



Service Agreement Individual PATH Planning

1. Agreement to Provide

Parent to Parent (P2P) agrees to provide a Planning Alternative Tomorrows with Hope (P.A.T.H) planning session to:

Name: _____



2. Our Responsibilities

We will:

- Support the PATH finder and those who support them to understand the P.A.T.H Process.
- Give you information about NDIS payment options and the ability to pay privately.
- Send you an invoice for payment upon completion of the P.A.T.H.
- Treat you with courtesy and respect, and communicate honestly in a format of your choosing.
- Consult with you on decisions about your plan and how we can best support you.
- Listen to your feedback and resolve problems quickly.
- Give you information on how complaints are made and consult with you on our service improvements.
- Protect your privacy and confidentiality at all times.
- Provide service in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 (Cth) and rules, and the Australian Consumer Law.

3. Your Responsibilities

You will:

- Ensure that the PATH finder is willing to participate.
- Ensure that everyone invited to join the PATH planning session, supports the PATH finder to have their own say and participate fully in the PATH.
- If the PATH is on private property, you will advise if there are any dogs on the property and if so have them restrained so we have a safe environment to work.
- Treat P2P personnel with courtesy and respect.
- Talk to P2P if you have any concerns about the service being provided.
- Make sure your invoice for the P.A.T.H is paid within 14 days from receipt.

4. Feedback, Complaints and Disputes

P2P welcomes your feedback as it enables us to work in line with our values. We also see complaints as an important part of our continuous improvement.

Our management is here to listen to you confidentially. Feedback and complaints can be made either in person, verbally, or in writing to: manager@p2pqld.org.au. You can also find out more and submit a complaint online on our website www.p2pqld.org.au/feedback where you will also find information on independent advocates to assist you. P2P will follow up the complaint and respond within three (3) business days of receiving the complaint.

If you are not satisfied with P2P's response, you can contact the **NDIS Quality and Safeguards Commission** by calling **1800 035 544** or www.ndiscommission.gov.au/about/complaints.

5. Pricing and Payments for our Services

What you get from your P.A.T.H planning service:

- 2 Facilitators - one person to guide the process, and support the individual with identifying the things important to them, and the graphic facilitator to document in a graphic format.
- Pre session planning, administration and preparation
- Post session administration and facilitating links to community groups and services
- P.A.T.H session up to 3 hours
- The P.A.T.H Plan - in large format as a wall poster

For more information on P.A.T.H Planning visit our website at:

<https://p2pqld.org.au/what-we-do/futures-planning-with-path/>

Pricing

Paying from NDIS funds: Maximum \$800 GST exempt in line with the ATO disability exemption rules

Pay privately: Maximum \$800 (Pricing is subject to annual review)

Invoice Options

Paying from your NDIS Plan Funding

Please choose ONE NDIS line item, listed below, to include in the invoice. **If the line item is rejected for payment it will be necessary to seek payment from the person who signed this agreement.**

- Capacity Building and Training in Self Management/Plan Management: 01_134_0117_8_1
- Training for Carers/Parents: Line Item 15_038_0117_1_3
- Life Transition Planning/ Mentoring Peer-Support and Individual Skill Development: 09_006_0106_6_3



Using Personal Funds

- Please just invoice me for the whole amount I am paying with personal funds

Details for Invoice

NDIS Participant's Name: _____

NDIS Number : _____

NDIS Participant Date of Birth: _____

Send invoice to: (Eg. Your Plan Manager)

Name: _____

Address: _____

Email: _____

Cancellation Policy

You can cancel up to 2 business days before the PATH without penalty. If cancelled within 2 business days of the confirmed date then a 50% cancellation fee applies.

Please note the PATH will not proceed until the Service Agreement has been signed.

6. Agreement Signatures

- I agree to the terms and conditions of this service agreement

You

Signature: _____ Name: _____

Date: _____

Or Your Nominee/Legal Guardian

Signature: _____ Name: _____

Date: _____

- Nominee Form/QCAT Orders on file (Office use)