

Phone:	
Mobile:	
Email:	
Relationship to Client:	

Fishability QLD Incorporated to invoice:

Self-managed email address – Plan managed email address -	
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Approved By:	The Board of Fishability QLD Incorporated	Version	1
Approval Date:	December 2021	Next Scheduled Review	December 2023

SCHEDULE OF SUPPORTS

Fishability QLD is a not-for-profit organisation supporting individuals in the community who experience loneliness and social isolation. We provide socially inclusive activities and events in the community to break the impact of feeling disconnected and marginalized. Locations and times vary according to the event.

People who are plan and self-managed can access our programs more frequently, because they are funded under the relevant government support plans. The income received from these plans, is absorbed back into our social inclusion programs to make opportunities available for EVERYBODY. (please see the website for free and low cost events - <https://fishability.com.au/>).

Our boating and fishing and social inclusion activities/events for self and plan managed participants

<p>SELF AND PLAN MANAGED NDIS PARTICIPANTS – 5.5hrs at \$54.30 per hr. (less than standard weekday rates) – Fishability QLD provides all items and services which includes: If you require support staff who are not Fishability QLD Support Workers, the rate is \$40 per hr. and the support worker isn't required to pay. The support worker must have relevant insurance and be ok about fishing and boating.</p>
<ul style="list-style-type: none"> Fishing Equipment (Boating opportunities, Rods, Tackle, Bait, lunch and drinks)
<ul style="list-style-type: none"> Facilitation and varying workshops, environmental sustainability workshops.
<ul style="list-style-type: none"> Boat Supports/Skipper Supports/Support workers/Volunteers/STAFF
<ul style="list-style-type: none"> Community events are socially inclusive and are charged for the duration of the event e.g. 3hrs = \$54.30 x 3. (Includes cost of entry and lunch/drinks)
<p>PARTICIPANTS – If people are booked on to these outings and fail to give 48hrs notice to cancel, then participants will be charged for the full amount of 5.5hrs at the standard weekday/weekend rate.</p>
<p>In the cases where we may include individuals who are not receiving government support, you will be notified if they are being charged at a different rate to you.</p>

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Establishment fees

Payments

The Provider will seek payment for their provision of Services after the Participant/Participant's Representative confirms satisfactory delivery. Such confirmation cannot be unreasonably withheld.

Responsibilities of Provider

The Provider agrees to:

- Communicate openly and honestly in a timely manner.
- Treat the Participant with courtesy and respect.
- Give the Participant a minimum of 24 hours' notice if the Provider has to change a scheduled appointment to provide Services.
- Give the Participant the required notice if the Provider needs to end the Agreement (see '[Ending this Service Agreement](#)' below for more information).
- Protect the Participant's privacy and confidential information.
- Provide Services in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law; keep accurate records on the Services provided to the Participant; and
- Issue regular invoices and statements of the Services delivered to the Participant.

Responsibilities of the Participant/Participant's Representative

The Participant/Participant's Representative agrees to:

- Inform the Provider about how they wish the Services to be delivered to meet the Participant's needs.
- Treat the Provider with courtesy and respect.
- Talk to the Provider if the Participant has any concerns about the Services being provided.
- Give the Provider a minimum of 24 hours' notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply.
- Give the Provider the required notice if the Participant needs to end the Agreement (see '[Ending this Service Agreement](#)' below for more information); and
- Let the Provider know immediately if the Participant's NDIS Plan is suspended or replaced by a new NDIS Plan or the Participant stops being a participant in the NDIS.

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● **Cancellation Policy:**

- If the participant makes a short-notice cancellation, which is less than 48hrs before the service, the provider will charge 100% of the agreed price for the cancelled appointment. This fee may be charged against a participant NDIS Plan up to 12 times per year for personal care and community access Services.
- For other cancellations, where the participant has provided notice of cancellation prior to 48hrs the day before the scheduled service, the provider will not charge a cancellation fee.
- Where a participant fails, at short-notice or without notice, to keep the scheduled arrangement for the support, the provider will make every effort to contact the participant to determine if there is an additional problem (e.g., the person has fallen out of bed and cannot raise an alarm, or there is a sudden breakdown in the informal Services and additional support is likely to be required).
- Where there is a specific risk that a participant will frequently make short-notice cancellations for a support due to the nature of a person's disability or the nature of the support (e.g., behaviour intervention Services), the provider will make individual arrangements to minimise the number of cancellations.



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Cancellation and No-Show Policy

You agree that we may charge you 100% of the relevant amount that would otherwise be payable to us if you:

Do not show up for a scheduled Service within a reasonable time, or are not present at the agreed place and within a reasonable time when Fishability QLD Incorporated is travelling to deliver the Services; or

Have given less than two (2) clear business days' notice to the cancellation for a Service that meets both of the following conditions:

The support is less than 8 hours continuous duration; and

The agreed total price for the Service is less than \$1000; or

Have given less than five (5) clear business days' notice of cancellation for any Service that does not fall under clause 10(b).

Privacy

Your privacy is important to us. When we provide the Services to you, we will collect, use, disclose and store information about you. The information is known as Personal Information and Sensitive Information.

Our Privacy and Dignity Policy defines what this Personal Information and Sensitive Information is and how we collect, use, store and disclose this information. You can request a copy of our Privacy and Dignity Policy and should read it carefully – it contains important information. You do not have to consent to us collecting, using, storing and disclosing this information.

You are able to make decisions about your Personal Information and Sensitive Information including about how we collect, use, store and disclose it when you complete a Privacy Consent Form.



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