




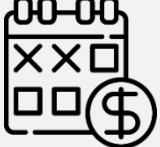















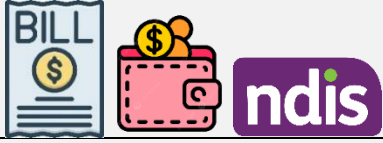


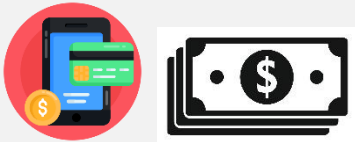





## Service Agreement

Your Supports	
	<p>Burke and Beyond will provide the programs that you have asked for to meet your goals</p>
	<p>The cost of your program is decided by the NDIS, and they might change</p>
	<p>The price for activities may also change depending on staff and participant numbers</p>
Programs of Support	
	<p>Programs of Support (Timetable) is a list of the activities you will join and the costs</p>
	<p>Programs of Support last 6-months: January to June and July to December</p>
	<p>You agree to pay for programs even if you miss days</p> <p>You will still be charged for absences. These are the NDIS rules for Programs of Support</p>
	<p>Programs are billed every week</p>
	<p>If you would like to stop coming to Burke and Beyond, you must give 2 weeks' notice.</p>
	<p>If you keep attending, we will continue to provide support in line with your service agreement.</p>











Group Support	
	<p>Group support is charged as a <b>full-day 8:45 am – 3:15 pm</b></p>
	<p>If you need more or less hours, talk to your Site leader who will help arrange the support you need.</p>
Extra Costs	
	<p>Some things are not covered by the NDIS, and you need to pay for them. These include things like movie tickets, meals, or entrance fees</p>
	<p>We charge a program resource fee that covers program resources like art supplies, stationary, pantry items, and internet and allows us to host special events</p>
	<p>This fee is invoiced each term based on how often you attend. It is not paid by the NDIS</p>
Group Support Prices	
	<p>The NDIA sets the Price Guide, Burke and Beyond invoice in line with this.</p>
	<p><b>Group Cost</b> – The NDIS 1:1 hourly rate divided by the group size</p>
	<p><b>Centre Capital Cost</b> – for services arranged through our community hubs, this is charged to cover the costs of having the hub available.</p>
Non-face-to-face charges - NF2F	
	<p><b>NF2F Charges</b> – help pay for the things staff do to support you after hours – like planning activities, have meetings, telephone calls, emails and learn how to support you better</p>
	<p>Extra NF2F charges may happen if more work is needed, like writing reports or special staff training.</p>


Responsibilities	
	<b>Burke and Beyond Reasonability</b>
	Treat you with respect and support your choices.
	Review your supports every 6 months or as needed.
	Provide supports at agreed times.
	Communicate clearly and solve problems quickly.
	Let you know if we can't provide support (e.g., staff shortage).
	Keep your information private and follow all laws.
	Send accurate invoices regularly.





	<p style="text-align: center;"><b>Your Responsibility</b></p>
	<p>Make sure your NDIS Plan has enough funds for this agreement.</p>
	<p>Check your NDIS budget and let us know if your funds are low.</p>
	<p>Tell us how you want your supports delivered.</p>
	<p>Treat staff with respect.</p>
	<p>Let us know if you can't attend a day.</p>
	<p>Give <b>2 weeks' notice</b> if you want to end this agreement.</p>
	<p>Pay your invoices on time.</p>
	<p>If you cause damage to property you will pay for it to be fixed.</p>
	<p>Tell us if your NDIS Plan changes, runs out, or is replaced.</p>
	<p>If your funding runs out and you keep attending, you will need to pay for the supports yourself.</p>

How to Pay	
	<p>1. <b>Self-Managed</b> – We send you an invoice. You pay in <b>10 days</b></p>
	<p>2. <b>Plan-Managed</b> – We claim payment from your Plan Manager</p>
	<p>3. <b>NDIA-Managed</b> – We claim payment directly from the NDIA</p>
	<p>You can pay by <b>cash or direct debit</b></p>
	<p>If you don't pay within 14 days, services may be paused until payment is made.</p>
Changing This Agreement	
	<p>Any changes must be discussed and agreed to in writing.</p>
Ending This Agreement	
	<p>You or Burke and Beyond can end this agreement with 2 weeks' notice.</p>
	<p>If someone seriously breaks the agreement, it can end immediately.</p>
	<p>We can review or cancel this agreement if your needs change</p>

**Costs** - depend on what you choose to do at Burke and Beyond

Covered by your NDIS Package		
	<b>NDIS Setup Fee</b>	Once off
	<b>Group Costs</b>	The NDIS 1:1 hourly rate divided by the group size.
	<b>School Leavers Employment Support (SLES)</b>	Per week for 48 weeks.
	<b>Transport Costs</b>	If you travel in a Staff car or Burke and Beyond van
	<b>Outreach/Social Programs</b>	NDIS rates plus NF2F (about 2 hours per activity, split between participants).
	<b>Group Support</b>	6.5 hours/day, centre-based rates.
	<b>Centre Capital Cost</b>	To cover the cost of having a site available
	<b>NF2F Charges</b>	Pays the staff to support you after activities – planning activities, meetings, telephone calls and learning how to support you better. Standard 3-4 hours a week or extra when needed.
Paid by you		
	<b>Daily Fee</b>	Program resources like art supplies, stationary, pantry items, and internet and special events.
	<b>Spending money</b>	Things you'd like to do or pay for like event tickets, meals, and entrance fees.

Definitions		
	<b>NDIS</b>	Government program that pays for the services and supports you need because of your disability.

	<b>NDIA</b>	Is the government organisation that runs the NDIS and makes sure the NDIS is working properly for you.
 	<b>NF2F Charges</b>	Pays the staff to support you after activities – planning activities, meetings, telephone calls and learning how to support you better. Standard 3-4 hours a week or extra when needed.
	<b>Paid by you</b>	Costs that are not covered by your NDIS Plan