



Service Agreement and Schedule of Supports Fee for Service for Personalised Projects

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 1 on 1 session/s that will assist you to improve your skills and knowledge to reach your goals through the development of personalised projects.
- Give you information about NDIS payment options and the ability to pay privately as well as 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/s.
- 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 information pertaining to the participant.
- 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

If cancelled within 24 hours then a cancellation fee equivalent to one hour will be charged to cover administration costs.

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. You can also find out more and submit a complaint online on our website 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.

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. Travel and administration costs will be negotiated as required.

The standard duration of each session selected is 1 hour plus non face to face time of up to 20 minutes. Further time may be billed in 15 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.

- 09_0009_0117_6_3 Skills Development & Training
- 01_134_0117_8_1 Capacity Building and Training
- 15_043_0128_1_3 Training for Carers and parents

What you get from your 1 on 1 discussion service:

- 1 on 1 session with a facilitator with lived experience.
- You can go through the material at your own pace.
- 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/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.