



Service Agreement (in plain English)

This Agreement is made between:

Participant's Name:

Participant's NDIS Number:

Participant's Date of Birth:

Date Service Agreement Issued:

**Participant's Authorised
Representative (Person Responsible):**

And

Fighting Chance Australia Ltd (ABN 85 140 018 702).
Fighting Chance Australia NDIS Organisation ID: 405 000 3203.

The terms and conditions of our services are set out in this Service Agreement and in our Pricing and Billing Policy, which can be viewed on our [website](#).

The Schedule of Support describes the services that Fighting Chance will provide you and how they will be delivered, in line with your NDIS Plan. It is part of this Service Agreement (see [section 7](#)).

From time to time we may make changes to our Service Agreement, Pricing and Billing Policy, and the Schedule of Support. We will notify you via email when updates occur. The most recent version of these documents can always be found on the Fighting Chance website at: <https://fightingchance.org.au/our-support/>

This Agreement also describes your rights and responsibilities.

Contents

1. Start and End Dates.....	3
2. Ending This Service Agreement.....	3
3. Rights and Responsibilities.....	3
4. Privacy, Confidentiality and Information Sharing.....	6
5. Short Notice Cancellation/‘No Shows’, SLES Non-attendance and Hub Closures.....	6
A. Cancellation of Avenue, Jigsaw and Plus Day Programs.....	7
B. Cancellation of Plus Behaviour Support Services.....	7
C. School Leavers Employment Supports (SLES).....	8
D. Service Closure Due to an Emergency.....	8
6. Placing Services ‘On Hold’.....	9
7. Schedule of Support.....	9
8. Charging for Individualised Non Face-to-Face Supports.....	10
9. Transport and Travel Charges.....	10
10. Variations Based on Changes to the NDIS Pricing Schedule.....	10
11. Goods and Services Tax (GST).....	11
12. Invoicing.....	11
13. Home Visits.....	11
14. Personal Equipment.....	12
15. Feedback, Complaints and Disputes.....	12
16. Who can sign this Service Agreement?.....	13
17. Agreement Signatures.....	14
Appendix 1 – NDIS Funding Management Information.....	15
Appendix 2 – Payment Options.....	16
Appendix 3 – Non-Face-to-Face Breakdown Examples (not limited to).....	17

Documents referred to in this agreement are:

- **The following documents will be provided to you:**
 - Schedule of Support
 - Consent Form
- **The following documents are available on our website at:**
<https://fightingchance.org.au/our-support/>
 - Pricing and Billing Policy
 - Privacy, Dignity and Confidentiality Policy
 - Fighting Chance Support Rates
 - Link to the NDIS Pricing Schedule

1. Start and End Dates

This Service Agreement will start on the date you or your person (the participant) starts in our service or on the date this document is signed, whichever comes first.

We only issue this Service Agreement **once**. The current version will always be available on the [Fighting Chance website](#). We may update it from time to time, and if we do, we will let you know by email and explain what has changed. The version on our website is the version you agree to follow.

2. Ending This Service Agreement

This agreement continues until either you or Fighting Chance choose to end it. You may end this Service Agreement with Fighting Chance for any reason, by providing us with written notice of your decision. Please see [section 5](#) for our cancellation notice requirements, as this applies for ending service.

Fighting Chance may end this Service Agreement if you or your person(s) responsible don't follow the rules set out in this agreement. We will give you a written notice about our decision to end this agreement, and service will end ten (10) business days from the date of that notice, unless there is a safety risk to you, staff, or other participants, in which case services will stop immediately.

3. Rights and Responsibilities

Fighting Chance agrees to the following:

- **Courtesy and Respect**

- We will treat you and your person(s) responsible with courtesy and respect.
- We will uphold and advocate for your legal and human rights. All services will be provided in a way that honors your culture, diversity, values, beliefs, independence, privacy, dignity, and right to make informed choices.
- We are dedicated to ensuring a safe environment that is free from discrimination, neglect, violence, abuse, or exploitation.

- **Choices and Dignity of Risk**

- We acknowledge and respect your right to make your own choices and decisions, to have control over your life, and to select the supports and services that best meet your needs.
- You have the right to access advocacy services if you require them. These services are available to help you understand your rights, express your views, and ensure your voice is heard in decisions or

matters that affect you.

- o We also recognise your right to make decisions that may involve an element of risk. We are committed to supporting you in making informed choices and ensuring appropriate safeguards are in place to promote your safety and well-being.
 - Arriving and leaving our services: You are welcome to travel to and from our service in the way that suits you best, including coming on your own. For your safety and comfort, please aim to arrive and leave at your agreed service start and end times in line with your Schedule of Support. If you arrive early or leave late, staff might not be there to support you. If you choose to arrive early, leave late or travel independently, you do so at your own risk. Please note that if additional support is required during these times, you may be charged for this support at a 1:1 ratio.
 - Applicable to Jigsaw and Avenue participants: This includes your decision to leave the building during your lunch break. We respect your right to make this choice. But please remember, Fighting Chance/Avenue/Jigsaw cannot always provide support or supervision while you are off-site unless this is part of a pre-arranged support plan. If this support is not planned in advance, you are responsible for your own safety and wellbeing while you are off-site.

- **Providing Services to Meet Your Needs**

- o We will work with you and your person(s) responsible to provide services or supports that align with your NDIS Plan goals and meet your needs, based on your plan you share with us.
- o We will discuss with you and your person(s) responsible how best to provide supports and review your services when requested.

- **Feedback and Problem Resolution**

- o We will listen to your feedback and will do our best to resolve any problems as quickly as we can.
- o You can find more information on Feedback, Complaints and Disputes in [section 15](#).

- **Record Keeping and Privacy**

- o We will maintain clear and accurate records of the services provided to you.
- o We will only use your personal information to provide services in a safe, and personalised way and to meet our duty of care and responsibilities.
- o Unless required to do so for duty of care reasons or as legally required, we will not share information about you unless we have

your written permission to do so.

- **Transparency in Billing**

- We will provide invoices that clearly outline the services being charged to your NDIS Plan, or to you personally.

- **Support During Emergencies**

- In the event of a natural disaster or other emergency, we will make every effort to continue your critical supports (unless otherwise directed by law). However, we understand that this may not always be possible.

You and your person(s) responsible agree to the following:

- I/we will treat Fighting Chance staff, representatives and other participants with courtesy and respect, recognising their rights to participate in a safe environment.
- I/we will work with Fighting Chance to help ensure that the services meet my/ my person's needs.
- I/we will talk with Fighting Chance about any concerns they may raise with me/ my person(s) responsible about the services.
- I/we will notify staff if I (or my person) intend to go off-site during service hours. I understand that my choice may involve an element of risk and while Fighting Chance respects and supports this decision, they may not always be able to provide support or supervision while I am off-site unless this has been pre-arranged as part of a 1:1 support plan (applicable to Jigsaw and Avenue participants only).
- I/we will tell Fighting Chance if there are any changes to my NDIS plan that may affect the way services are delivered, including new plan dates, the funding periods and dates, funding management or funding issues such as running out of funding before the end of each funding period or the plan end date.
- I/we will provide Fighting Chance with a copy of my NDIS Plan goals so services or supports can be aligned to fit my needs.
- I/we will provide Fighting Chance with the most up-to-date clinical or other key support plans and will tell Fighting Chance if there are any changes.
- I/we will tell Fighting Chance about any changes to prescriptions for medications that will be taken while in service.
- I/we will tell Fighting Chance if there are any changes to the billing details I/we have provided. Refer to [section 12](#) for more information.
- I/we will accept the charges for the services provided by Fighting Chance as outlined above and pay invoices within fourteen (14) days of the date of their issue. Refer to [section 12](#) for more information.
- I/we will complete and sign the Fighting Chance consent form and let you know as soon as anything changes.

4. Privacy, Confidentiality and Information Sharing

We respect your right to privacy, while also recognising that personal information is required to be collected, maintained and managed in order to provide a high standard of support to you and a safe working environment for Fighting Chance staff. The information we collect is used to provide services in a safe and individualised way, to meet duty of care obligations, to make appropriate referrals (where necessary), and to carry out business activities to support those services. Before starting in our service(s) you will be required to complete and sign a consent form which will be provided to you.

To support you safely, we may ask you for relevant healthcare information. This may be clinical reports such as a Behaviour Support Plan, high intensity support plan, healthcare plans, medication approval from the prescribing doctor, occupational therapy reports, or speech therapy reports. We may also ask about any past or current civil or criminal matters that could affect your safety, the safety of others, or your ability to take part in our services.

If you or your person(s) responsible do not provide us with the information we need to deliver services safely, we may not be able to provide the services you require, and may end this Service Agreement (see [section 2](#), Ending this Service Agreement). This includes failure to tell us information relating to real or perceived risks or changes to any of the information you may have already provided to us.

From time to time we may ask you for your NDIS plan information, including plan start and end dates, funding periods, funding categories, funding amount, and remaining funds. This information will be used for the creation of your Schedule of Support, and to help us plan and manage services with the aim of providing continuity of support. If you have a Plan Manager, we may ask for your consent for the Plan Manager to share NDIS plan details and funding information with us. We may be asked by your Plan Manager for this signed document. We would provide this on request for invoice payment purposes.

A full copy of our Privacy, Dignity and Confidentiality Policy has been provided to you and is also available on our website along with other information relevant to you. Visit www.fightingchance.org.au

5. Short Notice Cancellation/‘No Shows’, SLES Non-attendance and Hub Closures

If you are not able to attend the scheduled service and need to cancel, we require notice of cancellation for that service or support to be cancelled without a fee. This also applies to notice to end this service agreement or place your service(s) ‘on hold’.

We will only charge your NDIS Plan for services provided. If you do not contact us to cancel within the cancellation notice as listed below, this will be considered a 'no show' and we will charge 100% of the scheduled fee for the required cancellation notice period. This includes non-face-to-face and Centre Capital Costs, where applicable.

If a 'no show' happens on a regular basis, Fighting Chance will talk with you about changing your supports to better fit your needs. Where Fighting Chance cancels a service due to operational reasons, we will attempt to reschedule the service and you will not be charged a cancellation fee.

Cancellation can be made by phone or email to the service. Below lists how it works:

A. Cancellation of Avenue, Jigsaw and Plus Day Programs

For you to not be charged a fee, cancellation notice is required by **9am, two (2) full business days** before the service was scheduled to start (this notice does NOT include public holidays).

If you cancel a scheduled service or support with your local Management Team after this time, this is considered a 'no show' and you will be charged **100% of the scheduled fee**.

For example:

- If you cannot attend service on a **Friday**, you must provide notice **by 9am on the Wednesday before – two (2) full business days in advance**.
- If you cannot attend service on a **Tuesday** and the Monday is a public holiday, you must provide notice **by 9am on the Thursday before**. This is two (2) full business days' notice, as the public holiday does not count towards the required notice period.

B. Cancellation of Plus Behaviour Support Services

Cancellation notice is required **by 9am, two (2) full business days** before the scheduled service to not be charged a fee (this notice does NOT include public holidays). For example: For Monday appointments, notice must be given by 9am on the Thursday before the appointment/ meeting/ training/ phone call, or any other scheduled service.

If you cancel a scheduled service with your Plus Behaviour Support practitioner after this time, this is considered a 'no show' and you will be

charged 100% of the scheduled fee. If your Plus Behaviour Support practitioner arrives at your scheduled service and you and/or your person responsible are not at home or at the agreed location of the appointment, and there has been no prior notice, you will be charged 100% of the scheduled fee and travel costs against your plan.

C. School Leavers Employment Supports (SLES)

Support Line item 10_021_0102_5_3

The SLES Support Line item has a maximum weekly amount set by the NDIA. You will be charged 100% of your agreed weekly rate which will not exceed the NDIA maximum amount. A maximum of three (3) days per week can be accessed, depending on your required ratio of support.

If your SLES program is two (2) or three (3) days per week and you only access one (1), you will be charged 100% of the full weekly SLES amount.

If you will be absent, notice must be provided by **9am two (2) full business days** before the first day of the next week's scheduled service. This notice does NOT include public holidays.

If your SLES program is for one (1) day per week and you provide the required notice that you will not be attending, you will not be charged.

If you attend any one (1) of your SLES programmed days in a week, you will be charged your full weekly rate (even if you have provided the required notice for one or more of your programmed days).

If your SLES program is for one (1) day per week and your scheduled day falls on a Public Holiday, unless we can arrange a suitable replacement day you will not be charged.

If your SLES program usually runs for two (2) or three (3) days per week and one of the days falls on a Public Holiday, you will be charged your full agreed weekly SLES amount.

If you are accessing a SLES program which is funded from Finding & Keeping a Job/Employment Assistance with support item 10_016_0102_5_3, the above rules do not apply. Please refer to the cancellation notice requirements in [section 5A](#) above.

D. Service Closure Due to an Emergency

If you are scheduled to attend a service on a day when an emergency is declared at the service location (for example, but not limited to, flooding, a cyclone or other environmental emergency, as declared by the building

owner or relevant authority), we will still need to charge you for that service and will inform you as soon as it is possible. Refer to [section 3](#) for support information in an emergency.

6. Placing Services ‘On Hold’

A. Placing your services ‘on hold’ at Avenue, Jigsaw and Plus day programs

You may request your place in our services to be put ‘on hold’ for a **maximum of four (4) weeks**. For example, this may apply in situations such as extended holidays, illness or injury, attendance at another program or service, or temporary limitations in available funding. The cancellation notice in [section 5](#) will apply.

If more than four (4) weeks’ ‘on hold’ leave is needed, and you do not want to exit our service entirely, your place will be offered to the next person on the waiting list and you will be placed high on the waitlist. When you are ready to return, you will be offered a place once available. We recommend you give us as much notice as possible of your plan to return, so we can do our best to make a spot available.

We understand that some people may have special or unusual situations. Please contact your local Hub Management Team if you need to discuss this further with us.

B. We may decide to put your services ‘on hold’

Only if absolutely necessary, Fighting Chance can temporarily stop providing our services and place your spot ‘on hold’. For example, this might happen if the program you are in doesn’t meet your needs, presents a safety risk to you, staff, or other participants. This also may be if your NDIS funds have run out, if there is ongoing challenge with paying for the services we have delivered within the payment terms, or for another reason. We will inform you in advance if this occurs, explain why, and work with you to try and find a solution as quickly as possible.

7. Schedule of Support

The individualised Schedule of Support describes in detail the services that Fighting Chance will provide to you, which should be in line with your NDIS Plan. It includes details about your support, and how much it will cost.

The individualised Schedule of Support is provided with your Service Agreement when you start at Fighting Chance. It may be updated if you receive a new NDIS plan or change your support, or if there are changes to the types of services we

provide. The NDIS may update their prices, and a new Schedule of Support can be requested – refer to the NDIS variations listed in [section 10](#).

If you access services beyond those listed on your Schedule of Support, you will be charged for the additional support at the ratio provided. This may include changes to the number of days or hours you attend, receiving extra support on a particular day, or arriving earlier or staying later than your scheduled time. In most cases, these additional supports will be charged at a 1:1 ratio, plus the applicable capital centre cost for any support delivered outside normal operating hours.

You need to make sure you have enough funding or other resources to pay for the services you receive from Fighting Chance. The amount you need to pay will be shown in your schedule of support. We may ask you to give us proof that you have enough funds to pay for the services listed in your Schedule of Support.

8. Charging for Individualised Non Face-to-Face Supports

Within the limits set by the NDIS Pricing Schedule, Fighting Chance charges for a range of non face-to-face supports. These are individualised, non-direct supports that are essential to the coordination and delivery of our high-quality services, and for supporting the participant to get the most out of the service. An example list of non face-to-face supports can be found in [Appendix 3](#).

The amount of non face-to-face time is listed in your Schedule of Support.

9. Transport and Travel Charges

Fighting Chance may charge for transport and travel, in line with the NDIS Pricing Schedule.

Please refer to the Pricing and Billing Policy on our [website](#).

10. Variations Based on Changes to the NDIS Pricing Schedule

The NDIS Pricing Schedule lists the maximum amount that can be charged and explains the rules for charging participants. These prices can change from time to time. When they do change, Fighting Chance may amend our rates, provided they do not exceed the rates in the NDIS Pricing Schedule. We will tell you when these changes will happen and only issue a new Schedule of Support if requested. Our support rates and a link to the NDIS Pricing Schedule can be found on our website at: <https://fightingchance.org.au/our-support/>

11. Goods and Services Tax (GST)

If the services provided under this Agreement are NDIS funded, GST does not apply. GST will apply to any services that are not funded by the NDIS.

12. Invoicing

Fighting Chance will only invoice you after your service or support has been delivered. You will only be charged for services that you have accessed or have been delivered.

It is important that we know how your funding is managed; if you are NDIA-managed, self-managed or Plan-managed, and what your billing preferences are. We will ask you for this information when required and you must let us know as soon as possible if your billing details change. Contact accounts@fightingchance.org.au

For NDIS Funding Management Information see [Appendix 1](#) and for Payment Options see [Appendix 2](#).

After the service has been delivered, Fighting Chance will either:

- submit a claim through the NDIA portal if you are NDIA-managed, or
- send an invoice to your plan manager if you are Plan-managed, or
- send an invoice to you if you are self-managed.

You need to pay invoices within **fourteen (14) days** of the date they are issued. If you are experiencing an NDIS funding issue and/or you are unable to pay invoices on time, please let us know so we can discuss your funding situation with you. Fighting Chance has limited capacity to continue to deliver services when several invoices are overdue and remain unpaid. If no payment plan can be agreed, options such as pausing or placing services on hold, or paying out of pocket, will be considered. Please see our Pricing and Billing Policy on our [website](#) for further details.

13. Home Visits

If Fighting Chance or any of its enterprises provide services in your home, such as Plus Behaviour Support, we will ask that you:

- Make sure the home is safe for staff (for example, keep pets under control)
- Provide a smoke, drug and violence free setting whilst staff are in your home
- Clear rubbish and dangerous material from the area where the service is to take place
- Inform staff if other people will be present during the visit

-
- Ensure all people are respectful towards others while the service is being provided.

We will ask you some questions to assist us in completing a Home Visit Assessment, before we visit you at home for the first time.

14. Personal Equipment

While attending Fighting Chance or its enterprises you are responsible for the regular care and maintenance of your personal equipment. By taking part at Fighting Chance or its enterprises, you agree that you have taken reasonable steps to ensure the equipment is in proper working condition and suitable for the activities involved, and that equipment will experience wear and tear.

Fighting Chance, its enterprises, partners, volunteers and staff are not liable for any loss, theft or damage to your personal equipment while attending the service and you will not ask Fighting Chance to pay for repairs, replacements or cover any servicing costs. Personal equipment brought into or stored overnight at the service is not covered by Fighting Chance insurance.

If an incident takes place between participants at the service and results in loss, theft or damage to personal equipment, Fighting Chance will not be held liable to pay for repairs, replacements or any servicing costs.

Personal equipment definition: *any equipment, belongings or items that are personally owned and not provided by Fighting Chance or its enterprises as part of services being delivered. Some examples are (but not limited to) adaptive equipment, communication devices, daily living aids, hoists, mobility aids, personal care equipment, visual and sensory aids, and other personal items such as mobile phones, tablets, keys, glasses, sunglasses, watches and clothing.*

Note: If equipment has experienced damage while in one of our services, Fighting Chance staff will submit an incident report and there will be an investigation and you will be notified of the outcome.

15. Feedback, Complaints and Disputes

Fighting Chance welcomes feedback about the services we provide. Comments and complaints can help us improve the work that we do. If you or your person(s) responsible wish to give feedback to Fighting Chance Australia, contact hello@fightingchance.org.au or phone 02 9905 0415 or via our website: <https://fightingchance.org.au/feedback-and-complaints>

We believe you should be able to provide feedback (both positive and negative) about our services at any time. All complaints received are acknowledged,

responded to, investigated internally and, where there are actions required to resolve the complaint, we act transparently to reach a mutual resolution. We will always try to resolve your complaint as efficiently and effectively as possible. You can request a copy of our Complaint and Feedback Policy at any time.

If you or your person(s) responsible are not satisfied with our response, or you do not want to talk to Fighting Chance directly, then you can contact the NDIS Quality and Safeguards Commission by calling 1800 035 544, or visiting their website www.ndiscommission.gov.au.

Other agencies you may wish to contact to assist with your complaint or feedback include:

- **New South Wales:** Ombudsman NSW, who can be contacted at www.ombo.nsw.gov.au, or by calling (02) 9286 1000 (Sydney metro) or 1800 451 524 (rural/regional callers only).
- **Queensland:** Ombudsman Queensland, who can be contacted at www.ombudsman.qld.gov.au, or by calling (07) 3005 7000.
- **Victoria:** The Disability Services Commissioner, who can be contacted at odsc.vic.gov.au or by calling (03) 8608 5780.
- **South Australia:** Health and Community Services Complaints Commissioner, who can be contacted at www.hcscs.sa.gov.au or by calling (08) 8226 8666.
- **ACT:** Human Rights Commissioner ACT, who can be contacted at www.hrc.act.gov.au or by calling (02) 6205 2222.
- **Western Australia:** Health and Disability Services Complaints Office, who can be contacted at www.hadsco.wa.gov.au or by calling (08) 6551 7600.
- Independent advocacy finder:
<https://askizzy.org.au/disability-advocacy-finder>

16. Who can sign this Service Agreement?

This Service Agreement is a legal document which must be signed by a person who has the authority to sign, such as you (the participant who is over 18 years of age and has the legal capacity to sign), or someone on your behalf such as an authorised person (person responsible), legal or public guardian who has responsibility for your financial affairs and decision-making.

If you are under a Public Guardianship or Legal Guardianship we require a copy for our records.

17. Agreement Signatures

By signing below, both the participant or authorised representative and Fighting Chance agree to the terms and conditions of this Service Agreement.

Please sign and return a copy of this Service Agreement within seven (7) days to confirm you accept the terms. If we do not receive a signed copy within seven (7) days and you continue to use our services, Fighting Chance will consider this as your acceptance of the Agreement, however a signed copy is still required.

If signed by the Participant:

Signature of participant: _____

Name: _____

Date signed: _____

If signed by an Authorised Representative:

I confirm that this Agreement has been explained to the participant who will be receiving the services and that they agree to the terms. I further confirm that I have legal authority to sign on their behalf.

Signature of authorised representative: _____

Name: _____

Date signed: _____

Signature on behalf of Fighting Chance:

Signature of representative: _____

Name: _____

Role: _____

Appendix 1 – NDIS Funding Management Information

1. NDIA-MANAGED

You understand that Fighting Chance will claim directly through the NDIA portal if your funding is NDIA-managed. You will not receive any direct request for payment from us. By endorsing Fighting Chance as a "My Provider" this approves payments to be made automatically.

Endorsing Fighting Chance as a 'My Provider' for automatic payment processing ensures that you do not get a text from the NDIA to approve each claim weekly. To endorse Fighting Chance contact the NDIS National Contact Centre on 1800 800 110 and request that Fighting Chance Australia is endorsed as a 'My Provider'. If you are a Plus Behaviour Support participant a second endorsement is required for 'Behaviour Support'. Fighting Chance Australia NDIS Organisation ID: 405 000 3203.

2. SELF-MANAGED

If you are self-managed, you will be sent an invoice after your service or support has been delivered.

3. PLAN-MANAGED

Your plan manager will be sent an invoice after your service or support has been delivered.

4. OTHER FUNDING (eg. privately funded, iCare or other insurance funding)

You or your funding provider will be sent an invoice after your service or support has been delivered.

Appendix 2 – Payment Options

There are two (2) payment options available with Fighting Chance.

1. DIRECT DEPOSIT

Payment of Fighting Chance invoices can be made by Electronic Funds Transfer (EFT) through your bank. Fighting Chance's bank account details are as follows:

Note: To ensure all payments are correctly allocated to your account, please include the full invoice number in the reference field.

Bank:	Commonwealth Bank of Australia
Account Name:	Fighting Chance Australia Ltd
BSB:	062-438
Account Number:	10254869
Reference:	<i>[your full invoice number]</i>

2. CREDIT CARD

Payments can be made by credit card by clicking the '**pay by credit card**' link included on the invoice. Please note that a service fee for this option will be charged.

Appendix 3 – Non-Face-to-Face Breakdown Examples (not limited to)

1. STANDARD Non-face-to-face supports delivered to participants at Avenue, Jigsaw and Plus day programs – daily, weekly, annually.
Preparing and documenting each participant's individualised program for the day.
Reviewing participant records/ journal notes/ medical or other key information to provide individualised support to the participants during their day - pre- and post-support.
Parent/guardian/carer updates (emails, phone calls) that are essential to providing a specific support service to the participant and are not general updates or administrative discussions.
Scheduling and coordinating social and community access activities tailored to individual participant needs and planning to support their goals and preferences.
Where required for individualised supports, preparing of a customised workspace and bespoke support resources prior to commencement of service day.
Creating individualised resources to assist participants with access to program activities, task completion and skill acquisition
Resource development to support participants to progress towards their employment goals, where applicable, including training resources, creating visual aids and cheat sheets.
Research/coordination of participant-specific support strategies directly related to customising provision of service with a view to improved outcomes.
Designing group or individual workshops accompanied by bespoke resources to support development in specific areas.
Preparation and execution of tailored strategies to support participants accessing their remuneration and developing their communication and money-handling skills.
Coordinating transportation arrangements with families, houses, community transport, etc, and are not general administrative transport tasks.
Engaging with discussions, reviews with person(s) responsible and the development of participant-specific training plans (planning, delivery and follow-up).
Standard NDIS annual support review letter, specific to a participant's plan.
Generating participant-specific quarterly reports - upon request.
Discovery activities to identify and document a participant's strengths, interests, skills, support needs and conditions for success in employment.
Job searching and employer engagement activities, including researching employment opportunities and engaging with employers that align with a participant's strengths, interests and employment goals.
Role negotiation and customised employment activities, including role analysis, development of participant-specific employment opportunities, recruitment preparation and employment resources to support sustainable employment outcomes.
Post-placement support activities, including development of support resources, employer coaching, and coordination of workplace supports to support successful and sustainable employment outcomes.
2. COMPLEX In addition to supports outlined above in STANDARD Non-face-to-face supports delivered to participants at Avenue, Jigsaw & Plus with High Intensity Support needs – daily, weekly, annually.
Allied health meetings, phone calls, correspondence.
Specialist/additional staff training (internal or external), i.e. BSP implementation training.

Developing additional/detailed personalised social stories/visuals to assist a participant in their understanding.
Data collection and analysis when requested by behaviour support practitioners.
Incident follow up or crisis meetings (separate to regular family updates or regular allied health meetings).
Development/review/discussion of medication forms/ transfer plans/ mealtime assistance plans, etc.
Comprehensive, regular staff training on individualised complex behaviour/ medical/ transfer/ mealtime support plans.
Extended daily pre-brief and debrief specific to a participant's complex needs.

Document Version Control

Date	Summary of Amendments	Author
July 2024	1. Non-face-to-face time will be outlined in the Schedule of Supports. 2. Addition of personal equipment guidelines. 3. Updated the cancellation and termination policy. 4. Transferred the 'on hold' policy from the Pricing and Billing Policy over to the Service Agreement.	Executive Leadership Team
November 2024	1. Clarification of short notice cancellation terms. 2. Inclusion of dignity of risk statement in Fighting Chance responsibilities. 3. Jigsaw and Avenue participants: Added a requirement to notify staff before going off-site and clarified that support is provided only if pre-arranged.	Executive Leadership Team
February 2025	1. Updated Appendix 3 Non-Face-to-Face descriptors.	Executive Leadership Team
June 2025	1. Updated participant/person responsible responsibility to communicate funding periods and plan changes that may affect services 2. Updated payment terms 3. New Schedule of Support section 4. Guidance around arriving and leaving our services 5. Updated service closure and cancellation terms due to an emergency 6. New Transport and Travel Charges section 7. Removal of Psychosocial Recovery Coaching 8. Simplified language throughout.	Executive Leadership Team
December 2025	1. SNC timeframe reduced from 5 days to 2 days. 2. Rights and responsibilities – funding periods. 3. Charging for additional services at the ratio delivered. 4. Providing services to meet your needs – requirement to share NDIS Plan with us for this to be effective. 5. Support Coordination removed. 6. Appendix 1 and Appendix 2 updated to provide information only, rather than requiring completion.	Executive Leadership Team
June 2026	1. Plus Clinical renamed to Plus Behaviour Support. 2. Further standard non-face-to-face examples added to Appendix 3. 3. Minor spelling and grammar changes.	Executive Leadership Team