



## Service Agreement Organisation PATH Planning

### 1. Agreement to Provide

Parent to Parent (P2P) agrees to provide a Planning Alternative Tomorrows with Hope (P.A.T.H) planning session to:

Name: \_\_\_\_\_



### 2. Our Responsibilities

We will:

- Support the PATH finder and those who support them to understand the P.A.T.H Process.
- Send you an invoice for payment upon completion of the P.A.T.H.
- Treat you with courtesy and respect, and communicate honestly in a format of your choosing.
- Consult with you on decisions about your plan and how we can best support you.
- Listen to your feedback and resolve problems quickly.
- Give you information on how complaints are made and consult with you on our service improvements.
- Protect your privacy and confidentiality at all times.
- Provide service in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 (Cth) and rules, and the Australian Consumer Law.

### 3. Your Responsibilities

You will:

- Invite the people you would like to hear from. This might be employees, Board members, committee members, service users, families etc.
- Ensure that everyone invited to join the PATH planning session, feels supported to speak up.
- If the PATH is on private property, you will advise if there are any dogs on the property and if so have them restrained so we have a safe environment to work.
- Treat P2P personnel with courtesy and respect.
- Talk to P2P if you have any concerns about the service being provided.
- Make sure your invoice for the P.A.T.H is paid within 14 days from receipt.

## 4. Feedback, Complaints and Disputes

P2P welcomes your feedback as it enables us to work in line with our values. We also see complaints as an important part of our continuous improvement.

Our management is here to listen to you confidentially. Feedback and complaints can be made either in person, verbally, or in writing to: [manager@p2pqld.org.au](mailto:manager@p2pqld.org.au). You can also find out more and submit a complaint online on our website [www.p2pqld.org.au/feedback](http://www.p2pqld.org.au/feedback) where you will also find information on independent advocates to assist you. P2P will follow up the complaint and respond within three (3) business days of receiving the complaint.

If you are not satisfied with P2P's response, you can contact the **NDIS Quality and Safeguards Commission** by calling **1800 035 544** or [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints).

## 5. Pricing and Payments for our Services

Our P.A.T.H Planning is a fixed cost item subject to annual price review.

What you get from your P.A.T.H planning service:

- 2 Facilitators - one person to guide the process, and support the individual with identifying the things important to them, and the graphic facilitator to document in a graphic format.
- Pre session planning, administration and preparation
- Post session administration and informal referral connections
- P.A.T.H session up to 3 hours
- The P.A.T.H Plan - in large format as a wall poster

For more information on P.A.T.H Planning visit our website at:

<https://p2pqld.org.au/what-we-do/futures-planning-with-path/>

### Pricing

Strategic Plan - \$2000 + GST

10% Discount for Not-for-profit organisations.

### Details for Invoice

Send invoice to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_



**Cancellation Policy**

You can cancel up to 2 business days before the PATH without penalty. If cancelled within 2 business days of the confirmed date then a 50% cancellation fee applies.

**Please note the PATH will not proceed until the Service Agreement has been signed.**

**6. Agreement Signatures**

- I am authorised to sign this document and will ensure payment.
- I agree to the terms and conditions of this service agreement



**You**

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

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