

Service Agreement

INDIVIDUAL SERVICE AGREEMENT

Between

.....

on behalf of

.....

And

Khadeejah Anderson

Good Life Education

Next Review Date:

.....



Good Life Education
NDIS Service Providers
Reg: 4-4331-4689

3/194 St Georges Road, Shepparton VIC 3630 | 0411 499 750

kanderson.edu.au@gmail.com

Service Provider Details

Registration ID: 4-4331-4689

Legal name: K. K Anderson & S Jenkins

Business/trading name: Good Life Education

ABN: 23102683919

ACN: Not specified

Primary address / head office: UNIT 3/194 St Georges Road Shepparton VIC 3630

Registered provider in relation to: Innovative Community Participation

Qualified to provide: Therapeutic supports –
Specialising in Early Childhood Teacher
Developmental Delay and Disabilities

Period for which the registration
is
in force: From 1 July 2019 until 15 Mar 2024

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1. Glossary of Terms

Agreement: A document that sets out the rights and obligations of service clients and service providers. The agreement may cover a variety of issues relating to service provision, including care, fees and charges, the rights and responsibilities of the service provider and care recipient, and any extra services.

Assessment: Ongoing process beginning with first client contact and continuing throughout the intervention and maintenance phases to termination of contact. The major goals of assessment are (a) identification of vulnerable or likely cases; (b) diagnosis; (c) choice of optimal treatment; and (d) evaluation of the effectiveness of the treatment.

Complaints Policy: A document that talks about the steps a service will take when a person makes a complaint about them. It also talks about what the person who is making the complaint has to do.

Disability Act 2006: talks about the rules and guidelines that disability services have to follow. The Act talks about things like the rights and responsibilities of people with disabilities and rules for services. (Applies to Victoria only)

Evaluation: The process used to describe the process of measuring the value or worth of a program or service.

Formal Supports: are those that people pay for. Formal supports might be community-based (like paying for house-cleaning through a local council) or might be disability specific (like paying for a therapist).

Informal supports: Supports offered by family and friends and others in the community.

Outcome: A measurable positive change in the well-being of a participant supported through NDIS which is attributable to the interventions or services they have received.

Participant: a person with a disability who is eligible to receive care and support through the National Disability Insurance Scheme and who is utilising, or who has utilised, a service.

Policies and Procedures Manual: Talks about how a service is run and how the service will respond in certain situations, such as when someone makes a complaint.

Registered Disability Service Providers are agencies that are funded by DHS to provide services for people with a disability. These services must follow the guidelines in the Disability Act 2006. A list of all registered services can be found on the Department website. It is called the Register of Disability Service Providers (Applies to Victoria only).

Service provider: Organization, business or individual that offers service to others in exchange for payment.

Support Plan Review: Is the process of looking at a current support plan to see if there needs to be any changes made. This should happen at least every three years, or a participant can ask the NDIS to have a review at any time.

2. Purpose of Agreement

The purpose of this agreement is to document a personalised and self-directed support arrangement between on behalf of her child, and Khadeejah Anderson of Good Life Education, which provides the service user the flexibility and authority to determine his/her chosen supports to achieve his/her potential /aspirations and control his/her own life.

Khadeejah Anderson of Good Life Education agrees to provide the services or support outlined in this Individual Service Agreement. Any changes to the services and/or support listed in this agreement will require prior authorisation from all parties.

3. Description of Services

The Service Provider offers a range of educational and capacity building service types that can be used singly or in a range of combinations to suit the client. Khadeejah Anderson of Good Life Education will provide details of services, costs, policies, and procedures and other relevant information as an attachment to this service agreement by way of Schedules.

4. Service Providers Responsibilities

In agreeing to provide this support arrangement Khadeejah Anderson of Good Life Education:

- Will respect the rights of the client to determine the range and types of activities they wish to participate in
- Will work cooperatively and in line with the principle of least restrictive alternative with the client and the activities they have chosen to undertake
- Will prepare a support plan with the client that outlines the activities they will undertake and the support to be provided by Khadeejah Anderson of Good Life Education. A copy of the support plan will be provided to the client (and his or her guardian or advocate where applicable).
- Will treat information about the client and their activities as private and confidential in line with the client's wishes and with privacy legislation.

- Will be responsible for ongoing liaison with the relevant funding body regarding the development and operation of the support arrangement.
- Will respect the right of the client to determine the range and type of activities they wish to participate in.
- Will receive, where applicable on behalf of the client, their allocated funding, and provide advice and reports as to the client's budget and any income and expenditure at least quarterly and upon request at any time.
- Will advise the client of any sector-wide developments that may affect the way support is provided.
- Will provide the client with 1 month notice of intention to cease service provision.

5. Clients Rights and Responsibilities

Whilst accessing services outlined in this Agreement as a client of Khadeejah Anderson of

Good Life Education, I, [REDACTED] on behalf of [REDACTED]

- Have the right to nominate, in writing, an advocate or guardian, who will act in my interests and accept the responsibilities imposed under this agreement
- Have the right to be treated with dignity and respect and to have my choices and aspirations supported as far as is reasonably possible
- Have the right to determine the type and range of activities that I wish to participate in
- Have the right to request services in accordance with my support plan, provided the request is also in accordance with all applicable legislation

- Have the right to participate in the development of my support plan acknowledging that the cost of supports arising from that plan must be able to be met within the funding available for this support (unless I have other income sources). Any support plan will be reviewed annually or can be reviewed upon request by the participant or guardian or the service provider at any time.
- Have the right to privacy and confidentiality and in keeping with the Health Records Act 2001, to request access to any health information kept by Khadeejah Anderson.

As a client or family member, I..... will:

- Treat staff and other clients with courtesy and consideration at all times
- Respect the needs and opinions of all clients and staff
- Keep the Service informed of any changes in my personal life such as where I live and any changes in medication.
- Work cooperatively with Khadeejah Anderson of Good Life Education regarding issues arising during the development and delivery of support and activities covered by this agreement
- Pay all fees owing by the due date
- Adhere to the budgetary requirements of my service plan.
- Provide the Service with 2 months advance notice of intention to leave the service.
- Participate in the development and regular review of my support plan

6. Complaints and Disputes

Khadeejah Anderson of Good Life Education recognises that clients and their carers have a right to provide feedback to management and to raise suggestions, resolve grievances and commend good performance, and encourages all clients to speak up if they should be dissatisfied with the services.

If the client has a complaint the Good Life Education Complaints Policy will be followed. A copy of our Complaints Policy will be provided with this service agreement.

The Disability Act 2006 requires that Khadeejah Anderson of Good Life Education must:

- Have a clear process for managing complaints
- Ensure the people we support know how to raise a complaint; and
- Report every year the number of official complaints received (if any) and how they were resolved to the Disability Services Commissioner.

7. Service Fees

Attached to this service agreement is the current cost proposal for services agreed upon by the service provider, client and family. Variations may be negotiated depending on the client's choice and needs and availability of service/supports required.

Method of Payment for Services

1. Payment can be made from the funding body (NDIS) direct to Khadeejah Anderson of Good Life Education

Or

2. Payment can be made to an Intermediary (third party who facilitates funds for and on behalf of the Client/Advocate)

3. Services to be invoiced monthly to Client/Advocate who will then forward Invoice to Intermediary for payment to Khadeejah Anderson of Good Life Education. Invoices will be payable within fourteen (14) days.

Or

Direct payments from Client/Advocate

Services to be invoiced monthly to Client/Advocate by Khadeejah Anderson of Good Life Education and will be payable within fourteen days.

If for some reason the fees cannot be paid for a particular period, the client or family or carer is required to contact Khadeejah Anderson with an explanation as to the problem and negotiate ways for this to be resolved.

8. Quality Assurance/Annual Evaluation

To monitor the quality of the outcomes relevant to the aim of this service agreement, the client with his/her representatives and Khadeejah Anderson of Good Life Education will participate in a quality assurance process at least annually. Each party will independently complete a quality/evaluation document attached to the agreement as Schedule. A consultative meeting will then be held to discuss any issues arising or changes that might be requested.

9. Review and Audits

Recognising that Khadeejah Anderson of Good Life Education has a legal obligation to participate in government- initiated reviews and audits, the client and his/her representatives agree to co-operate to the extent reasonably necessary for these to take place subject to discussion of the relevance of the audit to the client's situation.

10. Good Life Education Services Costs

Kamran Kazi will have two people from Good Life Education provide services for him on a regular basis, commencing on August 4th 2023.

1. Khadeejah Anderson will provide therapeutic and social supports (NDIS code 01_741_0128_1_3) online and via phone calls fortnightly, for 30 minutes at the cost of \$90 per session.
2. Iqbal Zuhair, a subcontractor for Good Life Education, will provide innovative community participation services (NDIS code 09_008_0116_6_3) by accompanying Kamran to and from the Heidelberg Mosque on Fridays. Time permitting, they may spend some time socialising afterward. The cost will be \$75 per hour and will include travel cost, making a total of \$125 per week.

Iqbal will bring a time sheet for Kamran to sign each week as evidence of the support service being completed.

If you agree to these terms, conditions and costs please sign below and email a copy of the document to Good Life Education - kanderson.edu.au@gmail.com

Thank you.

Service Agreement Signatures

Client's Signature confirming the support arrangement and service agreement with Good Life Education:

I _____ understand, accept and agree to the information outlined in this Service Agreement and Schedule(s)

Name:
Date:

Signature:

OR

Family Member/Carer/Administrator's signature:

I _____

as family member/administrator for

_____ understand, accept and agree to the information outlined in this Service Agreement and Schedule(s)

Signature: _____

Date: _____

Relationship to the person accessing this support arrangement: _____

Agreement accepted and signed on behalf of Good Life Education

Name: Khadeejah Anderson

Date: _____