

## Service Agreement and Schedule of Supports Fee for Service Skills Building Sessions

### 1. Agreement to Provide

Parent to Parent (P2P) Plan Management agrees to provide a 1 on 1 session on the agreed topic/s chosen.

### 2. Our Responsibilities

We will:

- Aim to provide a 1 on 1 session that will assist you to improve your knowledge on the plan management topic chosen.
- Give you information about NDIS payment options and the ability to pay privately as well explain any changes to costs not agreed to at the time of completing this form.
- Send you an invoice for payment upon completion of the 1 on 1 session.
- 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:

- Ensure that you have consent to discuss the details of the plan (if you are not the participant nominee)
- Let us know if there are any questions you have about the session.
- Treat P2P personnel with courtesy and respect.
- Talk to P2P if you have any concerns about the service being provided.
- Let us know with as much notice as possible if you need to cancel or reschedule (see cancellation policy below).
- Make sure your invoice for the 1 on 1 session is paid within 14 days from receipt.

### 4. Cancellation Policy

You can cancel up to 2 business days before the 1 on 1 session without penalty. If cancelled within 2 business days of the confirmed date then a 50% cancellation fee applies.

### 5. 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).

## 6. Pricing and Payments for our Services

### Schedule of Supports

The cost of the 1 on 1 session is charged per hour at a rate of **\$77.00** which can be claimed from your NDIS plan. The standard duration of each session selected is 1 hour plus 20 minutes of non face to face time for preparation and administration.

Additional 1 on 1 time during the session may be billed in 10 minute increments but will be discussed with the participant directly at the time the support is provided.

The 1 on 1 session can be claimed from one of the following categories which you can select or discuss with your plan manager prior to the session.

- Core - Assistance with Daily Life (Category 01)
- Capacity Building Improved Daily Living (Category 15)
- Capacity Building Increased Social & Community Participation (Category 09)

What you get from your 1 on 1 discussion service:

- 1 on 1 session with a Plan Manager to discuss the topics selected. Each session or topic chosen is expected to take a minimum of 1 hour (plus 20 minutes of non face to face support for planning and preparation) and will be billed per hour at a rate of \$77.00.
- A digital copy of resources and information discussed in the 1 on 1 session (provided via email after the session time).
- Opportunity to ask questions on the topic and request further sessions as needed.

### Billing

If the chosen category is not available or there is insufficient funding for payment, we will discuss this with you. **It will be necessary to seek payment from the person who requested this session within 14 days if there is no availability in your NDIS plan.**

If Parent to Parent is your NDIS plan manager, we will claim this invoice directly from your plan and provide you with a copy of the invoice for your records.

If you have a different plan manager, your plan is NDIA managed, self-managed or are paying privately, it is your responsibility to provide the details of where this invoice needs to be sent.

## 7. Acknowledgement

By completing the 1 on 1 session booking form available on P2P's website, you are agreeing to the terms and conditions listed in this service agreement.