

Service Agreement

INDIVIDUAL SERVICE AGREEMENT

Between

.....

Or 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 Rd Shepparton VIC 3630

Registered provider in relation to: The provision of the following classes of supports under participants' plans.

Registration classes:

Innovative Community Participation
Early Childhood Intervention
Support Coordination
Support Worker

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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 support worker).

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 should run. It should also have information available about 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 need to be any changes. This should happen at least every three years, or a participant can ask 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 [REDACTED] on behalf of [REDACTED] 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 while taking 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

Good Life Education offers a range of core and capacity building service types that can be used singly or in a range of combinations to suit the client. They include:

- Early Childhood Intervention
- Support Coordination
- Innovative Community Participation
- Support Worker

4. Service Fees

Fees are in line with the NDIS Price Guide and can change from time to time, but clients will be notified of any changes that may affect them in advance. A current pricing schedule will be provided with this agreement detailing 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.

Methods of Invoicing and Payment for Services

1. Payment can be made from the funding body (NDIS) direct to Khadeejah Anderson of Good Life Education (Agency managed)
2. Invoicing and payment can be made to and by an intermediary third party who facilitates funds for and on behalf of the Client/Advocate (Plan managed)
3. Services to be invoiced monthly to Client/Advocate who will then forward Invoice to the NDIS for payment to Khadeejah Anderson of Good Life Education. Invoices will be payable within fourteen (14) days. (Self managed)

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 explaining the problem and negotiate ways to resolve the matter.

5. Service Providers Responsibilities

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

- provide a safe and healthy environment for clients

- respect the rights of the client to determine the range and types of activities they wish to participate in
- work cooperatively and in line with the principle of least restrictive alternative with the client and the activities they have chosen to undertake
- 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).
- treat information about the client and their activities as private and confidential in line with the client's wishes and with privacy legislation.
- be responsible for ongoing liaison with the relevant funding body regarding the development and operation of the support arrangement.
- provide advice and reports as to the client's budget upon request at any time.
- advise the client of any sector-wide developments that may affect the way support is provided.
- provide the client with 1 months' notice of intention to cease service provision.

6. 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:

- be safe from all forms of harm
- nominate, in writing, an advocate or guardian, who will act in my interests and accept the responsibilities imposed under this agreement
- be treated with dignity and respect and to have my choices and aspirations supported as far as is reasonably possible
- determine the type and range of activities that I wish to participate in
- request services in accordance with my support plan, provided the request is also in accordance with all applicable legislation
- 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. 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.
- 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, [REDACTED] 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 1 months advance notice of intention to leave the service.

- Participate in the development and regular review of my support plan

7. 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.

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 evaluation process annually. A consultative meeting will then be held to discuss any issues arising or changes that might be implemented.

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. 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: _____

Signature: _____

Date: _____

OR

Family Member/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 Signature: _____

Date: _____