

Service Agreement & Schedule Of Supports

NDIS Provider Number: 4-433C-646

This document contains all the information you need about your service with Headway Gippsland. On the following pages, you'll find the details for each service, the total cost, and the terms and conditions relevant to that service.

If you have any questions, please contact us at our Head Office in Morwell on 03 5127 7166.

This Service Agreement is for:

Participant Name:	
NDIS Number:	

Who is a participant in the NDIS - National Disability Insurance Scheme, AND IS MADE BETWEEN:

Nominee/Participant name:	
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The participant *as named above and the participant's NDIS representative such as a family member or friend (if applicable) AND Headway Gippsland.*

Service Agreement Start Date:	
Service Agreement End Date:	

The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing support under the participant's National Disability Insurance Scheme (NDIS) plan.

The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

A copy of the participant's NDIS plan is attached:	
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- 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.

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Contact Details

PARTICIPANT/NOMINEE (as per NDIS Plan) CONTACT DETAILS	
Name:	
Relationship:	
Telephone:	
Mobile:	
Email:	
Are you happy to be added to our email list?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Address:	
ALTERNATIVE CONTACT PERSON (for emergencies)	
Name:	
Telephone:	

HEADWAY GIPPSLAND CAN BE CONTACTED ON	
Name & Title:	
Contact:	
Address:	

Schedule Of Supports

At Headway Gippsland, services are delivered under a Schedule of Supports, which allows us to plan for and reliably deliver outstanding quality services. Headway Gippsland agrees to provide you with support for the period of your plan dates.

Terms & Conditions

Here, you will find all relevant information about your service with us, including how to change or cancel your service agreement and how we use your funding.

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Responsibilities Of The Provider

Headway Gippsland Inc. agrees to:

- Review the provisions of support at least 6 monthly with you
- Provide supports that meet your needs at your preferred times and dates
- Ensure that the client has enough budget for the services they have requested
- Communicate openly and honestly with you or your representative promptly
- Treat you with courtesy and respect.
- Consult with you or your representative on decisions about how supports are provided
- Give you or your nominee information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant)
- Listen to your feedback and resolve problems as quickly as possible within the guidelines
- Where possible, give you a minimum of 24 hours' notice if Headway Gippsland has to change a scheduled appointment to provide support to you
- Inform you promptly if we are unable to provide you with a suitable staff member or replacement
- Give you the required notice if the Provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Protect your privacy and confidential information
- Provide support in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules and the Australian Consumer Law; keep accurate records on the support provided to you
- Issue regular invoices and statements of the support delivered to you
- Adhere to Headway Gippsland code of conduct.

Responsibilities Of Participant

The Participant agrees to:

- Inform Headway Gippsland about how you wish the support to be delivered to meet your needs
- Treat all staff and other participants who attend Headway Gippsland with dignity and respect
- Talk to Headway Gippsland if you have any concerns about the support being provided
- Headway Gippsland has a duty of care to its participants and if a participant has an unusual number of cancellations, then Headway Gippsland will seek to understand why they are occurring
- Give Headway Gippsland the required notice if you need to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Inform Headway Gippsland if your NDIS plan is suspended or replaced by a new NDIS plan or if you stop being a participant in the NDIS
- Adhere to the Headway Gippsland Code of Conduct.
- If Headway Gippsland does not receive your signed service agreement within 14 days of sending a copy of your agreement, we will consider this consent for services.

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Changes To This Service Agreement & Schedule of Supports

If changes to the supports or their delivery are required, the parties will agree to discuss and review this Service Agreement and Schedule of Supports to reflect changes as discussed. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties.

If Headway Gippsland does not receive your signed service agreement within 14 days of sending a copy of your agreement, we will consider this as consent for services.

Changing Or Cancelling An Appointment

If we need to change or cancel an appointment with you, we will endeavour to give you 24 hours' notice (one business day) except in exceptional circumstances.

If we change or cancel an appointment with you, we will not bill your plan for the cancelled appointment.

- If you make a short-notice cancellation (or no-show), the provider may charge up to 100% of the fee associated with the activity. There is no limit on the number of short-notice cancellations (or no-shows) that you can be charged for.
- A cancellation is a short-notice cancellation (or no-show) if you have given:
 - Less than seven (7) clear business days' notice
 - The provider was not able to find alternative billable work for the relevant worker and is required to pay the worker for the time that would have been spent providing the support
 - All cancellations for NDIS support provided by Headway Gippsland are subject to change as per guidelines set by the NDIS
- For any services included in a support schedule, 30 days' notice is required to withdraw from the service included in your scheduled support.

You can change or cancel an appointment you have made with us by:

Calling Headway Gippsland Head Office (Morwell) - 03 5127 7166 or email us at intake@headwaygippsland.org.au

Or in an emergency, contact our after-hours number on – 0448 472 007

In the event of any unavoidable changes to the provision of supports you receive due to an emergency or disaster occurring, we will implement the following process in an attempt to secure continuity of care in the supports being delivered to you.

Step 1 - if you are Support Coordinated through Headway, we will attempt to find suitably qualified and/or experienced workers to fill in on a temporary basis to provide support to you while your regular workers are unavailable.

Step 2 (should Step 1 be or become unworkable) - engage an external agency to provide short term assistance or otherwise recruit for the role.

Where changes or interruptions are unavoidable, we will explain and agree changes with you.

If we provide 1:1 Supports and we are unable to provide services to you during an emergency or disaster occurring, we suggest you contact your LAC, NDIS representative external SC or another service provider.

Further information on our arrangements for providing support in the event of an emergency or disaster are set out in our Continuity of Supports procedure. We are happy to provide these documents to you on request.

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Other Providers

To support you with optimal choice and decision-making, Headway Gippsland may, upon request, provide you with contact details of registers/unregistered service providers.

These providers are not subject to the same rigorous screening processes as registered organisations such as Headway Gippsland.

Headway Gippsland recommends you ensure you request evidence that the unregistered provider meets the compliance requirements of the NDIS disability worker screening process, which includes criminal history checks.

Ending This Service Agreement

Should either party wish to end this Service Agreement they must give 30 days' notice. You can do this by:

 Calling Headway Gippsland Head Office (Morwell) - 03 5127 7166 or

 Emailing us at intake@headwaygippsland.org.au

Where we need to decide to end this service agreement and support services delivered to you, we will provide you with 30 days written notice, unless there are exceptional circumstances such as risk to the wellbeing of our staff, in which case we may end the agreement immediately and provide you with written notice of this.

If either party seriously breaches this Service Agreement, the requirement of notice will be waived.

Feedback, Complaints & Disputes


At Headway Gippsland, we are committed to continuously improving our services and ensuring you feel heard and respected. Your feedback - whether it's a compliment, suggestion, or concern - plays a vital role in helping us grow and better support you.

We welcome all types of feedback and encourage open communication. If something isn't meeting your expectations, or if you'd like to acknowledge a positive experience, we're here to listen and respond constructively. You also have the right to involve an advocate to support you through any complaints process.

To provide feedback or raise a concern, please contact:

Our CEO or General Manager

 Email: feedback@headwaygippsland.org.au

 Phone: 03 5127 7166 (Morwell Office)

If you feel your issue hasn't been resolved or would prefer to speak with an external body, you can contact:

- National Disability Insurance Agency (NDIA) – for issues related to your NDIS plan
- NDIS Quality and Safeguards Commission – for broader concerns or to visit an office in person

We appreciate your input and are dedicated to working with you to find the best possible outcomes.

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Payments

Your supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if GST is applicable) and include the support cost. Additional expenses (i.e., things that are not included as part of the participant's NDIS supports) are the responsibility of the participant/participant's representative or nominee. They are not included in the cost of the support. Examples of these costs include entrance fees and tickets, events, meals, accommodation, memberships, travel/transport costs, etc. We suggest, where possible, you obtain a Companion Card to reduce the above cost to you. You can get the details at the website www.companioncard.org.au

- From August 2019, NDIA began automatically extending the end date of participant plans to remove any gap between new and old participant plans.
- The automatic extensions mean additional funding will be available in your NDIS plan; however, home modifications and assistive technology funding will not be extended.
- In the cases where extensions apply - service from Headway Gippsland will continue under the existing Service Agreement and Schedule of Supports until the new plan becomes available. Services will continue to be charged at the applicable NDIS rate as per the existing Service Agreement unless advised otherwise by the participant/nominee.

Our Services & Cost

Plan Management

If you choose to use our Plan Management service, there will be a one-off payment and an ongoing monthly payment that will be billed against your relevant NDIS budget area; in the event your plan is rolled over, we will continue to receive ongoing monthly payments but not the once off set up fee.

1:1 Supports

As part of our support, our Life Skills Officers help our clients progress towards achieving their goals. We provide our Life Skills Officers with a support plan about you, which helps them better support you. This plan is reviewed and evaluated each time you get a new NDIS plan and helps enable better progress toward achieving your goals.

If you choose to receive 1:1 support in the community, you will be charged activity-based transport on top of the hourly rate.

Headway Gippsland may charge participants non-face-to-face, up to 30 minutes of provider travel time and kilometers for time spent traveling to the participant. The charges will be compliant with the NDIS Pricing Arrangements and Price Limits.

Extra costs will occur if you book a support worker on weekends or public holidays.

If we have a booked service with you and you don't answer the door or aren't home and we haven't been notified, we will make every attempt to contact you or your nominee. If we cannot reach you, we may decide to contact emergency services.

Support Coordination

If you choose Support Coordination from us, the NDIS Price Guide allows us to charge for:

- Up to 30 minutes travel time and km to and from the meeting location.
- Non-face-to-face tasks, including planning, consultation, and report writing.

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Social Support Groups

If you choose to attend Social Support Groups, you will be billed an ongoing weekly payment to attend the groups.

The details of the services you have chosen, the tasks involved, how much time they will take, and travel charges will all be discussed with you and documented on your Schedule Of Supports.

Headway Gippsland Inc. invoices will be sent to you fortnightly; the information will be extrapolated from our CRM system. **Remember to be aware of the kilometers and service hours you will be billed for when you sign the electronic timesheet.**

All prices for NDIS support provided by Headway Gippsland are subject to change as per the NDIS price guide, which the NDIA sets out. The price we charge for our services is stated in your Schedule Of Supports.

<https://www.ndis.gov.au/providers/pricing-arrangements>

Headway Gippsland will seek payment for their provision of support upon completion of services provided.

- ☐ The participant has nominated the NDIA to manage the funding support provided under this Service Agreement. After providing this support, Headway Gippsland Inc. will claim payment from the NDIA.
[AND/OR]
- ☐ The participant or nominee has been nominated to self-manage the NDIA plan. Headway Gippsland will invoice the participant at the end of each month during the agreed-upon service delivery period.
[AND/OR]
- ☐ The participant has nominated the Plan Management provider
To manage the funding for NDIS support provided under this Service Agreement.
After providing those supports, the provider will claim payment for those supports from the NDIA.

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Consent

I consent to Headway Gippsland liaising with the following people/organisations to implement my NDIS Plan. Please tick all that apply:

- ☐ Hearing Services
- ☐ NDIA
- ☐ Plan management Provider
Vision Australia
- ☐ Occupational Therapist
- ☐ Aged Care Facility
- ☐ DSA (Disability Supported Accommodation)
- ☐ Speech Therapist
- ☐ GP
- ☐ Behaviour Support
- ☐ Support Coordination
- ☐ Brevity App Third-Party Access
- ☐ Other (Please specify below)

Please indicate your preferences by ticking the appropriate boxes below:

- ☐ I give consent for Headway Gippsland to take **photos/videos/audio** of me
- ☐ I give consent for my **photos/videos/audio** to be used on **Headway Gippsland's social media**
- ☐ I do **not** give consent for any photos, videos, or audio recordings to be taken or used

I understand that my file may be chosen to be audited by a third party as part of the Registration requirements of Headway Gippsland and I:

- | | |
|--|--|
| <input type="checkbox"/> Consent to file audit | <input type="checkbox"/> Opt out of file audit |
| <input type="checkbox"/> Consent to Interview | <input type="checkbox"/> Opt out of Interview |

Form - Participant - Service Agreement - Mar_25.docx
Version 6, March 2025

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Agreement Signatures

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

Name of Participant or
Participant's Nominee (as per NDIS
Plan)

Name of authorised person from
Headway Gippsland

Signature of Participant or
Participant's Nominee (as per NDIS
Plan)

Signature of authorised person from
Headway Gippsland

Date

Date