



## Service Agreement PATH Planning In Schools

### 1. Agreement to Provide

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

**This agreement is between:**



\_\_\_\_\_

('You')

Of \_\_\_\_\_

(your address)

And;

Parent to Parent Assoc Qld Inc ('P2P'), having its business administration office at 5 Blackall Street, Woombye Qld 4559.

### 2. Our Responsibilities

**P2P will:**

- Treat you with courtesy and respect
- Communicate openly and honestly in a timely manner
- Consult you on decisions about how our services are provided including options for reducing travel time
- Listen to your feedback and resolve problems quickly
- Give you information on how complaints or grievances are managed
- Give you a minimum of 2 days notice if a change is required to a scheduled appointment to provide supports

### 3. Your Responsibilities

#### You will:

- Let P2P know if you change your address or contact details;
- Give P2P a minimum of 2 days notice if you cannot make a scheduled appointment; and if the notice is not provided, P2P's Cancellation Policy may apply
- Treat P2P personnel with courtesy and respect;
- Talk to P2P if you have any concerns about the services or support being provided.

### 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.

### 5. Pricing and Payments for our Services

P2P offers a fee for service as per the following:

- 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.
- Each PATH will go for approximate 1 to 1.5 hours in length,
- 2 per day @ \$300 + gst each. This price is exclusive to schools only, with a minimum of 10 bookings per annum. Pricing increases will be subject to annual CPI.
- Bookings 9 or less approximately \$500 + gst each, to be negotiated.
- Travel costs to be negotiated if outside active regions.

#### Payments

Please send a purchase order to [finance@p2pqld.org.au](mailto:finance@p2pqld.org.au) prior to the commencement of PATH sessions.

P2P will send you an invoice for payment at the end of each month, for PATH plans that have been completed.

## 6. Privacy and Sharing Information

P2P respects your privacy and personal information and will not disclose to any party unless there is a duty of care to prevent harm occurring. Our full Privacy Policy is available on [www.p2pqld.org.au/privacy](http://www.p2pqld.org.au/privacy).

P2P if authorised on this form will use PATH photos for their records and social media channels.

### Cancellation Policy

You can cancel or reschedule 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.

### COVID-19

Our team members have completed 'COVID-19 Infection Control Training' by the Australian Government Department of Health and Aged Care and will be using best practices when delivering a PATH planning session.

Our team will follow Government directives applicable to the disability services sector.

Please let our team know if you have any health issue concerns or special measures that will need to be considered before our PATH session commences. Parent to Parent will do the same in due course.

### Acknowledgement

- I have approved the initial services requested and understand the pricing and payment methods.
- I have been explained the cancellation, complaints, and privacy policies and know I can find them on the P2P website
- I authorise PATH photos to be used for P2P records
- I authorise PATH photos to be used for P2P online social media channels

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

**Signed by an authorised person.**



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

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

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