

NDIS Service Agreement – DRAFT

Leap into Dance is an Innovative Community Participation program provided by Creative Learning Centre (ABN: 52 590 089 459). The purpose of this agreement is to ensure you and your Provider have an agreed set of expectations as to how your services will be delivered.



| Participant | | |
|--|-------|--------------------------------|
| Name | | |
| Date of Birth | | |
| NDIS Number | | |
| NDIS Plan Dates | | |
| Address | | |
| | | Postcode: <input type="text"/> |
| Participant's Representative/Carer | Name | |
| | Phone | |
| | Email | |
| Emergency Contact | Name | |
| | Phone | |
| Support Coordinator or other useful contact (where relevant) | Name | |
| | Phone | |
| | Email | |

Rights and Responsibilities

The Provider agrees to:

- actively work with the Participant to identify their wishes, will, preferences and rights to establish goals and needs and subsequently develop a Support Plan
- assist the participant to access an advocate as required by referral to appropriate services eg. Association for Children with a Disability or VALID.
- work with the Participant's advocate, trusted decision maker and/or family member to assist the participant to exercise choice and control and to have their voice heard in matters that affect them.
- review the provision of supports at regular intervals with the Participant and their advocated or trusted decision maker
- provide the agreed safe and high-quality supports that meet the Participant's needs at the Participant's preferred, location and times whenever possible
- respect and respond to the cultural values and beliefs of the participant
- communicate openly and honestly in a timely manner and in a way the participant can best understand including using an interpreter if required
- treat the Participant with courtesy and respect
- inform the Participant of all costs associated with the provision of supports including the cost associated with cancellations
- protect the Participant's privacy and confidential information as per the Privacy Act 1988
- store Participant information in a secure web-based system that is password protected

- use secure telehealth platforms
- inform the participant how to make a complaint and treat them fairly and impartially if they make a complaint
- listen to the Participant's formal and informal feedback, resolve problems quickly and improve services or opportunities where possible
- give the Participant a minimum of 48 hours' notice (where possible) if the Provider has to change a scheduled appointment to provide supports
- provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act](#) and Rules, and the Australian Consumer Law
- keep accurate records on the supports provided to the Participant
- issue regular invoices for the provision of supports delivered to the Participant
- give the Participant the required notice if the Provider needs to end the Service Agreement
- continually inform the Participant of possible risks and benefits associated with achieving their goals
- investigate any incidents that occur and follow [NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#). This includes involving the Participant in the investigation and determining actions / outcomes.
- provide Risk Management, Incident Management and Complaints Management Policies and Procedures as requested.

The Participant / Participant's representative agrees to:

- be involved in the development of your Support Plan, informing the Provider how you wish your Services/ Supports to be delivered
- provide accurate information regarding the Participant's support needs and goals
- keep your Provider informed of changes to your personal information
- inform your Provider if you are receiving other services or supports
- use equipment safely – in the manner in which you have practiced with your Provider
- ensure there are appropriate funds available for claiming services that have been booked and provided. If your Provider is unable to make a claim to NDIA for the provision of a service due to insufficient funds you are responsible for payment
- treat the Provider with courtesy, respect and dignity
- provide a safe and smoke-free environment for the Provider to work in if seen in the community
- talk to the Provider if you have any concerns about the supports being provided
- for Leap into Dance classes and meetings, email, text, What's App or call us to let us know if you will be late or need to cancel a session
- let the Provider know immediately if you need to end the Service Agreement or your NDIS plan is suspended or replaced by a new NDIS plan or you stop being a Participant in the NDIS
- give the Provider feedback or lodge a complaint if you are dissatisfied with the service or the way it is delivered (See Complaint Policy below)
- discuss your concerns with possible risks associated with achieving your Support Plan
- participate in feedback and survey opportunities
- request a copy of any of our Policies and Procedures if further information is required.

Support Plan & Costs

The NDIS goals will be recorded on the participant's progress notes. Relevant short-term goals will be identified with the participant and their family and monitored using progress notes. The following table describes the description of services and the cost to meet those goals. Each year as part of the NDIS Review, 2 goal review meetings will be held and 2 progress reports will be written which identifies the outcomes of the goals and makes recommendations for the following year.

| Description of Services & Item Number: | Where | Number of Sessions | Duration | Cost |
|--|-------------------|--------------------|----------|------------------|
| Social and Community Participation | Studio or on line | 40 | 40 hours | \$1600 |
| Therapeutic Support (OT) including 2 meetings, data collection and 2 reports | Online | 2 | 2 hours | \$387.98 |
| | | | | |
| Total | | | | \$1987.98 |

The cost of our services are in line with the [NDIS Price Schedule 2019-2020](#) and the [NDIS Support Catalogue 2019-2020](#). Fees will be charged per term and invoiced in the second week of each term. Mid-term enrolments will be charged on a pro rata basis, for the remaining weeks of the term. If you no longer wish to continue enrolment for the following term, please advise us two weeks prior to the current term finishing and we will end the service agreement.

The Social and Community Participation Leap into Dance program costs \$40 per session and is paid per term. While NDIS core funding can be used for the classes, the classes are capacity building. Therefore, the following NDIS item numbers can be used depending on the goals and plan of the participant.

09_008_0116_6_3 – Innovative Community Participation

09_010_0125_6_3 – Community Participation Activity – Self-managed and Plan-managed participants only.

The item number for the Therapeutic Support is Capacity Building, Daily Living 15_056_0128_1_3

Please tick how your plan is managed:

| | | |
|----------------|---|--|
| Agency Managed | In which case I consent to Creative Learning Centre submitting the claims | |
| Plan Managed | The Plan Manager is: | |
| | Address | |
| | Phone | |
| Email | | |
| Self-Managed | I will organise a direct deposit into Creative Learning Centre's bank account after receipt of the invoice. | |

Please note: Generally, the first Leap into Dance session will be attended prior to payment. A trial period may be needed prior to committing to a term of the Leap into Dance program. This will be negotiated with the Participant's representative/carer.

| |
|---|
| The main reason that the Participant is accessing this Program/Provider is: |
| |
| The relevant NDIS goals are (or provide a copy of the NDIS plan): |
| |
| Risks/Concerns/Allergies/Medical Conditions are: |
| |

Making a Complaint or Giving Feedback

If the Participant wishes to give the Provider feedback or wishes to make a complaint, the Participant, their advocate or trusted decision maker can:

- Discuss your issue / complaint with staff
- Contact the Director, Lee Frances on 0448028933 or email lee@creativelc.com.au
- Contact the NDIS Quality and Safeguards Commission
 - via phone 1800 035 544
 - by filling the online complaint form on the NDIS website

For further information on making a complaint, ask to see our Feedback and Complaints Management Policy or look at the [NDIS Commission's Fact Sheet on How to Make a Complaint](#)

CONSENTS AND AGREEMENT – please untick if no consent is given.

| | |
|---|--|
| √ | I understand and agree to the terms and conditions of this Service Agreement ending on _____ (insert end date of NDIS Plan) |
| √ | I give my consent to commence the Services outlined in my Support Plan |
| √ | I consent to my Provider sharing and obtaining pertinent information with my other Service Providers and pertinent others with the exclusion of _____ (enter names if applicable) |
| √ | I consent to my Provider taking photographs and video for use within the context of the provision of services |
| √ | I consent to my Provider taking photographs or video for promotional purposes eg. for use on Facebook or the website – I understand that I will be able to approve it prior to it being used |
| √ | I consent to participate in a participant satisfaction survey and I understand I may be contacted by a third party to complete a questionnaire |
| √ | I consent to participating in an NDIS quality management activity (ie. Audit) which may include being contacted by a third party auditor |
| √ | I consent to participate in video-conferencing using Zoom and will endeavour to do so safely |

By typing your name or signing this Agreement, you agree to all of the information included.

Participant/Representative's Signature:

Date:

Service provider's name / Signature: Lee Frances

The electronic signatures of the parties, typed or electronic symbol, included in this Service Agreement are intended to authenticate this agreement and to have the effect as manual signatures.

How did you find out about us?

| | | | | | | | | |
|--------|--|---------------|--|----------------------|--|--------------|--|--------|
| Google | | Word of Mouth | | Support Co-ordinator | | Social Media | | Other: |
| | | | | | | | | |

DRAFT

Creative Learning Centre's Vision: People with and without support needs learning and creating together.

Motto: Create, Connect, Learn, Enjoy – Be Amazing!

Mission Statement:

- Provide families of children who have support needs with person-centred therapeutic support
- Provide participants with inclusive community participation opportunities in the Innovative Community Participation Leap into Dance program
- Provide a workplace in which allied health professionals, disability professionals and performing arts educators can learn from each other and support families in a collegial way.
- Promote occupation as a central component to individual and community well-being

Leap into Dance's Mission Statement:

Leap into Dance is an inclusive dance community. Our contemporary-jazz classes for children and adults are delivered in an accessible way by a team of passionate dance and disability professionals.

Motto: Be Amazing!

Values:

| | How do we show this value in the Innovative Community Participation Leap into Dance program? | How do we show this value in Therapy? |
|--------------------------|--|--|
| Creativity | Improvisation in almost every class and dance. | Creative problem-solving to suit the family Encouragement of creative pursuits |
| Connection | Respectful, non-competitive interactions. Encouragement of communication and social skills. Low-key performances and family and friends days including people with and without disabilities. Facebook, What's Ap, E-Newsletters | Social Skills groups. Siblings sessions. Parent only sessions. E-newsletters Facebook |
| Lifelong Learning | Develop core strength and learn good technique that is transferrable to other dance schools and other physical activities. Review of goals at least twice per year. Team meetings between staff to problem-solve strategies to improve learning. | Clients learn how to learn. Parents learn how to teach. Therapist uses Occupational Performance Coaching so that families have internal motivation to achieve their goals. |
| Enjoyment | Low key, low stress performances. Confidence for all children – no competition, no-one feeling they can't perform. Safe-dance practices. | Therapist fosters confidence in clients and their families. Therapist ensures internal motivation for goals and use of interests to achieve goals. |
| Be amazing! | Sessions and performances are at just the "right level" for each student – so every student looks amazing. Feedback from parents and participants to develop the program. Regular staff meetings. | NDIS goals regularly reviewed. Parent evaluations. Staff evaluations. Staff reviews every 6 months. |