

Service Agreement for NDIS Services

Name of NDIS participant		
NDIS Reference No		
Plan Approval Date		
Plan Termination date		
Date of Birth		
Address		
Phone number		
Email address		
Plan Manager	Self Managed	(Please tick if self managing)
	Plan Manager	Your Choice Plan Management (Please tick): Other Plan Manager (insert name):
	Plan Nominee	(Insert name of Nominee and contact details)
Signatures		
Your signature	Name: Signature: Date:	
Signature of Your Best Life representative	Name: Signature: Date:	

1 Your Best Life Disability and Health Services Ltd (Your Best Life)

Your Best Life is a Registered NDIS Provider of Supports and includes the following businesses:

- a) Children's and Teens' Therapy Services (CATTS)**
- b) Mindcare Mental Health Services (Mindcare)**
- c) Your Choice Plan Management (YCPM)**
- d) LevelUp Independent Living (LevelUp)**

Your Best Life has several centres in South East Queensland and offers outreach services nationally.

2 NDIS and NDIA

The National Disability Insurance Scheme (NDIS) was established by the *National Disability Insurance Scheme Act 2013 (Cth)*. The National Disability Insurance Agency (NDIA) is the agency established to administer the NDIS.

3 NDIA Plan

A NDIA Plan is a documented plan that the NDIA develops with NDIS Participants. It is used as a basis for providing funding for reasonable and necessary supports.

4 Service Agreement

This Service Agreement (including the Schedules) is an agreement between Your Best Life and the NDIS Participant named above. It commences when you sign it and continues until either you or we terminate it under the terms provided for in the Service Agreement.

Schedule 1 of the Service Agreement sets out your goals and the NDIS services that you wish to purchase from one or more of Your Best Life's businesses using funds in your NDIS Plan.

Schedules 2-4 set out the codes and prices for services provided.

You may choose to provide a copy of your NDIA Plan to us to ensure we have a single point of truth about your NDIS funding categories and amounts. Our NDIS experience can help prevent errors. However, you may choose not to provide a copy and provide written information to us in a form that you choose.

5 Your responsibilities as a client

- a) Specify in writing the supports you request from Your Best Life
- b) Pay our invoices or arrange payment through your Plan Manager or NDIA within 7 days
- c) Provide positive and negative feedback about our services so we can ensure they continue to meet your needs
- d) Treat us with courtesy and respect
- e) Tell us immediately if your Plan is suspended, replaced, or you stop being a NDIS participant
- f) Provide 48 hours' notice if you cannot make a scheduled appointment
- g) Pay for services and equipment that you request that are not NDIS funded supports in your NDIS Plan.

6 Our responsibilities as your service provider

- a) Provide the services at the quantity and cost detailed in Schedule 1 of this Service Agreement. [Please note that when prices in the NDIS Price Guide increase or decrease, as they do from time to time, we automatically and immediately adopt these changes. The NDIS advise participants that your NDIS funding amount will be amended accordingly.]
- b) Issue invoices for services provided for immediate payment or payment by Electronic Funds Transfer within 7 days.
- c) Give you 48 hours' notice if we have to change a scheduled appointment, except in the case of a late notification of staff unavailability, for example due to sickness
- d) Communicate openly, honestly, professionally and in a timely manner
- e) Listen to your feedback and resolve problems quickly
- f) Treat you and your family with courtesy and respect
- g) Consult with you about how your supports are provided
- h) Comply with all relevant laws, including the NDIS Act and rules, National Privacy Principles and Australian Consumer Law
- i) Protect your privacy and confidential information
- j) Keep accurate and up-to-date records of services provided
- k) Review the provision of supports annually with you and as otherwise required. All changes will be agreed and documented in a Variation to this Service Agreement.

7 Cancellation Policy

As provided for in the NDIS Price Guide, Your Best Life charges the full price stipulated in the Price Guide for services that are cancelled with less than two business days' notice.

8 Ending this Service Agreement

If either you or we wish to end this Service Agreement, each agree to give one month notice. If either party seriously breaches this Service Agreement the notice period will not be required.

9 Feedback, complaints, and disputes

You can lodge feedback or make a complaint by:

- phoning the CEO on (07) 54417199 or
- emailing enquires@ybl.org.au

You may also request a copy of YBL's Complaints Policy.

If you are not satisfied, you can contact the NDIA on 1800 800110 or www.ndis.gov.au

10 GST

A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the *National Disability Insurance Scheme Act 2013* (NDIS Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

Schedule 1: Your Goals and Agreed Supports

Please copy directly from NDIA Plan.

My first NDIS goal:

My second NDIS goal:

Longer term NDIS goals and aspirations:

In accordance with these goals, Your Best Life will provide the following services/supports:

Support	Description of Support	Price	Total Cost of Support	How Support will be Provided
Type of service (see NDIS Price Guide or NDIA Plan)	Details of the service, including scope and quantity	Price per hour (as per the current NDIS Price Guide)	Total cost of supports to be provided	<ul style="list-style-type: none"> • How often supports will be provided • How many hours of support will be provided • Start and end date of support • Where support will be provided
NDIS Price Guide	For therapeutic support, therapists will document session notes . The therapist will email the notes to the client if requested.	Included in the one hour session cost		During the last 15 minutes of each 60 minute session
NDIS Price Guide (11_799_0117_7_3)	Travel costs to the first NDIS participant of the day, or for travel from one NDIS participant to another, and/or for the return trip from the final appointment. NB This is for CATTs and Mindcare and does not apply to LevelUp.	Up to 30 minutes at the hourly rate of the service		For therapy sessions in the home or community from departure point.

Schedule 2: Children's and Teens' Therapy Services

Service	Description of Support	Price Per Unit
Core Supports		
Low cost assistive technology recommended by Allied Health Provider	Includes all aids or equipment supports that assist participants to live independently or assist a carer to support the participant as per NDIA plan	Quote required
Capacity Building Supports		
IMPROVED RELATIONSHIPS	Behaviour Management Plan including Training in Behaviour Management Strategies (11_023_0110_7_3)	\$193.99
IMPROVED LIFE CHOICES	CB and Training in Plan and Financial Management by a Plan Manager (14_031_0127_8_3)	\$58.52
	Plan Management and Financial Capacity Building – one-off annual set up costs (14_033_0127_8_3)	\$227.53
	Plan Management - Financial Administration (recurring monthly fee) (14_034_0127_8_3)	\$102.28 per month
IMPROVED DAILY LIVING	Capacity Building Supports for Early Childhood Interventions – Group up to 4 - Physiotherapy (15_004_0118_1_3)	\$64.66 each hour
	Capacity Building Supports for Early Childhood Interventions – Physiotherapy (15_003_0118_1_3)	\$193.99
	Capacity Building Supports for Early Childhood Interventions – Group up to 4 – Other Therapy (15_006_0118_1_3)	\$64.66 each hour
	Capacity Building Supports for Early Childhood Interventions – Other Therapy (15_005_0118_1_3)	\$193.99
	Capacity Building Supports for Early Childhood Interventions – Psychology (15_001_0118_1_3)	\$214.41
	Individual Counselling (15_043_0128_1_3)	\$156.16
	Selection and/or manufacturing of customised or wearable technology (15_047_0135_1_3)	\$193.99
	Assessment, Recommendation, Therapy and/or Training (includes assistive technology) – Other Therapy (15_056_0128_1_3)	\$193.99
	Assessment, Recommendation, Therapy and/or Training (includes assistive technology) - Physiotherapy. (15_055_0128_1_3)	\$193.99
	Assessment, Recommendation, Therapy and/or Training (includes assistive technology) - Psychology. (15_054_0128_1_3)	\$214.41

Schedule 3: Mindcare Mental Health Services

Service	Description of Support	Price per Unit
Core Supports		
CORE	Some supports listed below can be funded from Core.	
Capacity Building Supports		
IMPROVED DAILY LIVING (Can be funded through Core.)	Individual Assessment, Therapy and/or training (includes assistive technology) (15_048_0128_1_3)	\$214.41
CAPACITY BUILDING	Psychosocial Recovery Coaching (07_101_0106_6_3 - 07_106_0106_6_3)	\$83.15-\$183.65 Varies for different days, times, and public holidays
IMPROVED RELATIONSHIPS	Specialist Behavioural Intervention Support · Highly specialised intensive support interventions to address significantly harmful or persistent behaviours of concern. · Development of behaviour support plans that temporarily use restrictive practices, with intention to minimise use of these practices. (11_022_0110_7_3)	\$214.41
	Behaviour Management Plan Including Training in Behaviour Management Strategies · Training for carers and others in behaviour management strategies required due the participant's disability. (11_023_0110_7_3)	\$193.99
	Assessment, Recommendation, Therapy or Training (including Assistive Technology) - Psychology · Provision to a participant of Assessment, Recommendation, Therapy, or Training (including in assistive technology) supports. · The support must be delivered by a Psychologist. (5_054_0128_1_3)	\$214.41

Schedule 4: LevelUp Independent Living – Community Participation

Service	Description of Support	Price per Unit
Core Supports		
ASSISTANCE WITH DAILY LIFE	Establishment Fee For Personal Care/ Community Participation (Select relevant item number in NDIS Price Guide – all same price)	\$554.70
ASSISTANCE WITH SOCIAL AND COMMUNITY PARTICIPATION	Access Community Social And Rec Activities - Weekday Daytime 1:1 04_104_0125_6_1	\$55.47
	Access Community Social And Rec Activities - Standard - Weekday Evening 1:1 04_103_0125_6_1	\$61.05
	Access Community Social And Rec Activities - Standard – Saturday 04_105_0125_6_1	\$77.81
	Access Community Social And Rec Activities - Standard – Sunday 04_106_0125_6_1	\$100.16
	Access Community Social And Rec Activities - Standard - Public Holiday 04_102_0125_6_1	\$122.51
TRANSPORT	Transport within service – support worker vehicle 02_051_0108_1_1	\$0.80 per km