



NAME:

NDIS #:

START DATE:

END DATE:



SERVICE AGREEMENT

In2Change Pty Ltd
PO Box 961 Rosny Park TAS 7018
M: 0499 915 424
E: connect@in2change.com.au
W: In2Change.com.au



Service Agreement

This agreement is made between

Name: In2Change Pty Ltd
Address: and PO Box 961, Rosny Park
Postcode: NDIS # 4050087948
NDIS#:

About this Service Agreement

This agreement commences on / / , and is intended to cover the period of your current NDIS plan. It will be reviewed annually or on your request.

The service to be provided is one of the reasonable and necessary supports specified in your plan. This plan has been developed by an NDIA planner, is approved and is currently in effect.

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, 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 supports.

This agreement along with our “Working with You” booklet and “Schedule of supports” forms your service agreement.

We will regularly review your plan to ensure progress is occurring as per your expectations.

Schedule of Supports

Level 2 Support Coordination

This Agreement is for the period as stated above in accordance with the participant’s NDIS plan. The total available budget for these supports is \$00.0, which covers 0 billable hours of support at the NDIS current rate of \$100.14.

Level 3 Specialist Support Coordination

This Agreement is for the period as stated above in accordance with the participant’s NDIS plan. The total available budget for these supports is \$0.00 , which covers 0 billable hours of support at the NDIS current rate of \$190.54.



Please indicate below if you have any preferences in how your funding is allocated towards achieving your goals.

These charges subject to change as determined by the NDIA. In2Change will bill for all work undertaken to help form and achieve your goals, including meetings, emails, phone calls and travel time (return journeys) with you and your support services, as well as compiling of minutes and reports. Your schedule of supports is attached.

Additional expenses are the responsibility of the participant or representative and are not included in the cost of supports. These include entrance fees, event tickets, meals, etc. Please note all efforts will be made to reduce this expense by aligning other appointments in your area including the use of IT solutions such as email, Skype, etc.

Our Approval and Claiming Process

Our approval and claiming process is effective from 1st January 2020.

- A signed Service Agreement for your current plan is essential
- Activity Statements (Timesheets) are made available for you to review as part of the approval process
- Confirmed approval of the activity statement is not required

We will claim directly from the portal on a weekly basis (except where a plan is 'plan-managed' or self-managed – in this case invoices will be sent to the self-managed participant or plan manager for payment)

We will provide documentation **for claims made** upon request to ease the burden of paperwork.

You have 10 working days from the receipt of the activity statement to query any actions noted on the activity statement or to receive a copy of your case notes by contacting the Support Coordinator for clarification.

Payments

The provider will seek payment for their provision of supports after the participant / participant's representative confirms satisfactory delivery.



NDIA Managed

The participant has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from the NDIA.

Self-Managed

The participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will send the participant / nominee an invoice for those supports to pay. The participant / nominee will pay by EFT within 7 days.

Plan Management Provider

The participant has nominated _____ as the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will claim payment for these supports.

Goods and Services Tax

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 participant's NDIS plan currently in effect under section 37 of the NDIS Act. Our services are GST free.

The participant's NDIS plan is expected to remain in effect during the period the supports are provided.

Changes to this Service Agreement

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.

Cancellation of appointment

Both parties to this agreement require at least 8 hours' notice to be given, by mobile phone call, text messaging, or email if the appointment is unable to be kept. Failure to give In2Change (8) hours' notice will result in 100 per cent of the scheduled time or 60 minutes claimed. This is subject to change as determined by the NDIA.



Feedback, Compliments, Complaints and Disputes

Your feedback is important and if you wish to give feedback, you are encouraged to contact Darren Osborn - In2Change Consultancy on 0499 915 424, Email connect@In2Change.com.au PO Box 961 Rosny Park, TAS 7018

Our “Working with you” guide provides further information on the In2Change Compliments, Feedback and Complaints procedure. This document provides a list of options but if all else fails, you can contact the NDIS Quality and Safeguards Commission by calling 1800 035 544, visiting one of their offices in person, or visiting contactcentre@ndiscommission.gov.au for further information.

Ending this agreement

Both parties can end this agreement at any time by providing 24 hours’ notice. On notification discussion will be held regarding transition arrangements for support coordination with you and the NDIA.

Participant Information Consent Form

In2Change as per your NDIA plan

As part of providing a support service to you, In2Change will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the professional service that is provided. You do not have to give all your personal information, but if you don’t, this may mean In2Change may not be able to assist you fully.

Purpose of Collecting and Holding Information

The information is gathered to provide suitable understanding for your presenting issues and to assist In2Change to work with you or to refer you to more suitable services, where applicable. The information is obtained for In2Change to provide a relevant and informed service.

Access to Participant Information

At any stage, you as a participant are entitled to access the information about you kept on file, unless relevant legislation provides otherwise. In2Change Consultancy can discuss access to your file.

Confidentiality

All personal information gathered by In2Change will remain confidential and secure except where:

1. Failure to disclose the information would place you or another person at serious and imminent risk; or
2. There is an obligation to disclose the information under a relevant *Act*; or
3. It is subpoenaed by a court; or
4. It is used in relation to defending In2Change in legal proceedings or for obtaining advice in respect of any potential legal proceedings; or
5. De-identified information is used for reporting and statistical purposes; or



6. Information is discussed as part of an approved professional process; or
7. Your prior approval has been obtained to:
 - a) provide a written report to another professional or agency (e.g., a GP); or
 - b) discuss the material with another person, (e.g., a family member, employer, service provider); or
8. If disclosure is otherwise required or authorised by law.

All personal information is maintained electronically or in a locked filing cabinet which is solely accessed by In2Change.

Participant / Representative Statement

The contents of this Service Agreement have been explained to me and I understand my rights and responsibilities in relation to this Service Agreement.

I have received the following documentation (ticked) below and these have been explained to me / my nominee / representative.

Checklist

- ✓ "Working with You" booklet (please initial if booklet has been previously received)
- ✓ Easy Read Booklet as Requested
- ✓ Exchange of Information Authority Form
- ✓ Conflict of Interest policy (Level 3 Specialist Support Coordination only)

Emergency management

In case of emergency do you consider yourself to be at risk. If so, would you like assistance in developing a brief (1 page) emergency plan?

Agreement signatures:

All parties agree to the terms or conditions of this agreement:

Participant:

Signature of participant:

Date:

Nominee / Legal Guardian:

I am the appointed nominee / guardian for the participant and will provide the appropriate supporting documentation to In2Change Pty Ltd within 14 days of signing this service agreement. (More information regarding nominees can be found at ["Appointing a nominee"](#)).

I confirm that this agreement has been explained to the individual receiving the services, and that they agree to this:



Print Name:

Signature of Nominee/ Guardian:

Date:

Level 2 Support Coordination

Provider

Name:

Position: Support Coordinator

Signature on behalf of In2Change:

Date:

Level 3 Specialist Support Coordination

Provider

Name:

Position: Support Coordinator

Signature on behalf of In2Change:

Date: