



Participant Details:	Participant Name:	
	Date of Birth:	
	Participant Representative (If applicable):	
	Representative Relationship:	
NDIS Plan Details	NDIS Number:	
	Plan Dates:	
	Service Agreement date:	

This service agreement is made between the above-mentioned participant under the National Disability Insurance Scheme and Go Getter.

This service agreement between the above parties will be in effect as of this signed service agreement, or, until notified in writing by the participant/nominated representative.

To utilise support services provided by Go Getter the details outlined within this service agreement, the participant/nominated representative, will provide Go Getter with the relevant information within the participants plan to ensure services are delivered in accordance with the service agreement and the companies policies and procedures.

Terms of service also known as a service agreement are made for the purpose of providing supports as agreed upon with Go Getter by both parties.

Participant preferences such as the same language, culture or specific criteria will be considered, where possible.

Go Getter is committed to continuous support for the participant, and in the event of worker absence or vacancy a suitably qualified and experienced person will perform the role.

All prices are subject to change pending review of the NDIS price guide. Prices will be indexed accordingly

Responsibilities of Go Getter:

- Coordinate and manage supports to suit individual needs, ensuring client choice and control.
- Provide an ethical and transparent support service with a client focus and strength-based approach.
- Treat all participants with respect and dignity
- Support participants to build their capacity and independence in managing their personal choices.
- Work with participants to navigate and establish connections within their community.
- Communicate openly with the participant and in a timely manner.
- Protect participant privacy and confidential information
- Provide supports in a manner that is consistent with all relevant laws, including but not limited to the National Disability Insurance Scheme Act 2013.

Responsibilities of participant/'s representative:

- Provide Go Getter with information on how they would like to utilize their funding provided within the NDIS plan.
- Treat Go Getter with respect and courtesy.
- Communicate with Go Getter if there are any concerns about the supports being provided.
- Give the required notice if requesting to end this service agreement.
- Inform Go Getter immediately if the participants NDIS plan suspended or replaced with a new plan or if the participant ceases to be a participant under the NDIS.

Participant legal and human rights:

At Go Getter we respect the participants legal and human rights and ensure that they have been understood and incorporated into everyday practice. In this regard the Participant handbook has been developed which includes the following policies:

- Feedback and complaints Policy
- Privacy and Confidentiality Policy
- Participant Consent Policy
- Culture, Diversity, Values and Beliefs Policy
- Violence, Abuse, Neglect, Exploitation and Discrimination Policy
- Decision-making Policy
- Right to access an advocate Policy
- Conflict of Interest Policy

A copy of this handbook will be provided upon signing this service agreement. If at anytime you require additional copies please email nt@iamgogetter.com.au or call 08 7936 8000.

Payment:

Go Getter will provide supports as stated within the participants plan and the signed service agreement. The participant agrees to nominate Go Getter to coordinate supports provided under these terms of service. Go getter will claim payment for supports provided from the NDIA, Plan Management provider and/or self-managed clients.

- If the funding for the agreed supports provided under this service agreement are **self-managed** Go Getter will invoice the participant/representative for payment. The participant / representative will pay the invoice **within 7 business days**.
- If the funding for the agreed supports provided under this service agreement are **Plan Managed** Go Getter will invoice the plan management provider directly.
- If the funding for the agreed supports provided under this service agreement are **NDIA Managed** Go Getter will claim payment for the supports provided directly from the NDIA.

Should funds be declined due to expired plans or exhausted funds, the participant acknowledges that they are liable for payment of services rendered in accordance with the service agreement.

Payment terms will be **14 days** from issue of invoice.

Goods and services tax (GST).

For the purpose 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 37 of the National Disability Insurance Scheme Act 2013 in the participants NDIS plan.

Travel Charges.

Travel costing is determined via the NDIS guidelines, travel time will be charged at rate of service for time travelled. Kilometers are charged at \$1 per kilometer when a participant is within a support workers car.

Cancellation Policy.

The participant must provide 24 hours if they are unable to attend a scheduled appointment. If the participant fails to provide 24 hours-notice of cancellation the fees will be billed in accordance with the NDIS price guide for cancellations of supports from the clients NDIS plan.

Inclusions within service agreement.

Hours invoiced will include time for the workers to complete reports on services provided in line with your NDIS goals.

Supports agreed upon may be flexible over the duration of your plan. Please contact us to discuss any changes to regular hours that may need to occur we will work with you to suit your needs. Unless prior agreed upon support will not be provided on Public Holidays due to the rate of service – if public holiday support is required please notify us when signing the service agreement.

Supports provided are set out within the quote of services. Ordinary expenses and the cost of activities undertaken by the participant (movie tickets/lunch) are not included within the price of supports. These costs will be covered by the participant, if the participant has a companion card this will be required for outings or social support.

The supports and their prices are set out in the support information table. Go Getter charges the published NDIS rates available at <https://www.ndis.gov.au/providers/pricing-arrangements#ndis-pricing-arrangements-and-price-limits> unless otherwise stated. When the NDIA updates prices, Go Getter will automatically apply the new rates and update bookings. By signing this Agreement, You allow Go Getter to automatically adjust your service booking to reflect the new rates.

Changes to the terms of service.

If changes to the supports or their delivery are required, the parties agree to discuss and review the terms of service. The parties agree that any change of service will be made in writing and if necessary signed by both parties.

Ending an agreement.

Should either party wish to end the service agreement one months-notice must be provided, the notice may be waived upon mutual agreement of both parties.

If either party seriously breaches the terms of service, the requirement of notice will be waived.

Feedback Complaints and disputes.

If the participant wishes to give the provider feedback or is not happy with the provision of supports and wishes to make a complaint the participant may contact;

Charles Bwombengi

Contact phone number 08 7936 8000 or email to nt@iamgogetter.com.au

If you are not satisfied or feel your grievance has not been adequately addressed, the participant can contact the National Disability Insurance Agency (NDIA) by calling 1800 800 110, visiting one of their offices in person, or visiting www.ndis.gov.au for further information. Alternatively, complaints can be provided to the NDIS Quality and Safeguards Commission on 1800 035 544.

Client Details

Name :

NDIS Number :

Plan start and end dates : Start: End :

Date of birth :

Email Click or tap here to enter text.

Phone :

Alternate Contact Number Click or tap here to enter text.

Address :

City : Darwin State : Northern Territory Postcode :

Emergency Contact / Representative

Name: :

Address :

City : State : Postcode :

Email :

Phone :

Relationship to participant :

Support Information:

Disability if known: :

Further information:

Service Type	Hours per week	Hours per agreement	Price Per hour	Km's per service	Price per Km	Total price per agreement
Establishment fee (once off fee)						
Weekly costs under relevant support						
Flexible hours under participant discretion						\$
						\$
					Total costs of supports	\$ + KMS

Consent to share information.

I/we, consent for Go Getter to share and receive relevant/necessary information with the professionals below, as part of the provision of service:

Organisation	Contact Person	Contact Details

I/we, consent to being contacted by third party agencies with regards to Go Getter's services should it be required and consent to partake in required audit scenarios?

- Yes No

Is there a copy of the NDIS plan attached?

- Yes No

How is the NDIS Plan managed:

- NDIA Plan Managed Self-Managed

Additional information:

Kilometres will be charged at \$1 per kilometre.

Media/Photograph/Image/video Use by Go Getter

This consent form is to inform you about how Go Getter uses photos and video images and to seek permission to use your photograph and/or video image or during media interviews conducted by third party media organisations.

Employees and volunteers of Go Getter Limited or representatives of media organisations take photographs and video images of you for the following reasons:

- **In publications**, such as brochures, annual reports, newsletters, which may also be posted on the Go Getter website
- **In media and promotions**, such as editorials, newspaper articles, radio, video, social media or television, or on the Go Getter website
- **For sponsors**, for use by Go Getter to engage potential sponsors or for use by sponsors for the sole purpose of promoting their support of Go Getter to their staff and customers

Go Getter would like to be able to use and reproduce in print form and/or electronically, content which may include photographs/images/video of you for the above purposes, and is seeking your consent to do so.

When giving your permission, you should be aware that any information published on the internet is accessible to millions of users and will be indexed by search engines and that it may be copied and used by any web user. This means that once an image is published on the internet Go Getter has no control over its subsequent use and disclosure.

You can gain access to the photographs or withdraw your consent at any time by contacting Go Getter

Phone: 08 7936 8000 Email: nt@iamgogetter.com.au Postal Address: Unit 4/524 Stuart Highway, Winnellie NT 0820

Permission for Photograph/Image Use

Please tick those boxes that apply only:

<input type="checkbox"/>	I grant permission for photos/images of me and my name to be published on the Go Getter website
<input type="checkbox"/>	I grant permission for my photo/image and my name to be used in publications only
<input type="checkbox"/>	I grant permission for my photo/image and my name to be used in media, promotions and brochures only
<input type="checkbox"/>	I grant permission for my photo/image and my name to be used for the purpose of sponsors only

Conditions and Limitations

Please tick those that apply:

<input type="checkbox"/>	I do not grant permission for my name to be used in association with images and/or recordings
<input type="checkbox"/>	I do not grant permission for my name to be used association with images and/or recordings
<input type="checkbox"/>	Photograph/image use is subject to the following cultural considerations (please specify):
<input type="checkbox"/>	Photograph/image use is subject to other restrictions (please specify):

Consent
Name: _____ Signature: _____ Date: _____

The provider can be contacted on:

Contact name	Charles Bwombengi
Phone	08 7936 8000
Email	nt@iamgogetter.com.au
Address	Unit 4/524 Stuart Highway, Winnellie NT 0820

Agreement Signatures.

The involved parties agree to the terms and conditions of this service agreement.

Participant/ Representative Signature

Name of Participant/ Representative

Date

Signature of authorized person from
Go Getter

Name of authorized person from
Go Getter

Date