relevant insurances
- Communicate openly and promptly about any changes or concerns
- Respect the participant's home, possessions, and personal boundaries
- Handle all personal information in accordance with our Privacy Policy

D2. The Participant (or their representative) agrees to:

- Book therapy session at least 5 days prior to commencement of session
- Provide accurate information about support needs, preferences, and health considerations
- Notify BBH as soon as possible of any cancellations or schedule changes
- Treat BBH workers with courtesy and respect
- Ensure the support environment is safe and accessible for workers
- Review and update the service agreement as needs change

Part E — Cancellations and No-Shows

We understand that plans sometimes change. The following policy applies:

More than 48 hours notice: No charge. The shift will be cancelled at no cost.

Less than 48 hours notice: A cancellation fee applies, equal to 50% of the agreed session cost.

No-show (no notice given): No refund, full rate applies

If Bribe Bear Hugs needs to cancel a shift, we will provide as much notice as possible and work with you to reschedule. No charge will apply for provider-initiated cancellations.

Part F — Invoicing and Payment

Invoices will be issued, and payment to be finalised before the commencement of each session.

Payment can be made by bank transfer to the account details provided on the invoice.

Part G — Feedback and Complaints

Bribe Bear Hugs welcomes feedback. If you have a concern or complaint, please contact us first:

Phone: 0451-516-613

Email: shay@bribebearhugs.com.au

If you have concerns about how we have handled your personal information, please contact us in the first instance. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

Part H— Review and Termination

Agreement Review

This agreement will be reviewed:

- When support needs change significantly
- At the request of either party
- At a minimum of every 12 months

Ending This Agreement

Either party may end this agreement by providing written notice of at least 14 days. Where possible, we ask for 2 weeks notice to support a smooth transition to other services.

Bribie Bear Hugs reserves the right to end this agreement immediately and without notice if a worker's safety is placed at risk.

In the event of agreement ending, BBH will provide a final invoice for supports delivered and assist with transition planning where appropriate.

Part I— Privacy and Confidentiality

Bribie Bear Hugs collects and handles your personal information in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy (available on request or at our website).

Your information will only be shared as required by law.

You have the right to access, update, or request correction of your personal information at any time.

Part J — Agreement and Signatures

By signing below, both parties confirm they have read, understood, and agree to the terms of this Service Agreement.

Provider — Bribie Bear Hugs	Shay Mcleod
Signature	
Date	

Participant	
Signature	
Date	

Nominee / Representative (if applicable)	
Signature	
Date	

Each party should retain a signed copy of this agreement. This agreement was prepared on:

Date prepared: _____

Agreement version: 1.0