Service Agreement Statement Version 2.1



This is an agreement between



You as an NDIS Participant

and



TAFE: 3120

When signing your Service Schedule for your supports, you are also agreeing to all information included in this Agreement.

S ш RVIC ш S ISABILITY NDIS Provider Number: 4050004746 Δ



This Service Agreement Statement outlines the responsibilities of you and/or your care network



and the responsibilities of SWDS



The Service Agreement applies throughout the supports detailed on all current Service Schedule/s

The Service Agreement is broken down by color and information type

- Service Schedule
- Responsibilities of Service Provider South West Disability Services
- Responsibilities of Participant and Nominees
- Changes to Service
- Payments and Costs
- Complaints and Feedback



Service Schedule



A Service Schedule details the support that will be delivered to a participant



through the use of the participant's NDIS plan or privately paid



The Service Schedule will detail costs, programs/type of engagement, and costs through NDIS and the participant.

Picture 1-Example of Service Schedule front page

Example of Service Schedule term breakdown

2023 Service Schedule- SWDS

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Service 1.2 Service School or #2 South West Institute of TATE (SACH) Provident Number (#SACH) 18

2023 Service Schedule- SWDS

Picture 2-

	Program Details	a Support Category	Weeks/ Sessions	Hours	0	et PH	ND	IS Sub Totale	Participant Contribution	Note
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Monary							ž			
Tuesday		H_102_0133_0_1 Assistance to this social and community participation. Group Activities - Standard - Watering Deptine	10	6	5	62.17	5	3,730.20		
							8			
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		34_589_0101_8_1 Centre Capital Cest	10	6	5	2.25	5	135.50		
	_	34 583 C 25 E 1 Adhitybased transport			6	1.55				As no
Fiday		34_102_0131_6_1 Assistance to this social and community perficise for Group Adjusters - Standard - Wasselay Deptine	10	6	s	62.17	\$	3,730.20	\$ 50.00	Progra Support hore su
							\$			10.1.14
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	STRIVE						\$			
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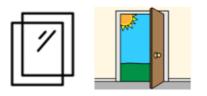
Responsibilities of Service Provider – South West Disability Services



To provide person centered support



We will safely store files for your privacy



We will be open, honest and transparent



We will provide you enough time when there is a change of support



We will listen to your feedback



We will provide supports for you in line with your Service Schedule





We will involve you and your care team in decision making processes



We will store correct information about you and your supports



Responsibilities of Participant and Nominees



To let us know 48 hours before if you cannot attend or need to change a support

Program of Support.

If engaging in a Program of Support (not in a TAFE course), provide 2 weeks' notice if you want to withdraw from the program



To let us know if you have had a new NDIS plan, had it suspended or if you no longer have an NDIS plan



To work with us to ensure the participants needs are being met



To abide by WEST and



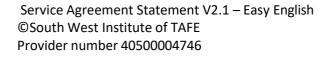
policies, procedures and rules



Let us know of any behavioral or high-risk concerns or criminal convictions



Contact us if you have any concerns about the Schedule of Support delivery





Changes to Service

Cancellation or "No Show"



If you wish to cancel a support session you need to let us know



You need to let us know 48 hrs before the session is due to occur

Program of Support.

If you are engaging in a Program of Support, you will be invoice for the program even if you don't attend the session



To let us know, you can contact our office



Our phone number is 03 **55648720**



If you do not give us notice or you are engaging in a Program of Support, you will still be invoiced at 100% of the cost



If you cancel or do not show up multiple times it may trigger an NDIS plan rev



Early Arrival/Late Leaving



Where a participant arrives or leaves outside of the agreed-upon support hours, SWDS will continue to provide you with support



This support will be billed in 15-minute increments. This includes:

- Arriving before your agreed start time.
- Leaving later than your agreed finish time.



Contact will be made with the you when early arrivals/late pick ups are occurring regularly

Program of Support



Programs of Support can run for a maximum of 6 months



Cancellation period does not apply for a Program of Support, so you will be charged for the session even if you do not attend every week



If you want to withdraw from the program you will need to provide 2 weeks' notice



Changes to support



You will need to let us know if you would like changes made to your support



This needs to go through the NDIS Program Officers, NDIS Team Leader or Disability Services Manager



Disability Support Workers cannot make any changes to a participants Service Schedule



You can call us on 03 55648720 or 0468 534 947



Or you can email us <u>disability.support@swtafe.edu.au</u>



An amendment may be made on your Schedule of Supports to reflect the change



Billable non-face to face hours



Billable non-face to face hours will be applied to your Service Schedule



These hours are to cover goal attainment, progress reporting, care team meetings and time spent individualizing your Program



This time is spent on you and is not for generic planning



This reporting is provided to NDIA, your support coordinator and to you (on request) to support your continued NDIS funding



Termination of Agreement and Services



The Service Schedule can be ended by the participant or or the nominee





Two weeks' notice is required to end the Agreement or withdraw from a Program of Support



In the event of a serious breach, this Agreement and supports will be stopped immediately



Where the Service schedule expires, SWDS may stop providing supports



If supports are continued in faith the participant will be invoiced for any costs and be informed of this risk



Payments and Costs

Invoices



Invoices will be distributed by us after the delivery of service



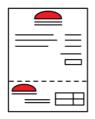
If a TAFE vehicle is used for supports, each KM will be charged at .85c for car and \$1.85 for bus. If you are in a group when using the vehicle, you will all pay a small portion



Invoices will be sent to the nominated party on your Service Schedule, SWDS will be able to contact the nominated party throughout the duration of the Agreement.



Invoices will be payable within 30 days of when it is first invoiced. If it cannot be paid, contact **5564 8720** to discuss.



Should NDIS funding be exhausted during your signed service schedule you will need to pay the invoice.

Amendments to pricing



Price increase will be automatic upon release on new NDIS price guide



GST

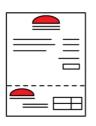


NDIS items are GST exempt, as stated within the GST Act 1999 Section 38.



Where the participant is required to pay for consumables or services outside their current NDIS plan GST may be applicable.

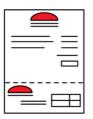
Participant Contribution



Participant Contribution fees will be charged to you for every program of support



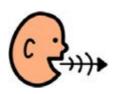
Participant contribution fees cover program resources that the NDIS will not cover for example supplies for projects, cooking supplies, stationary etc



Participant contribution invoices will be sent every 11 – 12 weeks



Complaints and Feedback



If a participant or nominee wish to give feedback or make a complaint, they may;



Phone: 03 55648720



Email: disability.support@swtafe.edu.au



In person: Timor Street – Warrnambool Campus I Building



NDIS Quality and Safeguards Commission

If you feel you require further assistance you may contact the NDIS Quality and Safeguards Commission



1800 035 544



Or submit an online form at <u>www.ndiscomission.gov.au</u>



All participants and their nominees have a right to an advocate



