

## NDIS Service Agreement

### 1. Terms of Agreement

#### **The NDIS and this Service Agreement:**

This Service Agreement is made in reference to NDIS for the purpose of providing supports under the participant's NDIS plan to offer services to the participant in line with the plan and their goals by providing more choices and control.

The parties agree that this service agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic participation of people with disability, and
- Enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

#### **Service Booking/s:**

SF will create a Service Booking that reflects the schedule of support outlined or similar as agreed by the parties as per the NDIS plan and will operate according to the price guide year. This ensures that both parties are aware of the requirements for service, the length of time the service is required for, and that the participant will be able to pay for the service. The allocated funds will be 'locked' to the chosen provider for the life of the Service Booking unless the agreed cancellation times have been activated. If there are insufficient funds available when the service booking is raised this service agreement will be null and void a new service agreement will need to be developed. This Service Booking may include several supports across the participants plan from any of the Domains included in that plan. Schedule of supports are flexible and can be modified at any instance.

#### **Changes to this Service Agreement:**

If changes to the supports or their delivery are required or occurs during service delivery, the parties agree to discuss and review this Service Agreement at any point of time. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties.

#### **Ending this Service Agreement:**

First three months will be provisional period. Should either party wish to end this Service Agreement they must give 28 days' notice in writing. If either party seriously breaches this Service Agreement the requirement of notice will be waived and can be cancelled immediately or with mutual understanding. This includes safety of both staff and participants under workplace health and safety legislation. Service agreement expires automatically if there is no funding remaining in the NDIS plan.

### 2. Consent, privacy and confidentiality

SF will ask you and / or your representative to sign consent forms agreeing to your service provision and program. Consent can be verbal or written. SF will also ask for your and / or your representative's consent (Verbally or in writing) on:

- Photos and Videos to share in our social media and publications (verbal consent while clicking pictures). You can refuse to take pictures when asked by SF stakeholder at any time. Once pictures are taken by SF stakeholder, it may be used in our social media and publication. Sometime pictures might be taken for compliance process.
- Information Sharing and Collection (in writing)
- Medical and Dental Consent (in writing)

SF will ask you and / or your representative to review and sign your consent forms on a yearly basis. If however, circumstances change we can review earlier. Please note you do not have to give consent to the above if you do not wish, however *you are automatically opted in for NDIS audits and interview until you desire to opt out. You will be notified about the potential audit interview.*

All personal information about the participant will be stored by SF electronically and won't be shared with anyone unless required or authorised by law. Information can be shared with carer or representative after participants or guardians consent. Minimal physical data will be stored. All physical copies of information will be handed to the participant. All electronically saved data will be password protected and will have limited access. Any alteration or edition to the data will be made by SF staff as required. If participant wishes to access the information stored, a written request must send through to SF.

### 3. The services and goals

Support Foundation provides a responsive program to you, as identified through NDIS goals and individual planning processes. These services are in accordance with NDIS funding obligations, relevant program guidelines, and Support Foundation policies and procedures. If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties.

### 4. Funded Support Plan

Support Foundation will not charge participant for any of the services it provides. All services will be supported by NDIS plan. SF reserves the option to charge fees in line with the NDIS pricing schedule or similar to ensure the sustainability of the service. The following budget plan/s and charges will apply to your placement in accordance with your NDIS plan and funding.

#### **Administration/Documentation**

SF is required to keep accurate records on the service we provide you and on how you are meeting your goals. These records are required to be produced for NDIS audits and plan reviews in form of reports. In signing this agreement, you agree that SF staff can spend the last 10 minutes of each shift or 1 hour / week writing up required documentation or report to meet this requirement. This cost does not come under regular contract and will be charged in different item. If you need to access your documentation (soft copy or hard copy), written request must be submitted to your manager.

#### **Establishment / Setup Fee:**

As per NDIS policy, a setup cost as stated in NDIS plan / price guide or up to \$500 may be charged yearly for any participant receiving minimum of 20 hours of service per month with prior approval. A set up cost of up to \$250 may be charged in case of change of provider for plan management.

#### **Goal and catch-up Reviews**

To ensure that SF are providing satisfactory assistance, service and goal outcomes, regular review meetings will be budgeted into this agreement based on staff 1:1 cost to attend the meetings. Assistance and review meetings can be held face to face or over the phone. Reviews can hold anytime with 2 weeks' notice or with mutual understanding.

#### **Transport cost**

If SF or their staff are involved with transporting the participant to and from any activity/ program, in the community or to appointments, using their own or SF vehicle, then a cost of \$0.85-\$2.4/km or 30 min of service time will be charged to the participant or equivalent from NDIS plan (whichever is greater). A travel log detailing the supported travel that has occurred may need to be presented. Support Foundation staffs are unable to use client or family's private cars to do transport, exceptions can be made on exceptional cases. Participant will also be charged in full for non-labour cost fees like toll, parking, public transportation fares, taxi or ride-share fares.

#### **Other Costs (program expenses)**

If SF engages with capacity building and training in plan and financial management (might not be classified in schedule of support) assistance with decision making, daily planning and budgeting, SF may charge according to NDIS price guide for the service provided from most suitable category in plan. This will focus on strengthening the participant's ability to undertake tasks associated with the management of their support which includes building financial skills, organisational skills, enhancing the ability to direct their supports and develop self-management capabilities.

SF or the NDIS plan including SIL does not cover (until advised otherwise by SF):

- Expenses related to food, rent, board or lodging, recreational pursuits, such as tickets, entry fees or sporting club fees for the participant.
- The cost of travel, tickets or entry fees for a paid support worker to attend a social or recreational event.
- Cost of program resources relate to chosen programs. A separate booking and payment acceptance form will be sent prior to the start of new programs detailing the cost associated and length of the program.

These all need to be covered by the participant and will be paid directly by the participant at the time of service or billed regularly regarding program resource fees and transport.

#### **Goods and Services Tax (GST):**

For the purposes of GST legislation, the parties confirm that:

- a supply of supports under this service agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participants NDIS plan currently in effect under section 37 of the NDIS Act;
- the participants NDIS plan is expected to remain in effect during the period the support are provided; and
- participant, next of kin, carer, plan manager or support coordinator will immediately notify the provider if the participants NDIS plan is replaced by a new plan or the participant stops being a participant in the NDIS.
- Most services provided by SF are GST inclusive. Any services subject to GST will be notified to participant.

#### **Cancellations**

SF requires notice from the participant to cancel, reschedule or change an agreed service appointment. SF requires this notice 24 hours prior to the service being scheduled / booked. Should there be unforeseen circumstances, no charge applies. The participant agrees that if they did not comply with the agreed cancellation requirements, a fee equivalent to 100% (As per most recent NDIS Price Guide – Short Notice Cancellation Policy) of the service booking may be charged against a participant's plan up to 8 times per year for personal care and community access supports. At times full hourly rates might be charged, depending upon circumstances (on door cancellation). Excessive no shows without reasonable circumstances may mean the agreement will need to be reviewed with both parties.

#### **Timesheets**

SF requires timesheets or logbook to claim for the service delivered. It might be signed by yourself or your representative at the time of service or support worker to complete progress report (whichever is best applicable and suitable). We advise that this be done at the beginning and end of each shift. Payments will be processed from these timesheets or service agreement. Mutual understanding can waive this condition.

#### **5. Consultation**

Support Foundation may review the budget and support plan every 3 months in accordance with the NDIS annual review with you and in consultation with any of your representatives. This consultation can be either face to face, by phone, by email or by text message. These meetings may be costed into your budget at 1:1 rate. Support Foundation will consult you about major decisions affecting your program, or the supports offered to you if the need arises. Additionally, SF will ask for your consent if it needs to contact with other providers associated with you to share information and meet your needs. As a part of capacity building support, SF will assist the participant to build capacity in the overall management of the plan including engaging providers and developing service agreements.

#### **6. Service Satisfaction**

Support Foundation acknowledges that you have the right to choose or change the people who work with you, subject to availability. Support Foundation will promptly investigate any issue you raise in accordance with our Feedback and Complaints policy and procedures.

Support Foundation may propose changes to this agreement by giving you four (4) weeks' notice in writing. Notice of these proposed changes should be handed to you and fully explained by the Team Leader. A copy will also be made available to you. You will also be included in any discussions about the proposed changes

Should either Support Foundation or you wish to end this agreement, it will be in accordance with Support Foundation Service access and exit policy and procedures, Terms included in this agreement and NDIS framework.

#### **7. Feedback, complaints, disputes, and advocates**

If the participant wishes to give the provider feedback, the participant can talk to manager on 02 8386 1433 or email: [manager@supportfoundation.com.au](mailto:manager@supportfoundation.com.au)

If the participant is not happy with the provision of supports and wishes to make a complaint or seek advocates to represent participant, the participant must talk to manager first on 02 8386 1433 or email: [manager@supportfoundation.com.au](mailto:manager@supportfoundation.com.au)

If the issue is not addressed promptly or the participant is not satisfied, the participant can contact NDIS Commission on 1800 035 544 or can email to [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) or by visiting one of their offices in person or by visiting [ndiscommission.gov.au](http://ndiscommission.gov.au) for further information. They can post: NDIS Commission Feedback, PO Box 210 Penrith NSW 2750.

Additionally, the participant can get access to free advocates by calling 1300 365 085 or visiting [da.org.au](http://da.org.au).

#### **8. Support Foundation Responsibilities and Obligations**

During the Term of this Service Agreement, Support Foundation will provide services in line with program guidelines, individual planning processes and internal quality monitoring processes. Support Foundation will:

- continue to provide service under this Service Agreement while it is funded to do so by NDIA or Fee for Service arrangements.
- provide participant with unbiased information and choice & control (ref. to <https://www.supportfoundation.com.au/participantwelcome/>)
- ensure that the program provides a quality service to you and / or your representative. ([Password for welcome pack: sf1234](#))
- Respond to the request made by the service provider or NDIS participant within 14 working days (exceptions may occur)
- ensure that they communicate regularly with participant, service provider via phone, email or text messages
- employ or broker appropriately trained and qualified staff to deliver quality service to the participant
- develop an agreed communication protocol with you and / or your representative
- act in client's best interests (liaise with other provider to resolve any issues, complaints, disputes) and provide choice and control to participant

- complete appropriate assessment of needs, funding balance, NDIS guidelines and news, and update participant with notification via SMS / email and calls
- Where requested to assist in designing, planning and implementing your support plan, and the Funded Support Plan (budget) in line with NDIS price guide and plan.
- Support Foundation will respond to, involve and inform representative(s) as agreed by you.
- once agreed, provide supports that meet the participant's needs at the participant's preferred times
- provide participant with detailed price guide for the services delivered via text, email, website, or service agreement
- consult the participant on decisions about how supports are provided
- listen to the participant's feedback and resolve problems/conflicts as quickly as possible (address concerns within 2 working days)
- Give the participant a 24 hours' notice if SF has to change a scheduled appointment to provide supports or as soon as possible on learning staff are unavailable or provide with alternatives.
- Not provide support to participant who are abusive towards staff and intoxicated with drugs and alcohol (straight away shift cancelled) and will give the participant the required notice if SF needs to end the Service Agreement
- protect the participant's privacy and confidential information.
- contribute to society and participant by implementing Corporate Social Responsibility. (Refer to our website or policy for more details)
- As a plan manager (14\_033\_0127\_8\_3 / 14\_034\_0127\_8\_3): SF's will be responsible to deliver service for minimum of 2 hrs per months to:
  - Manage and monitor budgets over the course of the plan by giving choice & control over plan implementation and assistance
  - Manage NDIS claims and pay providers for delivery service between 3 to 14 working days (under normal circumstances). Any error in invoice or participants NDIS funding might prolong this period.
  - Pay the provider their invoice if they have sufficient evidence of service delivery. i.e. Service agreement, log sheet and so on.
  - Payments to the provider will be made continuously after getting approval from the participant once. **"One-time approval"** is sufficient for continuous payment to those providers until advised otherwise by the NDIS participant or as per SF discretion.
  - Maintain records and produce statements showing the financial position of the NDIS plan (monthly statement will be released only on client's request and will not be charged extra, however, more than one statement per month will be charged @ \$50.00 per hr)
  - Provide access to a wider range of service providers, including non-registered providers whilst remaining in line with the price limits contained with the NDIS price guide.
  - Claim for non-face to face supports and CB consultation over phone including travel cost (From 1<sup>st</sup> July 2020) Ref. to NDIS website
  - Self-management capacity building or assistance with decision making and daily planning or similar item line can be used by SF if the participant will require additional hour of support for managing the plan.

### **9. Clients obligations and responsibilities**

Clients acknowledge to:

- Approve the service booking via the portal once the service agreement has been signed before service can commence.
- Upon reasonable request by SF, provide information relevant to the delivery of support and services.
- Sign the service agreement with full details because we will be contacting or reporting to the details provided in service agreement or the person who sends us the service agreement or makes the referral.
- Provide SF with the NDIS plan, service agreement with other providers and any medical reports (NOT MANDATORY) so that SF can perform to its maximum capacity. In case above documents are not provided, NDIS participant must keep track of their services, service agreements and funding allocation or alternatively contact SF for updates and assistance
- Follows all the policy and procedures highlighted by SF and if any incident occurs by not following the policy, the participant will be solely responsible for the damages.
- Notify SF if you **DO NOT** approve any provider to claim from your NDIS plan so that we can contribute on conflict resolution and invoice payment.
- Communicate any issues or concerns or conflicts to SF immediately or in timely manner with sufficient evidence and reasoning before contacting any external party
- Monitor their NDIS funding and service they are receiving or alternatively contact SF for assistance in timely manner with service agreement
- Cover the cost of any expenses for yourself or staff relating to any outing or activity undertaken, to cover the cost of food and drinks (where applicable), entry into venues and any other associated costs unless waved by SF
- Give the provider a minimum notice of minimum of 48-hour prior, if the participant cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy will apply in line with the NDIS price guide. If 48 hr notice is not given, SF can charge a fee equivalent to 90 - 100 percent of the service booking, up to 8 times per year as per NDIS guidelines.
- Identify, choose, and create service agreement with providers for supports and services required to meet the goals complying with NDIA and Commission's guidelines
- Treat the staff with courtesy and respect and inform SF about how participant wishes the supports to be delivered to meet the needs
- Approve buddy shift or staff /student training with SF staff or notify if they do not want buddy shift or training to occur, all participants are opt in until they opt out from buddy shift or training.
- Talk to SF first if the participant has any concerns about the supports being provided, conflict resolution with SF must be carried out first.
- Let SF know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS.
- Any incident that takes place where the participant or staff member gets injured when acted against policy and procedures of SF, the participant takes sole responsibility for the damages.
- Not to contact or hire or work with support workers, contractors or any other stakeholder associated with SF privately for minimum of 6 months for private support or until authorised by SF.

### **10. Amendment & Communications**

The Parties may amend the terms of this Service Agreement or may add, delete or amend Schedules to this Service Agreement by agreement in writing by both parties. Support Foundation will maintain regular communications with you and / or your representative via phone, email or text

message as to the progress and the outcomes as identified in the Participant Profile. The Parties shall, wherever practicable communicate by following the communications protocol presented in the Participant Profile.

**11. Confidentiality**

The Parties agree to the terms and condition of this Service Agreement by signing as appropriate the following. The parties will treat all information in this Service Agreement as confidential and will only share among internal stakeholders. Information reasonably considered being confidential gathered in the process of fulfilling the Service Agreement will be treated as confidential by the parties. People needing this information to perform their duties or to fulfil legal obligations will only use such information. Confidential information regarding this Service Agreement will only be made available to other parties with your or your representative's consent. However, there are certain mandatory reporting requirements we will report without your consent for death, suspicion of abuse, neglect or exploitation.

**12. Provision of Support (Staff and Therapist)**

SF will maintain its staffing levels and will endeavour to provide participant with a staff or therapist member suitable to participant or their needs (subject to availability at rostering). SF must provide choices of a minimum of three support workers, and it is participant choice and control to choose the suitable worker. SF will use its employee, Independent Support Workers or Sub-Contractors to deliver the supports to its participants. SF will always put the preferred worker with the client, secondary worker will also be setup and as a last resort, external provider will be used to deliver the support.

**13. Supported Independent Living (SIL) contribution:**

Contribution must be made by each participation receiving SIL support at our houses for the services that are not covered under regular SIL funding. List of some supports that cannot be funded under SIL are as follows:

- Indexation (Fair Work Commission and Equal Remuneration Order increases to rates are automatically applied to the value of SIL Submissions as decisions are made).
- Temporary Transformation Payments (TTP).
- Cost of groceries and rent, Household budgeting/bill paying activities.
- Utilities – gas, electricity, water, telephone, internet.
- Expenses related to holidays, including travel costs associated.
- Personal care supports while the participant is hospitalised, Disability health-related supports.
- Items covered in other sections of the NDIS price guide (such as transport costs, assistive technology, personal care while in the workplace, plan management, financial intermediary supports, clinical or allied health services, etc.); and
- SDA related costs (property maintenance costs, repairs, vacancy costs, etc.)

Under normal circumstances, Support Foundation will charge 50 percent of Disability Support Pension and 100 percent of Commonwealth Rent Assistance to cover these expenses.

For further details, please visit <https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/supported-independent-living>

**14. Hours & Payment request**

SF will seek payment for the provision of support after the service delivery as per the most recent NDIS price guide. The service agreement will automatically rollover and the price will be automatically updated as per the most recent NDIS Price Guide. The support provided by Support Foundation is minimum of 2 hours per visit, rounded forward until advised otherwise. Support Foundation will claim directly for all the service delivered from NDIA or Plan Manager or from Self-Managed clients however if needed, SF will generate invoice from its sister company. As a plan manager, SF will claim an administration fee for all the months included in the invoices processed by SF regardless of the agreement signed. Hours of service will be rounded forward in the whole number and will be claimed under the same or most suitable line item as per the schedule of support or service delivery log (this particularly applies for cleaning services replaced by self-care on weekends). Claim will be made as per SF depression, normally fortnightly or weekly, monthly, or quarterly.

Following are the minimum hours taken by our therapist to complete the following services excluding travel:

Functional Assessment: 10 – 15 hrs	SDA house assessment 20 – 25 hrs	OT assessment with sensory focus: 10 – 15 hrs
OT Home Modification: 20 – 25 hrs	SIL / SDA combined: 30 – 35 hrs	Physiotherapy assessment: 10 – 15 hrs
Plan review assessment 10 – 15 hrs	ILO house assessment 15 – 20 hr	Psychologist assessment: 10 – 15 hrs
SIL house assessment: 15 – 20 hrs	AT assessment: 10 -15 hrs	Dietician assessment: 05-10 hrs

SF will request payments by NDIS portal or the participant or Plan Management provider working for the client. Payments will be made according to SF's convenience, subject to agreement between parties.

Some of our rates in reference to NDIS Price Guide June 2024-25 (The most recent and detailed price distribution and rates can be found in NDIS website or can be discussed with our admin). All our prices are below NDIS price guide.

Reg. Group Name	Item Name	Item Number	Price from (Normal/Sat/Sun)
Household Task (Daily Activity)	Yard Maintenance	01_019_0120_1_1	\$45.00* \$55.21
	House Cleaning	01_020_0120_1_1	\$56.23(sat: 95.07/h, Sun: 112.59/hr., Ph:150.10/h)
Social and Comm Participation	Access community activities	04_104_0125_6_1	\$45.00* \$67.56
			\$67.56(sat: 95.07/h, Sun: 112.59/hr., Ph:150.10/h)
CB Daily Activity	Allied Health Professionals	01_741_0128_1_3	Average: \$193.99
Financial Management (Capacity Building) or similar	CB and Training in Plan Mgmt. by plan manager (non-face to face)	14_031_0127_8_3	\$65.09
Assistance with daily life	Self-management CB	01_134_0117_8_1	\$65.09

Improved daily living skills	Assistance with Decision Making Daily Planning and Budgeting	15_035_0106_1_3	\$57.10
Assistance with daily life	Coordination of Support (Support Coordination also charged under CORE)	07_002_0106_8_3	\$100.14

\*Our rates are flexible and competitive for both NDIS and Aged Care clients that need Low level / Standard Intensity care. Please contact admin to discuss further in details about our pricing. All pricing must be finalized during agreement signup. Exclusive price for a regular schedule of support with a minimum of 4 hrs of support & 20 hrs/week. Contact the manager to discuss further the rates.

Abbreviation in relation to this service agreement:

<b>SCP</b>	Access Community Social and Rec Activities	<b>HYM</b>	House And/or Yard Maintenance
<b>SIL</b>	Assistance in Supported Independent Living	<b>Cleaning</b>	House Cleaning and Other Household Activities
<b>PDA</b>	Assistance With Personal Domestic Activities	<b>DA</b>	Daily Activities
<b>STA</b>	STA And Assistance (Inc. Respite)	<b>MTA</b>	Medium Term Accommodation
<b>Self-Care</b>	Assistance With Self-Care Activities	<b>SC / COS</b>	Level 2: Coordination of Supports

### 15. Conflict of Interest, Choice & Control and Continuation of support

At Support Foundation, we promote Choice and Control of our participant and give wide range of options of service providers to choose from. We do not want our NDIS participants to just rely on our services as there may lie a conflict of interest while providing different services for the same participant. Support Foundation may deliver several services to the same NDIS participant under the same plan. We also make sure there is a continuation of support shall there come any unforeseen issues at Support Foundation. Following are some options given to our participation shall they want to choose another provider. We are open to discussion about alternative service provider at any time.

Organization	Contact	Services	Service Access details
Adaptive Choice	<a href="mailto:ahmad@adaptivechoice.com.au">ahmad@adaptivechoice.com.au</a>	All CORE services	
Allied Health 2 U	<a href="mailto:navid@alliedhealth2u.com.au">navid@alliedhealth2u.com.au</a>	Allied Health Services	2-3 weeks, price as per NDIS price guide
Altius Group	<a href="mailto:sstratford@altius-group.com.au">sstratford@altius-group.com.au</a>	Allied Health Services	2-3 weeks waiting, NDIS price guide, E.g., OT \$193.99
Anala	<a href="mailto:Abby.hallett@anala.com.au">Abby.hallett@anala.com.au</a>	Plan Management, Behavioural Therapist, Support Coordination, Allied Health Services,	
Anglicare	<a href="mailto:info@anglicare.org.au">info@anglicare.org.au</a>	Support Coordination	
Care Mode	<a href="mailto:contact@caremode.org.au">contact@caremode.org.au</a>	All CORE services, Respite, SIL	
Concentric	<a href="mailto:Elisha.king@concentricrehab.com.au">Elisha.king@concentricrehab.com.au</a>	Allied Health Services	Capacity to see asap and as per NDIS price guide
Easy Access Psychology	<a href="mailto:info@easyaccesspsychology.com">info@easyaccesspsychology.com</a>	Psychology Services	Now – 6 months and rate min of \$170 plus travel
Keira Stone Speech Pathology	<a href="mailto:keira@keirastonespeechpathology.com">keira@keirastonespeechpathology.com</a>	Speech Pathology	
Kinela	<a href="mailto:Nathan.cassarscott@kinela.com">Nathan.cassarscott@kinela.com</a>	Dietetics	

Leap In	<a href="mailto:partners@leapin.com.au">partners@leapin.com.au</a>	Plan Management	
Lyfit	<a href="mailto:ajup@lyfit.com.au">ajup@lyfit.com.au</a>	All CORE support, Support Coordination, Allied Health Support	1-3 weeks, depending upon services, price as per ndis price guide
Mahima Care and Services	<a href="mailto:info@mahima.com.au">info@mahima.com.au</a>	All Core Support Services	1-2 week, below NDIS price guide
My Mobile Plan Manager	<a href="mailto:mymobileplanmanager@gmail.com">mymobileplanmanager@gmail.com</a>	Plan Management	
My Plan Manager	<a href="mailto:enquiry@myplanmanager.com.au">enquiry@myplanmanager.com.au</a>	Plan Management	
OneLife Psychology	<a href="mailto:adriana@onelifepsychology.com.au">adriana@onelifepsychology.com.au</a>	Psychology	
Person to Person	<a href="mailto:info@p2pservices.com.au">info@p2pservices.com.au</a>	All Core Services, Allied Health Services	1-2 week, prices as per NDIS price guide
Rainbow Club	<a href="mailto:erin@myrainbowclub.org.au">erin@myrainbowclub.org.au</a>	Group Activity	As per Terms, price \$350 per term
Righteous Community Care	<a href="mailto:admin@righteouscommunitycare.com.au">admin@righteouscommunitycare.com.au</a>	Core Support and Community Nursing	
Smart Care	<a href="mailto:jae@smartcarecs.com.au">jae@smartcarecs.com.au</a>	Community Support	1 week and below NDIS price guide
Upscale Care	<a href="mailto:info@upscalecare.com.au">info@upscalecare.com.au</a>	Support Coordination, Behavioural Therapist Psychologist	1-2 weeks, price as per NDIS guide
Whole Family Health	<a href="mailto:theteam@wholefamilyhealth.com.au">theteam@wholefamilyhealth.com.au</a>	Allied Health Services	
Alliance Care	<a href="mailto:omar@alliancecares.com.au">omar@alliancecares.com.au</a>	STA and MTA	Immediate capacity, price as per NDIS price guide
My Mate Jake	<a href="mailto:info@mymatejake.com.au">info@mymatejake.com.au</a>	SC and PRC	1-2 Weeks

#### **Advocacy Services**

- Disability Advocacy: [www.da.org.au](http://www.da.org.au)
- Self-Advocacy Sydney Inc: [www.sasinc.com.au](http://www.sasinc.com.au)
- Legal Aid NSW: [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)
- Community Access Western Sydney Inc: [www.caws.com.au](http://www.caws.com.au)
- Action for people with disability: [www.actionadvocacy.org.au](http://www.actionadvocacy.org.au)

#### **16. Emergency Management & Disaster Planning**

It is mandatory for us to ensure your safety and well-being in times of crisis, disaster, and emergencies. As such, alternate emergency arrangements are to be put in place for continuity of support. The arrangements and strategies will be reviewed and discussed with you and your support network to ensure your safety. In case of any emergency, call 000 or follow the Emergency Management Plan. If you want to contact anyone from Support Foundation, call directly to your manager or 02 8386 1433.

### Service Agreement Sign Off

**Parties:**

This service agreement is made for the purpose of providing support to the participant under the NDIS plan. The participant and SF both agree that this agreement is consistent with the aims and policies of the NDIS and will always follow NDIS price guide, especially the aim to give participants more choice and what support they need to achieve their goals and take part in the community and will be billed as per recent NDIS price guide. SF agrees to provide participants with services in line with the NDIS plan, as set out in the attached Quote / Schedule of supports. All prices are GST Inclusive. A schedule of supports under this service agreement is a support of one or more reasonable and necessary supports specified in the Quote / Schedule of Supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (The NDIS Act)

This Service Agreement outlines the service details, roles, and responsibilities between Support Foundation (SF) and the below named National Disability Insurance Scheme (NDIS) participant:

<b>NDIS Participant Name (He / She / They):</b>			
<b>NDIS No:</b>		<b>DOB:</b>	
<b>Plan Start &amp; End Date:</b>			
<b>Address:</b>			
<b>Next to Kin (if applicable)</b>			
<b>Email / Phone:</b>			
<b>Referred by</b>			
<b>Plan Manager (if applicable)</b>			
<b>Support Coordinator (if applicable)</b>			
<b>Cultural Background (if applicable)</b>			
<b>Interpreter Requirement (if applicable)</b>		<b>Any safety concern</b>	
<b>Primary Disability (if applicable)</b>			

**Quote / Schedule of Support (SOS):**

The parties agree that this agreement is made in the context of the NDIS plan and will be charged as below or as per the rate mentioned on most recent NDIS Price Guide, or most suitable line item that align with schedule of support (especially if weekends & PH rates are not mentioned in this SOS) that aims to provide:

Support Category	Service Frequency	Rate	Indicative Total (Excluding KM)
<b>Support Delivery mode</b>			
<b>Worker Preference</b>			

(Day, time, price, support worker & support requirements may vary according to client's request, needs & availability)

The commencement date of this Service Agreement shall be \_\_\_\_\_ and will continue until the plan ends or terminates. This service agreement automatically rolls to new plan and the price / rate will be automatically updated to aligns with most recent NDIS Price Guide until advised otherwise in writing. Minimum billable shift will be of 2 hrs per shift, any shift cancellation with less than 24 hrs notice will be fully charged & KM travelled during service delivery will be charged \$0.85 - \$2.4 per KM.

The parties have discussed & agreed (or can reach out to SF anytime to discuss) about:

- No charge for reviewing or terminating or cancelling this agreement or any shift requested at any time with 24 hrs notice via text or email at [info@supportfoundation.com.au](mailto:info@supportfoundation.com.au) or by calling 02 8386 1433
- Quote / Schedule of Support, categories of NDIS plan, any risk or emergency mgmt. involved.
- Any shift completed / ended before roster hours will still be charged as per the requested hour / agreement that align with NDIS Price Guide, Short Notice Cancellation and SF may engage sister company for the billing.
- Conflict of interest (SF may provide more than one support under the current NDIS Plan),
- Choices of service providers & Control over the NDIS plan (clients can choose other service providers to deliver similar support they are receiving from SF. Other organizations like: Anglicare, Adaptive Choice, Healthstin, Goal Coach, P2P, Concentric, Legal Aid NSW, LYFIT and many more can provide those supports)
- Client information being collected, stored, shared among the stakeholders working with participants like SF workers / staff, placement students, GP, allied health professionals and other healthcare professionals.
- SF has Corporate Social Responsibility towards all its participants and has dedicated CSR funds to support them. If any participants need any support from SF to meet their basic human needs / rights, SF can fund (full or partial) to meet those needs / rights. You can contact SF team to know more about SF's CSR.
- Contact SF management on 02 8386 1433 or [info@supportfoundation.com.au](mailto:info@supportfoundation.com.au) during any emergency or disaster situation or for any information, feedback or complaints. They can also refer to the website or weblink for all details <https://www.supportfoundation.com.au/participantwelcome/> (pass: sf1234)].
- Our support workers will regularly ask for your signature after each shift, take pictures or video of activities carried out which may include you participating in any group activity, taking medication, any injury that might have occurred and many more. All our accommodations are CCTV monitored for safety reasons.

I will contact SF management for any / regular correspondence and funding reports regarding my NDIS plan. I am happy to receive newsletters and updates from SF. **(Default)**

I opt not to receive regular correspondence & updates from SF.

I opt to receive regular correspondence & updates from SF.

*Both parties have read and understood all provided pages of this service agreement and agree to the terms and conditions of this service agreement by signing below:*

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Client / Representative  
**Name:**  
**Relationship:**  
**Date:**

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Service Provider Representative  
**Name:**  
**Position:**  
**Date:**