

SYMMETRY SUPPORTS



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Email: booksymmetry4560@gmail.com

Web: www.symmetrysupports.com.au

SYMMETRY SUPPORTS SERVICE AGREEMENT

1. Parties

This Service Agreement (Agreement) is for _____, a participant in the National Disability Insurance Scheme (NDIS) and is made between:

1. Name: _____ of
Address/Contact: _____ and
2. SYMMETRY SUPPORTS (ABN: [54 344 134 022](http://www.abn.gov.au/abn/54344134022)) of Sunshine Coast QLD
Mob: 0405 266 285
Email: booksymmetry4560@gmail.com
Web: www.symmetrysupports.com.au

Schedule of support services The Provider agrees to provide the Participant the support services for the duration at the cost listed in the Schedule of Services.

2. Schedule of supports

SYMMETRY SUPPORTS agrees to provide the client creative musical/visual services and support in accordance to the participants' goals. The supports and their prices are set out below in this Schedule of Supports section. All prices are currently GST exclusive and include the cost of providing the supports. Additional expenses (i.e. things that are not included as part of a client NDIS supports) are the responsibility of the client / clients representative and are not included in the cost of the supports.

SYMMETRY SUPPORTS will claim funding from the following support categories/line items:

Individuals - Assistance to access social and recreational activities - standard

Weekdays: 04_104_0125_6_1 Standard - Weekday Daytime = \$69 per hour

Saturdays: 04_105_0125_6_1 Standard - Saturday Daytime = \$85 per hour

Groups (3min-5max) - Assistance to access social and recreational activities - standard

Saturdays: 04_105_0125_6_1 Standard - Saturday Daytime = \$50 per hour, per participant.

Travel: 04_799_0125_6_1 Provider travel - non-labour costs \$1.00 per km.

Charged when the client requires transport to external locations, activities and/or distant classes.

To be reviewed at end of current NDIS Plan -

End date for current NDIS Plan: _____

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The Provider agrees to provide the participant creative services for the duration of the agreement at the scheduled rate. These can include, but not limited to:

Music Jams

- Identify musical instrument and interests' participants might wish to explore
- Engage participants to explore musical genres
- Support participants to learn identified musical pieces
- Support participants to write, record and perform their own musical piece of art

Photography Basics

- Learn the basics of photography with your own camera/phone camera
- Capture images from different photo shoots
- Collate your photos into a digital or physical photo book (purchase of a physical photo book will incur extra costs to the participant).

Recording & Media

- Learn home recording basics (Recording/Mixing)
- Preproduction and song analysis
- Sound production for live and studio purposes
- Basic videography and editing
- Creating an online presence (YouTube/Instagram/Facebook)

Symmetry Services reserves the right NOT to provide service or to cancel any future appointments for the participant if you do not have sufficient funds in your plan or the plan expires. Any extra or outstanding service fees not met by NDIS **will be** covered by the participant / participant representative.

Price & Payment Information

Groups (3min-5max) will be charged per 2hr group session held on Saturdays, at the scheduled rates of \$50 p/h for the participant.

or

Individual sessions charged at \$69 p/h weekdays and \$85 per hour Saturdays.

Duration of each session is TBC by Symmetry Supports and participants/carers/guardians.

Travel rates are \$1.00 per km.

Charged when the client requires transport to external locations, activities and/or distant classes.

All prices will be adjusted if there is any change in the NDIS price guide during the service agreement period.

Any extra or outstanding service fees not met by NDIS **will be** covered by the participant / participant representative. (Activities - concerts/events/cinema/etc)



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3. The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing support under the clients NDIS plan.

- Please ensure that the section **“End date for current NDIS Plan:”** has been completed above and/or attach a copy of the **participant’s current NDIS Plan (No Pricing)**.

The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

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

4. SYMMETRY SUPPORTS Responsibilities

SYMMETRY SUPPORTS agrees to:

- recognise participants are self-determined
- review the provision of supports at least annually with the client;
- once agreed, provide support that meets the participants needs.
- communicate openly and honestly in a timely manner;
- treat the participant with courtesy and respect;
- consult the participant on decisions about how supports are provided;
- give the participant information about managing any complaints or disagreements and details of SYMMETRY SUPPORTS cancellation policy;
- listen to the participant’s feedback and resolve problems quickly;
- give the participant a minimum of 24 hours notice if SYMMETRY SUPPORTS has to change a scheduled appointment to provide supports;
- give the participant the required notice if SYMMETRY SUPPORTS needs to end this Service Agreement (see "Ending this Service Agreement" below for more information);
- protect the participant's privacy and confidential information;
- provide supports in a manner consistent with all relevant laws, including the *NDIS Act 2013* and Rules, and the Australian Consumer Law;
- keep accurate records on the supports provided to the participant if required by participant and/or plan manager
- will issue invoices and statements of the supports delivered to the participant as per the NDIA *Terms of Business for Registered Providers* as requested



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5. Responsibilities of the participant / participant representative

The participant / participant representative agrees to:

- inform SYMMETRY SUPPORTS about how they wish the supports to be delivered to meet the participants needs;
- treat SYMMETRY SUPPORTS workers with courtesy and respect;
- talk to SYMMETRY SUPPORTS if the participant has any concerns about the supports being provided;
- give SYMMETRY SUPPORTS the required notice if the participant cannot make a scheduled appointment, noting that if the notice is not provided 24hrs prior to session commencement, SYMMETRY SUPPORTS cancellation policy (11) will apply;
- give SYMMETRY SUPPORTS the required notice if the participant needs to end this Service Agreement (see 'Ending this Service Agreement' below for more information); and
- let SYMMETRY SUPPORTS know immediately if the client NDIS plan is suspended or replaced by a new NDIS plan, or the client stops being a participant in the NDIS.

6. Payments

SYMMETRY SUPPORTS will seek payment for their provision of supports after the supports have been delivered.

SELF MANAGED - The participant / participant representative has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, SYMMETRY SUPPORTS will send the participant / participant representative an invoice for those supports for the participant / participant representative to pay. The participant / participant representative will pay the invoice by direct debit within 14 days.

NDIA MANAGED - The participant has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, SYMMETRY SUPPORTS will claim payment for those supports from the NDIA.

PLAN MANAGED - The participant has nominated the Plan Management Provider to manage the funding for NDIS support provided under this Service Agreement. After providing those supports, SYMMETRY SUPPORTS will claim payment for those supports.



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7. Changes to this Service Agreement

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed and dated by the parties.

8. Ending this Service Agreement

Should either party wish to end this Service Agreement they must give 2 weeks' notice, otherwise they will be charged for any planned sessions during this time. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

9. Feedback, complaints and disputes

If the participant wishes to give SYMMETRY SUPPORTS feedback or is not happy with the provision of supports and wishes to make a complaint, the participant can Email SYMMETRY SUPPORTS on booksymmetry4560@gmail.com

If the participant is not satisfied or does not want to Email, at any time, they can make a complaint to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au; or
- by phone on: 1800 035 544.

10. Goods and Services Tax (GST)

For the purposes of GST legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS Act, in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS Plan is expected to remain in effect during the period the supports are provided; and
- the participant / participant representative will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the client stops being a participant in the NDIS.

11. Cancellation Policy

Cancellation with less than **48hr notice** will result in the participant being charged in full for the planned session (Individual/Group).

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12. Agreement signatures

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

Signature of Participant or representative

Name of [Participant / Participant's representative]

Date

Rowan Cottingham

Signature of authorised person from Provider

Name of authorised person from Provider

Date

Please pay invoices within 7 days
Rowan Cottingham T/A Symmetry Supports
BSB - 013711
ACC - 326364138

Please use invoice number as reference when paying invoices.