Renewed Paths Pty Ltd Trading As

GOODROSE Support Coordination

National Disability Insurance Scheme (NDIS)

Service Agreement

This Agreement is made according to the rules of the NDIS

Who is making this Agreement?	**Renewed Paths Pty Ltd trading as Goodrose** ABN 33 674 731 572 / NDIS provider number 4053371730 0474 267 679 hello@goodrose.com.au Postal address available on request (service-area business covering QLD and TAS) Office hours: 9:00am–5:00pm Mon–Fri Services cover Queensland and Tasmania, in person and via telehealth
Has a copy of the participant plan been shared?	**Yes ☐ No☐** **Plan dates: _____to _____** - **NDIS Number: _____**

Participant Details

Participant Name	
Your daytime phone number	
Date of Birth *(required for portal)*	
Your email address	
Your home address	
Next of Kin/ Contact & contact details	

Plan Manager

Is your plan NDIA or Plan Managed	
Plan Manager	

Goodrose lodges daily claim requests via the NDIA my place portal (Agency Managed) or through a plan manager (Plan Managed) for services agreed to and provided by Goodrose.

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

Schedule of Supports

Tick	Type of Service	Support Line Item	Unit of Service	Price Per Unit	Total
☐	**Assistance with decision making, daily planning and budgeting**	15_035_0106_1_3	60 Mins	$73.58	
☐	**Support Coordination**	07_002_0106_8_3	60 Mins	$100.14	
☐	**Psychosocial Recovery Coaching**	07_101_0106_6_3	60 Mins	$110.44	
Total					

Quality Assurance and NDIS Registration

As a registered NDIS provider, Goodrose is periodically reviewed to ensure we continue to meet the NDIS Practice Standards.

As part of these reviews, authorised NDIS auditors may request access to participant records to confirm that Goodrose has provided services in accordance with our legal and quality obligations. This review is of **Goodrose's service delivery**, not of you or your NDIS plan.

Your personal information will only be accessed in accordance with privacy legislation and the NDIS auditing process.

☐ **By ticking this box I consent to Goodrose providing my records to authorised NDIS auditors for the purposes of assessing Goodrose's compliance with the NDIS Practice Standards.**

Acceptance by Client

By signing this Agreement, you acknowledge and agree that:

(a) you have read this Agreement and you understand all of the information that is in it;

(b) if Goodrose makes any changes to the terms of this Agreement or there are any changes to your NDIS Plan that affect this Agreement, we must enter into a new agreement to record those changes;

(c) you understand that by signing below, you agree to all of the terms and conditions of this Agreement, and you agree to do all of the things that you are required to do as explained above; and

(d) if this Agreement is not signed by you, we will still be entitled to provide our Services as if you had signed this Agreement if:

   a. this Agreement is signed by your Guardian, or another person who we reasonably believe has authority to sign this Agreement on your behalf; or

   b. you instruct us to provide Services to you.

If the person signing below is not the Client, the person signing below confirms that they are authorised to complete this Services Agreement on behalf of the Client.

Client Signature: _____

Date: _____

Full Name: _____

Goodrose Representative

Full Name: _____

Representative Signature: _____

Date: _____

TERMS & CONDITIONS OF AGREEMENT

OUR SERVICES (PURPOSE)

You have chosen Goodrose to help you to implement your NDIS Plan. Goodrose agrees to help you by providing the following services:

Support Coordination – we will work with you to make arrangements for service providers and health workers to give you help and support. The service providers and health workers that we will put you in contact with will be based on your goals that are written in your plan and conversations that we will have with you about how you would like to achieve those goals;

In this Agreement we have included a table known as a 'Schedule of Supports' which contains specific detail about the services we have agreed to help you with, based on your plan and our conversations. We are only allowed to provide the services that are listed in the Schedule of Supports, so it is important you read them to make sure you agree with them, and that we have not missed anything that you think you will need.

If either of us need to make changes to the Schedule of Supports for any reason, we will sign a new Services Agreement with you. Neither of us are allowed to make any changes to the Schedule of Supports unless those changes are in writing.

You agree that Goodrose is allowed to help you with all of the Services we have written in this Agreement. Sometimes you might receive only one of those Services from Goodrose and you might receive the other Services from different service providers, and if that is the case you agree that we can contact those service providers on your behalf so that we can work with them to help you implement your NDIS Plan.

You agree that Goodrose is allowed to continue helping you with the Services for the following period of time:

- during the entire period of your NDIS Plan, based on the dates referred to above; or
- up to ninety (90) days after your NDIS Plan expires (this will let us continue to work with you to get a new NDIS Plan); or
- up to twenty-eight (28) days after you tell us you want to cancel our Services (more information about how you can cancel our Services is located below); or
- up to twenty-eight (28) days after we tell you that we want to cancel our Services with you (more information about how we can cancel our Services is located below)

CONTRACTORS

You agree that Goodrose will provide services to you by asking other persons who are not employed by Goodrose, but who Goodrose have separate agreements with (contractors) to deliver services to you.
The separate agreements that Goodrose has with contractors ensure that you will receive quality supports from persons that Goodrose trusts will be able to provide those supports to you, and from persons that agree with Goodrose to deliver quality supports to you.
You agree to contractors providing services to you, and you understand that Goodrose will not always be able to choose your preferred contractors if they are not available at the times you require.
You can make requests for Goodrose to send specific contractors that you like working with to provide Services to you, and that Goodrose will try our best to accommodate those requests however Goodrose does not have any control over the hours or days that contractors work, so we might not be able to meet your requests every time Support is required. We are obligated to ensure

you still receive services, so if your preferred contractor is not available, we will still be required to allocate a contractor to provide the services to you.
Contractors are not employees of Goodrose. Goodrose remains responsible for the quality and safety of the supports delivered under this Agreement, including when those supports are delivered by contractors. If you have any issues or complaints about a contractor, please tell Goodrose first so we can address them. You can also use the complaints process in this Agreement, or contact the NDIS Commission.

AUTHORISATIONS

To allow us to effectively provide our Services, you authorise us to do the following at all times during the term of this Agreement:

- contact you, your Guardian, the NDIS, our contractors and every service provider and health worker that you agree to help you implement your NDIS Plan, and to give them all of the information that we know about you and your NDIS Plan, unless you have told us that you do not consent or authorise contact with any or all of the above;
- contact any service provider or health worker that we think will agree to work with you to implement your NDIS Plan, but we will only give them some of the information that we know about you and your NDIS Plan until you agree to work with them and we can then give them all of the information;
- send a copy of this Services Agreement and our invoices for our services to your Plan Manager so that they can pay us for our Services;
- Make a 'service booking' with NDIS to confirm that we are providing the services to you, and to reserve funding from your NDIS Plan to pay for our services;
- act on instructions given to us by your Guardian, if their details are completed above; and report any 'reportable incidents' to NDIS.

WHAT GOODROSE MUST DO

By signing this Agreement, Goodrose agrees that we have to do the following things:

- provide the services that you have asked us to provide;
- be open and honest about the work that we do and the services that we provide to you;
- explain things to you clearly and in a way that is easy to understand;
- be polite and respectful to you;
- include you in every decision that is made about your supports;
- tell you what you can do if you have a problem or want to make a complaint;
- listen to your feedback and fix any problems that we are able to fix as quickly as we possibly can;
- tell you if we want to end this Agreement;
- ensure that your information is correct and up to date, store it carefully and ensure it is kept private;
- obey all rules and laws that apply to the services that we provide to you;
- provide invoices and statements for the services that we provide to you; and
- act on any concerns that we have which might have an impact on the supports being given to you, including taking all steps that we reasonably can to prevent and respond to any kind of bad behaviour from any person that is involved in giving support to you.
- Provide emergency response supports during any disasters as required in your disaster emergency plan.

WHAT YOU MUST DO

By signing this Agreement, you agree that you have to do the following things:

- tell us about the supports that you want, and how you want to receive them;
- be polite and respectful to Goodrose and to everyone that works with you;
- tell us if you have any problems or any complaints, questions or concerns either about Goodrose and our services or about any other service provider, health worker or other person involved in your NDIS Plan;
- tell us as soon as you can, if you are not able to make it to an appointment;
- tell us as soon as you can, if you want to cancel this Agreement; and
- tell us as soon as you can, if your NDIS Plan changes or if you stop using the NDIS

WHAT OUR SERVICES COST AND HOW THEY ARE PAID

The cost of our services are set out in detail in the Schedule of Supports, based on the available Funding in your NDIS Plan and the Services we think you will need during the period of your NDIS Plan. The costs that we charge to provide our Services are the same amount that we are allowed to charge as confirmed in the NDIS Pricing Arrangements and Price Limits. The NDIS Pricing Arrangements and Price Limits can be found on the NDIS website, or we will give you a copy if you ask us to do so. Even if the costs we have nominated in the Schedule of Supports are more than the amounts allowed by the NDIS Pricing Arrangements and Price Limits, we are only allowed to charge you the amounts that are allowed in the NDIS Pricing Arrangements and Price Limits. We will contact the applicable Plan Manager and provide an invoice for our services so they can make payment on your behalf. You agree that if there is not enough funding available in your NDIS Plan to cover payment for our Services, we may suspend or cancel our Services by giving you written notice.

CHANGES TO YOUR PLAN

If there are any changes to your NDIS Plan, you are required to notify us and we may ask you to sign a new Agreement with us so that the Schedule of Supports and other parts of this Agreement align with your new plan. At any time during the term of this Agreement, we might suggest to you that your current NDIS Plan is no longer suitable to achieve your goals and to allow us to provide Services to you. You agree to let us work with you to contact the NDIS to request a review of your NDIS Plan, and you agree that we can complete and send any forms to the NDIS on your behalf (provided you or your Guardian have signed those forms) to make that request on your behalf. We will discuss this with you before we send any such forms to the NDIS, because you will need to participate in conversations with us and with the NDIS to obtain a new plan and you or your Guardian will be required to sign any form required before we submit it.

HOW YOU CAN CANCEL OUR SERVICES AND/OR END THIS AGREEMENT

You can cancel our Services at any time by telling us in writing.
When you cancel our Services, we will work with you to try and find another service provider that can help you by providing similar services. If you already arrange another service provider to help you, you should tell us who they are when you cancel our Services, and we will work with them to give them all the information that they need to provide the services to you.

We are allowed to keep providing our Services to you for up to twenty-eight (28) days after you tell us in writing that you want to cancel our Services.
We want to make sure that you do not miss out on services being provided just because you want to cancel them from us, and we also have a duty of care to ensure you receive quality supports. Our policy is to only continue to provide our Services to you provided we deem them necessary to comply with our duty of care, until either you or Goodrose can arrange for another service provider to take over those Services.
If you or Goodrose find a suitable replacement service provider less than twenty-eight (28) days after you tell us you want to cancel our Services and they agree with you to provide those services, we will stop providing our Services on the earlier date and you agree that we can invoice you for the costs of doing so only until that earlier date.

WHO YOU CAN CONTACT IF YOU HAVE A CONCERN OR A COMPLAINT

Goodrose will always welcome your feedback and will always try to address any concerns or complaints that you have about our Services or about any other services that are provided to you regarding your NDIS Plan. You can tell your contact person at Goodrose (whose details are on the first page of this Agreement) any feedback, concern or complaint you have. Goodrose will address your complaint in line with our complaints policy, which can be provided to you if you ask us for it.
We understand you might not feel comfortable telling us about your feedback, concern or complaint. If that is the case you can contact any other service provider that you work with or the NDIA as follows:

By Phone: 1800 800 110
Website: www.ndis.gov.au

You should also be aware that an independent agency has been set up to deal with complaints, known as the NDIS Quality and Safeguards Commission. You can make any complaint to them as follows:

By Phone: 1800 035 544
By Mail: NDIS Quality and Safeguards Commission
PO Box 210 Penrith NSW 2750
Website: https://www.ndiscommission.gov.au/

PRIVACY AND CONSENT

Goodrose will make every effort to respect your privacy, but you agree that for us to effectively deliver the services to you there will be times that we must give your information and details to other parties. You do not have to give us any consent or authority to provide your information and details to other parties, but if we do not have that consent or authority, it will impact our ability to deliver our services to you. You agree that during the term of this Agreement, Goodrose is allowed to share your contact details and details of your NDIS Plan and associated documents and to discuss any part of your support services and NDIS Plan with every other service provider and health worker that helps you with your NDIS Plan, unless you have specifically told us not to share those details with any specific provider/person. Goodrose will make every reasonable effort to check that any person who

we share your information with is entitled to have that information as part of the services being delivered to you. Goodrose will otherwise deal with your information in accordance with Goodrose's Privacy Policy, which is available on our website. We can also give you a copy of the Privacy Policy, if you ask us for it. Despite the above, you agree that you will not hold us responsible for the misuse of your information by any person that we share it with.

LIABILITY

You agree that the Services are delivered to you with the intention of providing the best quality support and help to you so that we can successfully assist you to implement and utilise your NDIS Plan. You agree not to hold Goodrose responsible in relation to any cost, loss, injury or damage that you incur in connection with Goodrose providing the services to you, and you agree to indemnify us from any claim in relation to such cost, loss, injury or damage.
If a contractor does not provide services to you on an agreed day and time, please tell Goodrose straight away so we can rearrange support. Goodrose remains responsible for coordinating replacement support under this Agreement, and for managing any complaints about contractor-delivered supports through our complaints process.

You agree that Goodrose has not agreed or made any promise to you to provide any services or do any act or thing that is not written in this Agreement. If you believe we have agreed to do something and it is not written in this Agreement, you should not sign this Agreement and you should tell us what it is that we agreed to do so that we can discuss it with you and (if agreed) include it in another document for you to sign. Goodrose agrees that nothing in this Agreement is intended to get out of any requirement of any legislation or regulation, and if any legislation or regulation requires Goodrose to do something then Goodrose agrees we will do it, even if this Agreement says that we will not.