

Lived Experience Service Agreement

People

Participants Details

Name of Participant: _____

Preferred Name: _____

Emergency/Parent/Guardian Contact: _____

Phone: _____

Email: _____

Participant's NDIS ID Number: _____

Date of Birth: _____

Address: _____

Provider Details

Lived Experience

35 Elsbury Approach, Clarkson, WA, 6030

Phone: 0481 765 405

Email: ericmartin954@gmail.com

ABN:

Provider ID Number:

Participant's NDIS Plan

Do you consent to share your NDIS plan and NDIS Goals? Yes/No

NDIS Plan Document ID Number: _____

Plan dates: _____

Does the Participant self-manage their plan? Yes/No

Does the Participant agree to a service booking being made for the full amount of support Coordination available in current Plan? Yes/No

NDIS Support Catalogue Line-Item Name & Number: _____

Plan Manager Name: _____

Organisation: _____

Phone: _____

Email: _____

Support to be Provided

Aims or Goals to be Achieved as Per NDIS Plan: _____

What are the Participants Expectations?

Frequency of Support: _____

Estimated Daily Support Hours Required: _____

Total Number of Hours Over the Plan Period: _____

Duration of support: _____

Purpose

The purpose of this agreement is to describe the support provided by Leslie Eric Martin under your NDIS plan.

This agreement is in the context of the NDIS, a scheme that aims to:

- support the independence and social and economic participation of people with disability
- enable people with a disability to exercise choice and control in the pursuit of their goals, and in the planning and delivery of supports.

Eric's Responsibilities

Eric agrees to:

- treat you with courtesy and respect
- communicate openly and honestly, in a timely manner
- work with you to provide services that suit your needs
- review your services with us when needed, at minimum every 3 months
- give you information about managing complaints or disagreements
- give you information on how to change or cancel supports

- plan and coordinate any transitions to and/or from our services
- listen to your feedback and resolve problems quickly
- protect your privacy and confidential information
- comply with all Lived Experience's policies and procedures which can be found on the business' website: <https://livedexperience.au>
- follow all relevant laws, including the *National Disability Insurance Scheme Act 2013* and rules, Australian consumer law, and the *Privacy Act 1988*
- give you a minimum of 24 hours' notice, where possible, if Eric] needs to cancel, or change, a scheduled service
- keep accurate records, and issue regular invoices and statements of supports provided.

Participant's responsibilities

_____ agrees to:

- work with Eric to ensure that services meet your needs
- treat Eric with courtesy and respect
- communicate openly and honestly with Eric, and discuss any concerns about services being provided
- provide Eric with any plans and/or assessments necessary to deliver safe and quality services e.g. positive behaviour support plan
- reduce identified risks e.g. within your home, when Eric is delivering services
- pay all invoices for agreed services, transport, and/or other expenses within 7 days
- let Eric know if there is a change to your NDIS plan, if it is suspended, replaced by a new plan, or if you stop being a NDIS participant.

Participant transport

Transport costs associated with community participation supports and transport supports are not included in the hourly support rate. This includes the cost of public transport, parking fees, road tolls, taxi fares and kms travelled.

- Lived Experience charges \$1.00 per kilometre for all kilometres travelled in a workers' vehicle, during a support with you in the vehicle.

Provider travel

Lived Experience can charge for the time its workers spend travelling to you. This time is charged to your plan, and is deducted from the total budget of the relevant support category. The [NDIS support catalogue](#) explains when Lived Experience can claim travel time, and the [NDIS price guide](#) indicates how much time can be claimed:

- Lived Experience can claim a maximum of 30 minutes [Modified Monash Model \(MMM\)](#) Regions 1-3 when travelling to deliver a support, or from one support to another.
- If the service is a core support, Lived Experience cannot claim any time travelling home or back to their office.
- If the service is a capacity building support, Lived Experience can claim a maximum of 30 minutes in [Modified Monash Model \(MMM\)](#) Regions 1-3 when travelling home or back to their office.

If travel costs are incurred, in addition to the cost of a worker's time, when travelling to deliver face-to-face supports to you, Lived Experience will charge:

- \$1.00 per kilometre for all kilometres travelled in a workers' vehicle
- the full amount for other travel costs, such as road tolls, parking, public transport fares.

If you choose not to pay for additional travel costs using your NDIS budget, Lived Experience will invoice you fortnightly for agreed costs.

Periods of no service

Lived Experience will be closed for operations during the three weeks over Christmas and New Year. Set dates will be provided to participants at the end of October and will be made available at <https://livedexperience.au>

Payments & GST

- Participants will be invoiced on a fortnightly basis and Participants, and their Plan Managers are requested to make payments within 7 days of receipt of the invoice.
- For the purposes of GST legislation, Lived Experience is not currently registered for GST.
- Participants will be advised if their support is liable for GST.

Cancellations

If a service is cancelled at short notice, or there is a no-show, Lived Experience can charge 100% of the agreed support fee. A short notice cancellation is when you:

- Face-to-face visits that are cancelled will require at least 48 hours prior notification, and failure to do so may incur a cancellation fee.
- Give less than 5 business days' notice for any other support.
- Participants have the right to terminate this agreement by providing two weeks' notice in writing, and Participant will be liable for the cost of scheduled interactions during this notice period.

Feedback and Complaints

Participants are encouraged to provide feedback on positive and negative experiences or outcomes from the support provided, to assist us in continuously striving to improve our service.

Any issues raised in as a concern will be addressed, and Participants will be provided with a documented review of the investigation process and outcome. We strive to resolve issues as soon as they become apparent, however we acknowledge your right to seek advocacy or speak directly with the NDIS Quality and Safeguards commission by calling **1800 035 544**.

Declaration

I have read this agreement and agree to the terms stated within.

I provide consent to **Lived Experience** communicating and liaising with service providers and therapists directly involved in my NDIS support.

Signed by participant or their representative: _____

Date: _____