



YourVoice Service Agreement (NDIS)

1. Provider Details

Silverback ATS Pty Ltd – ABN 35 679 557 647

Phone: 1300 165 375

Email: support@yourvoice.com.au

Website: yourvoicecontrol.com.au

2. Participant Details

Participant Name: _____

NDIS Number: _____

Address: _____

Phone: _____

Email: _____

Date of Birth: _____

Plan management:

☐ Self-managed

☐ Plan-managed

☐ NDIA-managed

3. Purpose of this Agreement

This agreement covers the one-time setup of YourVoice and the ongoing service and maintenance that support your independence. You keep choice and control and may end this agreement at any time with notice.

4. One-Time Setup – \$800

Includes:

- YourVoice Module (\$200)
- Pre-installation setup (\$300)
- Onsite customisation and training (\$300)



This work is usually claimed under Low-Cost Assistive Technology.

5. Ongoing YourVoice Service – \$85/month

Claimed under AT Maintenance & Support Services.

Includes technical support, software updates, configuration changes, and one hardware replacement per 12 months if needed.

6. Support & Service Levels

Support Channels:

- Web Chat
- Phone 1300 165 375
- Email support@yourvoice.com.au
- Remote access when required

Availability:

- Web Chat: 7am–7pm weekdays, 9am–5pm weekends
- Phone Support: 7am–6pm weekdays
- Remote Access: 9am–5pm weekdays

Response Goals:

- Urgent: contact within 2 business hours
- Standard: acknowledge within 1 business day – resolve within 3
- Low Priority: acknowledge within 3 business days

These are goals, not guarantees.

7. What Is Not Included

YourVoice is not a medical device or emergency response system. It relies on your WiFi, bed hardware, and third-party services. Manual bed controls must remain available.

8. Your Responsibilities

Provide accurate information, notify us of changes, allow access for support, and follow safety guidance.



9. Our Responsibilities

Provide reasonable, safe, respectful support within service hours. Protect your privacy and comply with NDIS Code of Conduct.

10. Payments

- Setup fee invoiced after installation.
- Monthly service invoiced in arrears.
- Overdue process: reminders at 14 and 21 days; possible suspension after 30 days.

11. Complaints

Contact us anytime. If unresolved, you may contact the NDIS Quality and Safeguards Commission (1800 035 544).

12. Signatures

Participant Name: _____

Signature: _____ Date: _____

Provider Representative: Gregan McMahon

Signature: _____ Date: _____