

Independent Living Centre Tasmania (ILCT) Service Agreement

Who is making this Agreement?



Name

The name of the participant or their trusted person.



Name

The name of the service provider: Independent Living Centre Tasmania (ILCT)

How does this Agreement fit in with the NDIS?



This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).



The participant and the service provider agree that this Agreement is in line with the main ideals of the NDIS. These ideals include things like having more choices, achieving your goals and taking part in the community.

What is expected of the participant?

This section explains your responsibilities.



When you sign the Service Agreement, it means that you agree to do the things that are expected of you. These are called your **responsibilities**.

Your responsibilities are:



- Telling ILCT about the supports that you want, and how you want to receive them. Please fill out our forms so we can best help you the way you want.



- Being polite and respectful to the staff who work with you.



- Telling ILCT if you have any problems or concerns.



- Telling ILCT if you can't make it to an appointment. You should let us know **at least two (2) clear business days prior to the appointment** if you need to cancel an appointment please. If you:
 - miss an appointment;
 - do not show up for an appointment within a reasonable time;
 - are not present at the agreed place within reasonable time when staff travel to deliver the support; or
 - cancel it and do not give us notice;

we will charge you from your Plan or a fee that may not be covered by the NDIS. Business days are Monday to Friday and not public holidays.



- Telling ILCT straight away if you want to end the Agreement. You should give us at least one month's notice please.



- Letting ILCT know if your NDIS Plan changes or if you stop using the NDIS. You should give us at least 24 hours' notice please.



- Provide ILCT with any plans and/or assessments necessary to deliver safe and quality services e.g. positive behaviour support plan.



- Reduce identified risks e.g. within your home, when ILCT staff are delivering services.

What is expected of ILCT?

Service providers have responsibilities too.

ILCT's responsibilities are:



- Providing the services that you have asked for.



- Being open and honest about the work that we do.



- Explaining things clearly.



- Treating you politely and with respect.



- Including you in all decisions about your supports.



- Letting you know what to do if you have a problem or want to complain.



- Listening to your feedback and fixing any problems quickly.



- Telling you if we want to end the Agreement.



- Respecting your right to choice and control. Access to support will not be withdrawn on the basis of a dignity of risk choice that you make. We will assist you to get support around making choices that promote your safety and protect you from risk.



- Not withdrawing your support without clear reason which includes: abuse and/or violence towards ILCT staff and failing to meet your obligations under this agreement.



- Work with you to provide services that suit your needs.
- Support your right to practice your culture, values and beliefs whilst accessing supports.



- Provide sufficient time at any stage of support provision for you to consider and review your options and seek help and advice if required.



- Review your services with us when needed, at minimum of annually.



- Provide supports in a safe manner and within a suitable environment.



- In the event of an emergency, disaster or pandemic, alternative arrangements will be made for providing supports where required. All available options will be discussed with you. This may include use of telehealth, staff from other locations and potential use of alternative services providers with your consent.



- Making sure your information is correct and up to date.



- Storing your information carefully and making sure it is kept private.



- Obeying all the rules and laws that apply. This includes the *National Disability Insurance Scheme Act 2013* and the *National Disability Insurance Scheme Rules*.



- Providing invoices and statements for your supports.



- Checking whether GST applies. Most supports provided by ILCT are GST-free. Some assistive technology purchases may include GST.



- Checking that the Agreement is working well. This Agreement may be reviewed any time you request changes to our services, or if you ask for a review.

How to pay for your supports



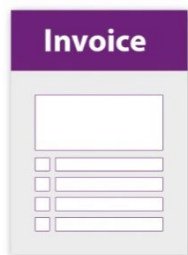
There are different ways to pay for your supports.



Most of our services are GST-free. If we provide services that include GST this will be shown on your invoice.



Please tell us who will be paying the invoice. This could be you, the NDIA or another person (Plan Nominee or Plan Manager).



You can pay by cash, cheque or electronic transfer to our bank account.



The account details are:

Name: Independent Living Centre (Tas) Inc.

BSB: 633-000

Account Number: 1447 99350

Reference: Your invoice number and name.



The time allowed to pay the invoice is seven (7) days.

How to make changes to this agreement



You may make changes to this Agreement.



When you ask to make a change, it must be in writing.



ILCT must agree to the changes.



You may be asked to sign a document to agree to the changes.

How to end a Service Agreement



If you want to end a service agreement you must tell us. Please confirm this in writing.

You must let us know before you want the Agreement to end.



We would like you to give us one month's notice if you would like the agreement to end.



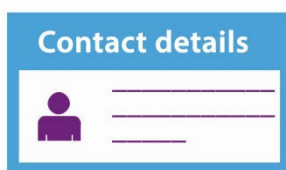
We will give you one month's notice if we want the agreement to end.

What to do if you have a problem



If you have a problem with our service, there are things you can do:

You can contact management through feedback@ilct.com.au or ph: 03) 6335 9200



You can fill in a complaint form.
Please ask for one from Reception or use the online Feedback Form via our website.



You can talk to the NDIS Quality and Safeguards Commission.
Phone 1800 035 544 or TTY 133 677.
Interpreters can be arranged.

Allied Health Supports that we can provide

ILCT can provide Allied Health Services - Occupational Therapy, Speech Pathology and Physiotherapy.

This Service Agreement continues until you or ILCT cancels it.

You will need to list the Allied Health supports or type of help that you would like from us on our referral form. The referral lists choices you can make about Allied Health Services.

Not all services may be routinely available in your area. It may be possible to see if a therapist from a different location can service your area. In this instance, you will be charged for their associated travel costs.

We are a state-wide service. Please contact us to discuss the various services that may be available in your area.

Some services can be provided via telehealth if preferred.

The cost for Occupational Therapy, Speech Pathology and Physiotherapy will be charged as per the NDIS price guide. We will charge this support at the maximum price at the time of support.

This cost may increase if the NDIS rate increases during your Plan.

You may be invoiced for (including but not limited to) travel, appointment time, research, contacting relevant people about your support needs, obtaining quotes, resource development, programme development, notes and report writing. This will be charged based on the NDIS price guide.

There may be Allied Health Assistants and students involved in your support. You have the right to negotiate or decline.

Costs for purchasing assistive technology will be charged and capped at an administration rate of \$100.00 per hour or as negotiated.

We may write a separate Service Plan if needed.

Service Bookings

Who do you want to set up Service Bookings for your ILCT services?

ILCT ☐ You or your Plan Manager ☐

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.

ILCT contact details



Phone number: 03) 6335 9200



Email: referrals@ilct.com.au



Address: 337 Argyle Street
North Hobart 7000

PO Box 37
Perth, Tas 7300

Signatures

By signing this agreement, you agree to all the information included.

**Name**

Participant name



Signature

Date

OR**Name**Guardian/Plan
nominee name

Relationship to
Participant



Signature



Date

**Name**

ILCT staff name



Signature



Date
