

NDIS Service Agreement

Creativity Australia, Level 5, 468 St Kilda Rd, Melbourne VIC 3004
withonevoice@creativityaustralia.org.au | 03 8679 6088



This agreement is made according to the rules and goals of the National Disability Insurance Scheme.

Start date : End date :

Invoicing contact details:

I would like to be sent invoices quarterly I will make direct payments
 Other :

Invoices are to be sent to:

The member A nominee Plan manager
Name : Phone :
E-Mail :

Support details:

This service agreement entitles the member to a year of weekly community choir rehearsals. These rehearsals will be led by a professional conductor, and the choir will be run by a volunteer coordinator. Administrative support will be provided by Creativity Australia. The member will also be entitled to attend any performances that the choir takes part in. A Creativity Australia membership will be charged at a rate of \$500 per year, or \$125 per quarter (including GST).

Provider's responsibilities:

Creativity Australia will provide access to weekly choir rehearsals. The provider will notify the member of any changes or cancellations of rehearsals. The provider will ensure that the choir is an accepting and inclusive environment. Creativity Australia agrees to provide support in a manner consistent with all relevant laws, including the *National Disability Insurance Scheme Act 2013*.

Member's responsibilities:

The member will abide by Creativity Australia's code of conduct. The member is responsible for any transport to or from rehearsals and performances. The member is also responsible for organising any support or accommodations required, such as the presence of a personal care assistant.

Terms and conditions:

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.

Cancellation policy:

The member is responsible for notifying Creativity Australia if they are no longer able to attend rehearsals. Creativity Australia can be contacted at withonevoice@creativityaustralia.org.au or 8679 6088.

Dispute/complaints policy:

If the member has any complaints about the quality of service provided, they can contact Creativity Australia at withonevoice@creativityaustralia.org.au or 8679 6088.

If the participant is not satisfied or does not want to talk to Creativity Australia, the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Changes to the service agreement:

If the participant wishes to make changes to their service agreement, they should contact Creativity Australia at withonevoice@creativityaustralia.org.au or 8679 6088. Any changes must be agreed to by both parties before they are enacted.

Creativity Australia's contact information:

Address : Level 5, 468 St Kilda Rd, Melbourne, VIC 3004

E-Mail : withonevoice@creativityaustralia.org.au

Phone : (03) 8679 6088

ABN : 94 133 015 040

Signatures:

Service agreement review date :

Participant/nominee signature :

Name : Date :

Provider's representative signature :

Name : Date :