

Trikki Kidz Early Learning Group Service Agreement

Parties

This **Individual Service Agreement** is for the provision of services and is made between
(name of participant)

and

Trikki Kidz Pty Ltd

This **Individual Service Agreement**, and attached Quote, will commence on the date of acceptance of the Quote for services.

CONSENT

I give Trikki Kidz Pty Ltd consent to speak with the following people in relation to my wellbeing -

| <u>Name</u> | <u>Relationship</u> | <u>Contact Details</u> |
|--|---------------------------------------|-------------------------------|
| <i>National Disabilities Insurance Agency</i> | <i>Funding agency for NDIS</i> | <i>1800 800 110</i> |
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Quote – Schedule of Supports and Fees

Trikki Kidz Pty Ltd agrees to provide you the supports and services outlined in the attached Quote.

The supports and services along with their respective fees and process are set out in the Quote and all prices are GST inclusive (if applicable) and include the cost of providing these.

The National Disability Insurance Agency (NDIA) adjust prices within their Price Guide annually. As a result, Trikki Kidz Pty Ltd will amend prices outlined in the quote in line with NDIA price rises.

Payments

Trikki Kidz Pty Ltd will seek payment for the provision of supports and services after the service has been provided, weekly via the portal for NDIS customers with a Service Booking,

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Trikki Kidz Pty Ltd Service Agreement and weekly for Self-Managed, Fee for Service and Financial Intermediary Customers.

Trikki Kidz Pty Ltd accepts direct deposit for payment.

Non-payment of invoices

Where the term of payment is 7 days, non-payment by 14 days will result in withdrawal of services until the payment is received.

Travel to Provide Supports

When Trikki Kidz Pty Ltd staff travel to provide support an amount as outlined in the NDIA guidelines will be charged accordingly. Trikki Kidz Pty Ltd will consult with the customer and customer's nominated support about these charges when providing quote.

Cancellation of Supports, Services and Shifts

Trikki Kidz Pty Ltd require 24 hours' notice to cancel support shifts.

When cancelling a service agreement Trikki Kidz Pty Ltd require one week's notice, all shifts completed prior to end of service agreement will be invoiced and paid within 7 days.

When a support shift or therapy service is missed Trikki Kidz Pty Ltd will charge a cancellation fee of up to 2 hours of service.

No fee is payable for cancellation by Trikki Kidz Pty Ltd or any failure by Trikki Kidz Pty Ltd deliver the agreed shifts.

Feedback, Complaints and Disputes

Trikki Kidz Pty Ltd welcomes information and feedback which will enable us to improve the quality of our services.

If you are not happy with our service and wish to make a complaint, you can talk to the Trikki Kidz Pty Ltd Service Manager on 0427 734 115 or by email on: trudy@trikkikidz.com.au

If you are not satisfied or do not want to talk to this person, you can also contact **the National Disability Insurance Agency** by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information and/or also make a complaint directly to the **Disability Services Commissioner** by calling 1800 677 342 or send an email via complaints@odsc.vic.gov.au

Consent to Discuss your Plan and Funds with NDIA

On occasion, Trikki Kidz Pty Ltd needs to speak with the NDIA directly in relation your NDIS plan and funds. Often this occurs when working through issues in the NDIS Portal that enable Trikki Kidz Pty Ltd to claim funds for support you have already received.

In signing and accepting Trikki Kidz Pty Ltd.'s quote to you for the delivery of services and as a condition of receiving those services, you hereby provide Trikki Kidz Pty Ltd with consent to discuss all portal claiming related matters with the National Disability Insurance Agency (NDIA).

Responsibilities of Trikki Kidz Pty Ltd

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Trikki Kidz Pty Ltd agrees to:

- Communicate openly and honestly in a timely manner
- Treat you with courtesy and respect
- Consult you on decisions about how your supports and services are provided
- Give you information about managing any complaints or disagreements and details of Trikki Kidz Pty Ltd.'s cancellation policy
- Listen to your feedback and resolve problems quickly
- Protect your privacy and all confidential information
- Provide supports and services in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law together with other laws in your State or Territory;
- Keep accurate records on the supports and services provided to you, and
- Issue regular invoices and statements of the supports and services we have delivered to you. Self-managed customers will be invoiced fortnightly. Provider-managed customers will receive a statement of spending every three months but may request further information at any time.

Responsibilities of Customer

You agree to:

- Treat Trikki Kidz Pty Ltd and its employees with courtesy and respect
 - Talk to Trikki Kidz Pty Ltd if you have any concerns about the supports or services being provided
 - Give Trikki Kidz Pty Ltd a minimum of 24 hours' notice, where possible, if you cannot make a scheduled appointment. If the notice is not provided within the time frame, Trikki Kidz Pty Ltd.'s cancellation policy will apply
 - Give Trikki Kidz Pty Ltd the required notice of one week to end this service agreement
 - Let Trikki Kidz Pty Ltd know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or you stop being a Participant in the NDIS
 - Refrain from using or being affected by alcohol or drugs whilst Trikki Kidz Pty Ltd employees are in attendance
 - Take all reasonable precautions to avoid the risk of injury to yourself or Trikki Kidz Pty Ltd employees
 - Respect the Trikki Kidz Pty Ltd employee's religious, cultural, gender, sexual orientation and personal beliefs and not engage in any form of discrimination
 - Talk to Trikki Kidz Pty Ltd management if you have any concerns about the supports being provided
 - Maintain a safe working environment for Trikki Kidz Pty Ltd employees
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- Ensure that any fees and charges due are paid in full to Trikki Kidz Pty Ltd by the due date as outlined on your invoice

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Agreement

By signing this **Individual Service Agreement**, you:

- i. Agree to all prices and services as outlined in the Trikki Kidz Pty Ltd quote; and*
- ii. Approve Trikki Kidz Pty Ltd to commence providing you services as outlined in the Trikki Kidz Pty Ltd quote.*

**Signature of Customer's / Customer's
Representative**

Date

**Signature of Trikki Kidz Pty Ltd
Representation**

Date

TRIKKI KIDZ PTY LTD