



## **Service Agreement**

### **The NDIS and this Agreement**

This Agreement is made for providing support services under the Participant's NDIS plan. The Parties agree that this 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 services.

### **Responsibilities of provider**

- Once agreed, provide Services that meet the Participant's needs;
- Communicate openly and honestly in a timely manner;
- Treat the Participant with courtesy and respect;
- Consult the Participant on decisions about how services are provided;
- Give the Participant information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant);
- Listen to the Participant's feedback and resolve problems quickly;
- Give the Participant a minimum of 24 hours' notice if the Provider has to change a scheduled appointment to provide Services;

### **Responsibility of participant**

- Treat the Provider with courtesy and respect;
- Talk to the Provider if the Participant has any concerns about the Services being provided;
- Give the Provider adequate notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply;
- Let the Provider 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.

### Pricing

Participant's will be charged as per the NDIS price guide 2025/2026. Pricing will depend on staff to participant ratio unless a set price is agreed on between provider and participant prior to the service.

Additional expenses (i.e. things that are not included as part of a Participant's NDIS Services) are the responsibility of the Participant and are not included in the cost of the Services. Examples include some entrance fees, event tickets, outside meals, etc.

Pricing for Cloud Social Work related work can be found below with the price per hour outlined next to the staff to participant ratio. In instances where evening work (after 8pm), weekend work or public holiday work is performed, these rates will increase to those outlined in the NDIS Price Guide 2025/2026.

Weekday	Saturday	Sunday	Evening After 8pm		Public Holiday	Overnight Stay
1:1 \$62.17	1:1 \$87.50	1:1 \$112.85	1:1 \$68.50		1:1 \$138.20	\$262.16
1:2 \$34.82	1:2 \$49.01	1:2 \$65.09	1:2 \$38.36		1:2 \$77.39	
1:3 \$25.70	1:3 \$36.17	1:3 \$46.64	1:3 \$28.31		1:3 57.12	
1:4 \$21.14	1:4 \$29.75	1:4 \$38.37	1:4 \$23.29		1:4 \$46.99	

### Travel

Travel Costs will vary depending on the time and distance traveled to or with participants. For group and one on one services the provider is entitled to claim up to 30 min travel time (time cap) when traveling to a participant from their usual place of business (Corrimal, NSW). Once participants are picked up a rate of \$1 a kilometer is charged . Any service agreement from January 2022 will be charged at \$1 per KM.

### Activity Expenses

Activities not covered within the adventures, public transport costs and outside food costs are paid at the own expense of the participant. **The only exception being when a camp or overnight trip is run, these costs can be invoiced to the participants plan under STA.**

**Cancellation Policy**

If the participant makes a short-notice cancellation, the service will be charged at full rate. Short notice is defined as a cancellation within 2 clear business days of the service or a 'no show' on the day; this includes a COVID cancellation within 24 hours. A scheduled service that is over \$1000 must be canceled with 5 days notice, if it is canceled within the 5 days 50% of the service will be charged.

**Payments**

The Provider will seek payment for their provision of Services after the Participant/Participant's Representative confirms satisfactory delivery. Payment needs to be made one week after the invoice is sent.

**Minimum billed hours**

Minimum billing hours for care or service is one hour.

**Companion Cards**

The NSW Companion Card program is for people with significant and permanent disability who have a lifelong need for a high level of care to participate in community events and activities. The Companion Card allows our adventure staff free entry into participating venues and events. We ask that all of our clients bring their companion card to outings and activities where possible and for those without one to inquire about obtaining one.

**NDIS Report Writing**

Upon request participants will be charged \$50 ( 1 hour of support) for any NDIS Progress Report writing where documentation is required for their NDIS plan review.

**Directors contact Details**

<b>Phone:</b> 0451 011 473 (Michael McGowan)
<b>Email</b> mmcgowan1@outlook.com

Participant name\_\_\_\_\_

Signature \_\_\_\_\_ Date:\_\_\_\_\_

Director Signature: Michael McGowan

