

Service Agreement

Who is this Agreement for?

Client's name	
NDIS number	
NDIS plan dates	
Address	
Date of Birth	

- Are you:**
- Self-managed (NDIS pays funds into your bank account)
- Plan managed (a plan manager has been appointed)
- Agency managed (services are claimed directly from NDIS)
- Private

Your representative's contact details

Name	
Phone/Mobile	
Relationship to client	Parent <input type="checkbox"/> Carer <input type="checkbox"/> Guardian <input type="checkbox"/>
Email	
Address	

Your plan manager contact details (if relevant)

Name	
Contact name	
Phone/Mobile	
Email to receive invoices	

This Service Agreement will commence on the date of your signature. This agreement does not expire and will continue until cancelled. You agree to provide updated plan dates or any updated information on any funding that impact service delivery to changes to Inclusive Directions as soon practical. If you are making this agreement as a representative of a client, you agree that you are authorised to complete the agreement and the information provided is true and correct.

Supports & Fees

You will pay us the fees for the supports provided by Inclusive Directions (**Fees**). If you are covered by an NDIS Plan, the Fees can be paid out of it to the extent permitted from time to time (including travel costs). Anything on top, or which is not covered by your NDIS Plan, will be your responsibility. You may discuss with your Service Manager to understand the scope of your NDIS Plan. All prices are GST inclusive (if applicable) and include the cost of providing the supports. A supply of supports (i.e. Services) under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act. Additional expenses (i.e. things that are not included as part of your NDIS supports) are your responsibility and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, etc.

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You will be provided with the current Fees schedule at the time of entering into this agreement. These Fees are subject to change depending on any changes to the NDIS Price Guide, or other market conditions where applicable. You may access our current fees as updated from time to time on <https://www.directions.org.au/resources/helpful-tools/> or request your Service Manager for a copy.

How does this Agreement fit in with the NDIS?

If you have an NDIS plan, this Service Agreement is made for the purpose of providing supports under your NDIS plan.

If your plan is managed by NDIA and you choose not to supply a copy of your plan, Inclusive Directions will not be responsible for any incorrect drawdowns or misallocation of funding.

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 a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their support

How to make changes

If changes to your supports or their delivery are required, we both agree to discuss and review this Service Agreement. We both agree that any changes to this Service Agreement will be in writing, signed and dated by both of us.

How to end the agreement

Should either of us wish to end this Service Agreement we must give 30 days' notice. If either of us seriously breaches this Service Agreement the requirement of notice will be waived.

What to do if there's a problem

Inclusive Directions Client Complaints policy applies to all management and staff (including contractors and volunteers). We are committed to ensuring that all of our clients can register complaints when necessary. Each complainant has a right to have their complaint investigated without fear of reprisal, and a procedure is in place to ensure that the complaint is dealt with by the right person.

If you wish to give Inclusive Directions feedback or have concerns, you can talk to your Service Manager.

Alternatively, please refer to our website for more information about all your options relating to making a complaint. A full version of the current Client Complaints policy is available from Inclusive Directions and on our website, www.directions.org.au or may be requested from your Service Manager

Your specific obligations – changes to your NDIS status

If you have a current NDIS Plan at the time of entering into this service agreement, it is expected to remain in effect during the period the supports are provided. However, it is your / your representative's responsibility to immediately notify Inclusive Directions if your NDIS Plan is replaced by a new plan or you stop being a participant in the NDIS.

Assignment of your service agreement

Inclusive Directions may assign this service agreement without your consent to one of its related entities within its corporate group. However, doing so will not affect any of your rights under this agreement. Furthermore, Inclusive Directions will give you reasonable notice before doing so.

Client Services policy

Inclusive Directions Client Services policy applies to all staff, contractors and volunteers of Inclusive Directions providing a direct service to our clients. We are committed to working with clients who experience barriers to inclusion. We seek to provide reliable and, high quality services to all clients. Our aim is to provide excellent client service designed to meet and

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anticipate the needs of different client and client groups. A full version of the Client Services policy is available from Inclusive Directions and on our website, www.directions.org.au

Cancellation policy

For clients covered by an NDIS Plan, we abide by the NDIA cancellation guidelines as updated from time to time. Further cancellations, or cancellations against a private plan, may incur a late notice fee. Please visit our Cancellation Policy at <https://www.directions.org.au/resources/corporate-publications/> for more details on cancelling or rescheduling appointments.

The preferred method for notification is by phone to 08 7325 8600. Please leave a message clearly stating the time of your call if the phone is not answered. You may also email Inclusive Directions on reception@directions.org.au.

Safe Environments for Vulnerable Clients policy

Inclusive Directions Safe Environments for Vulnerable Clients policy applies to all staff, contractors and volunteers providing a direct service to our clients. Inclusive Directions recognises that children and young people have a right to be safe and protected at all times, including when accessing its services. Inclusive Direction complies with the *Children's Protection Act 1993* which requires the development of policies and procedures to create and maintain a safe environment for children and young people. A full version of the Safe Environments for Vulnerable Clients policy is available on our website, www.directions.org.au

Inclusive Directions contact details

Mailing address:

PO Box 200

Glenelg SA 5045

Unit 1 / 34-40 Bennet Avenue

Melrose Park SA 5039

P: (08) 7325 8600

Open: 9:00am to 5:00pm

Salisbury

28B Commercial Road

Salisbury SA 5108

P: (08) 7325 8600

Open: By appointment

Regional

Mount Gambier

P: (08) 7325 8600

Open: By appointment

Agreement signatures

The parties agree to the terms and conditions of this Service Agreement.

 Signature of client or client's representative

 Name of client or client's representative

 Date

 Signature of authorised person from Inclusive Directions

 Name of authorised person from Inclusive Directions

 Date

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Capacity Building Supports: Improved Daily Living / Improved Health & Well-being				
Support	Description	Calculated Cost	Total Cost for plan	Initial and date
Applied Behavioural Analysis	Initial Assessment 2 hours Program Development 2 hours Program review approx. every 10 sessions	\$182.74 per hour	To a maximum amount of:	
	Therapy: 2-hour sessions + 0.5 hours for preparation and recording of results	\$65 per hour		
Speech Pathologist	As required	Early Intervention: \$182.74 per hour (individual) \$60.92 per hour (group) OR Therapy for older children \$179.26 per hour (individual) \$59.76 per hour (group)		
Occupational Therapy	As required			
Key Worker (under 8 yrs)	As required			
Social Worker	As required			
Dietetics	As required			
Art Therapy	As required			
Music Therapy	As required			
Report-writing	As requested by client or NDIS			
Psychology	As required			\$210 per hour
Counselling	As required	\$152.95 per hour (individual) \$50.98 per hour (group)		
Travel	For the purpose of providing therapeutic support or attending meetings at request of client.	Metropolitan travel maximum 20 minutes of travel each way at therapist's hourly rate or regional and remote travel maximum of 45 minutes travel for locations each way at therapist's hourly rate		
Little Steps	2-hour session during term-time.	\$152.30 per session		
School Readiness Program	12 week program	\$5550		
	8 day program	\$2300		
School Support	School Transition Support	\$120 per hour		
High School Transition Program	10 Week Program	\$4000		
Positive Behaviour Support	Functional behaviour assessment, behaviour support plan, and implementation of plan.	\$182.74 per hour (Early Intervention) \$179.26 per hour (Age 7+)		
Improved Relationships	Specialist Behavioural Intervention Support	\$200.58 per hour		
	Individual Social Skills Development	\$57.32 per hour		
	Behaviour Management Plan Including Training In Behaviour Management Strategies	\$182.74 per hour		
Development of Life Skills	Life Transition Planning Including Mentoring, Peer-Support And Individual Skill Development	\$58.92 per hour		
	Skills Development In A Group	\$28.66 per hour (group)		
	Individual Skills Development And Training	\$57.32 per hour		
Specialised Driver Training	Individual Skill Development And Training Including Public Transport Training	As Quoted		
Assist Life Stage Transition	Transition Through School And To Further Education	\$58.92 Per Hour		
Assist Access/Maintain Employment	Employment Related Assessment And Counselling	\$182.74 per hour		
	Individual Employment Support	\$57.82 per hour		
	Employment Preparation And Support In A Group - Group Of 3	\$19.27 per hour (group)		

Capacity Building Supports: Support Coordination				
Support	Description	Calculated Cost	Total Cost for plan	Initial and date
Coordination of Supports		\$96.04 per hour	To a maximum amount of:	
Specialist Support Coordination		\$182.74 per hour		
Capacity Building Supports: Improved Life Choices				
Support	Description	Calculated Cost	Total Cost for plan	Initial and date
Plan Management – financial administration (Existing clients)	A monthly fee for the ongoing maintenance of the financial management arrangements for managing of funding of supports.	\$100.18 per month	To a maximum amount of:	
Core Supports				
Support	Description	Calculated Cost	Total Cost for plan	Initial and date
Assistance to access community, social and rec activities - individual - *All shifts minimum 3 hours*	Standard rates: Weekday (shift ending prior to 8pm)	\$49.02 per hour	To a maximum amount of:	
	Standard rate: Saturday	\$67.43 per hour		
	Complex needs: Weekday (shift ending prior to 8 pm) for 1:1 support.	\$50.52 per hour		
	Complex needs: Saturday 1:1 support	\$69.48 per hour		
Saturday Social Club	5 Hours	\$185.73 per session \$393.74 if 1:1 support required		
School Holiday Program	5 hours	\$132.33 per session \$289.41 for 1:1 support		
The Lab	2 hour sessions Weekday 2 hours sessions Saturday	\$56.02 per 2-hour session \$75.05 per 2-hour session		
Independent Directions	4 hour session	\$108.27 per session \$236.79 for 1:1 support		
Assessments				
Support	Description	Cost	Initial and date	
Dual ASD Diagnosis	Assessment and report by a psychologist and speech pathologist (accredited with Autism SA as diagnosticians)	\$950		
Single ASD Diagnosis	Assessment and report by either a psychologist or speech pathologist.	\$650		
Cognitive Assessment	IQ assessment and report	\$750		
Psychoeducational assessment and report	IQ assessment, as well as assessment of educational ability (reading, writing and maths)	\$950		