

Service Agreement Statement Version 2.1



This is an agreement between



You as an NDIS Participant

and



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

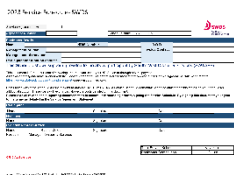
Easy English Service Agreement Statement



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

Picture 2-
Example of Service Schedule term breakdown

2023 Service Schedule- SWDS

Service Agreement Version: 1
 Agreement Number: [] Schedule date: 2023 COSTING
Participant Details
 Name: [] NDIS Number: [] D.O.B: []
 Management of Plan: [] Invoice Contact: []
 Management of transport: []
Participant contribution contact
 This Schedule shows supports provided to the above participant by South West Disability Services (SWTAFE)
 This document is for the purpose of providing support to you under your NDIS plan or through private payment
 As notes of engagement are aligned with the Service Agreement Statement. For the most recent version of the Service Agreement Statement, refer to <https://www.swtafe.edu.au/about-us/ndis-support> or request a printed copy.
 Costs noted within the schedule are the maximum amount. SWDS will bill for a Service Schedule Amendment can be attached to it's main Service Schedule for additional support. These costs will be charged above the costs detailed on this document.
 Please read all related and supporting documentation to ensure understanding prior to signing the Service Schedule. By signing this document you agree to the terms as detailed in the Service Agreement Statement.
Participant
 Name: [] Signature: [] Date: []
Nominee
 Name: [] Signature: [] Date: []
Provider Representative
 Name: Rachel Oates Signature: [] Date: []
 Position: Manager - Disability Services
 Total Service Schedule: \$16,189.12
 Participant Contributions: \$65.00
 OFFICIAL: Sensitive

Version: 1.2 Service Agreement Statement - South West Institute of TAFE SWDS Provider Number: 40500004746

2023 Service Schedule- SWDS

Program Details		Support Category	Hours/Week	Days	Cost/HR	NDIS Sun Table	Participant Cost (Sun Table)	Notes
Monday						\$ -	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	10	6	\$ 52.14	\$ 3,300.20	\$ -	
Tuesday						\$ -	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	4	1	\$ 52.17	\$ 246.08	\$ -	
Wednesday						\$ -	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	10	6	\$ 52.14	\$ 3,300.20	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	4	1	\$ 52.17	\$ 246.08	\$ -	
Thursday						\$ -	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	4	1	\$ 52.17	\$ 246.08	\$ -	
		M_1822_20_U_1 Centre Care Cost	10	6	\$ 2.28	\$ 135.83	\$ -	
		M_1822_20_U_1 Additional support			\$ 1.85	\$ -	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	10	6	\$ 52.17	\$ 3,335.25	\$ 50.00	Program of support with time support
Friday						\$ -	\$ -	
		M_1822_20_U_1 Assistance with social and community participation Group Activities - Beach to a Working Daytime	4	1	\$ 52.17	\$ 246.08	\$ -	
		M_1822_20_U_1 Centre Care Cost	10	6	\$ 2.28	\$ 135.83	\$ -	
		M_1822_20_U_1 Additional support			\$ 1.85	\$ -	\$ -	
Other cost	STUDENT Program					\$ -	\$ -	
Term Total						\$16,189.12	\$65.00	

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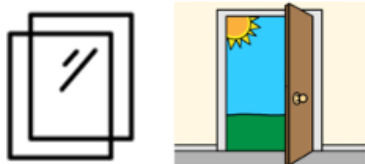
Responsibilities of Service Provider – South West Disability Services



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

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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



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  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



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



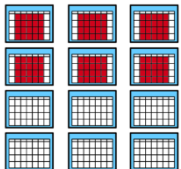
This support will be billed in 15-minute increments. This includes:

- 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



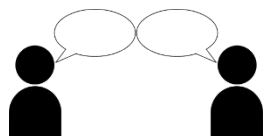
If you want to withdraw from the program you will need to provide 2 weeks' notice

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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 disability.support@swtafe.edu.au



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 the nominee



2

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



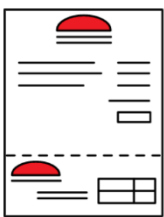
If a TAFE vehicle is used for supports, each KM will be charged at .85c for car and \$1.85 for bus. If you are in a group when using the vehicle, you will all pay a small portion



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

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GST

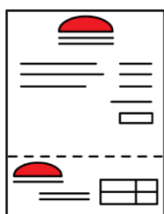


NDIS items are GST exempt, as stated within the GST Act 1999 Section 38.



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

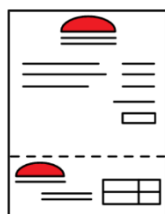
Participant Contribution



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



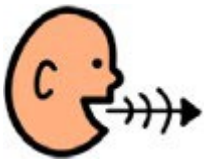
Participant contribution fees cover program resources that the NDIS will not cover for example supplies for projects, cooking supplies, stationary etc



Participant contribution invoices will be sent every 11 – 12 weeks

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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 www.ndiscomission.gov.au



All participants and their nominees have a right to an advocate

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