

Your Hart 2 Hart Short Term Accommodation SERVICE AGREEMENT

Core budgets in your NDIS Plan can be used to access supports such as to assist a participant to engage in short term accommodation during the week (including weekends and public holidays).

Your Hart 2 Hart Pty Ltd charge fees at the rate reflected in the NDIS Price Guide 2023-2024.

If transport is required, you will be required to pay \$0.97 per km for the workers travel in their own vehicle. Any tolls or parking fees will also be charged. **For Melbourne participants, uber costs will be reimbursed from the core budget.**

Item 1	Provider	Your Hart 2 Hart Pty Ltd
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Item 2	Participant	Name:
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		Address:
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		Contact number:
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		DOB:
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		Email:
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Item 3	NDIS Number
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Item 4	Plan Manager And email address
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Item 5	Plan Managed or Self - Managed
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Item 6	Service	Short Term Accommodation
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Item 7	Start and End Date of Plan	
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Item 8	Cancellation Fee	<p>If appointments are cancelled less than seven (7) days in advance, the participant plan will be charged as if they been provided support</p> <p>The cancellation fee will be deducted from the Participants Core Budget of their NDIS Plan.</p> <p>If cancellations are made after tickets are purchased, you will be charged the same amount as if you were attending the short term accommodation stay.</p>
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Item 9	COVID-19	<p>Participants are required to advise the Company if they experience any flu like symptoms.</p> <p>The Company will cancel the Participant's Services if Participants, their carer or immediate family member are unwell.</p>
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1. The Core Support Budget in the Participant's NDIS Plan can be used to access short term accommodation during the week, weekends and public holidays.
2. The Services the Participant may engage are as follows:

Activity	Days to be Charged	Day(s) of Service
Uber or travel allowance charged at \$0.97 per km and charged to a one-on-one rate basis		
Short Term Accommodation (Weekday Rate)		
Short Term Accommodation (Saturday Rate)		
Short Term Accommodation (Sunday Rate)		
Short Term Accommodation (Public Holiday Rate)		

The following are the costs for service for short term accommodation (this includes our group activities if the participant would like to attend):

Monday to Friday:

1 support worker to 1 participant = \$2033.53 per day

Saturday

1 support worker to 1 participant = \$2598.81 per day

Sunday

1 support worker to 1 participant = \$3291.21 per day

Public Holiday

1 support worker to 1 participant = \$3983.61 per day

What is included by Your Hart 2 Hart

- Return flights (Gold Coast area only)
- Accommodation
- Breakfast
- Lunch
- Dinner
- 1 drink per main meal
- 1 major activity per day

What **you** need to pay for

- Drinks outside main mealtimes
- Souvenirs
- Food outside main mealtimes
- Travel to activities – this will be taken out of your core supports at either \$0.97 per kilometre or reimbursement of uber expenses

Your Rights

- You have a right to be communicated with respect
- You have a right to choose to give feedback
- You have a right to accept or refuse service
- You have a right to complain or express grievances about Your Hart 2 Hart or operations

Our rights

- We have a right to be communicated with respectfully
- Fellow participants have a right to be communicated with respect
- We have a right to terminate service if the terms and conditions are not adhered to
- If a worker thinks they are unsafe, they will discontinue or not proceed with the activity and the participant supported to return home

Your responsibilities

- To advise us of any changes to your contact details
- Please bring along your **pension card or companion card**. If you don't provide this, you **may have to pay for the ticket** to any activity (if applicable)
- To respect the rights, privacy and dignity of Your Hart 2 Hart staff and other participants
- To take responsibility for yourself and the results of any decision you make
- To not drink alcohol during your stay
- Make sure you behave in accordance with instructions from staff
- Respect the privacy of any participant and not exchange personal information such as addresses or telephone numbers
- To advise staff if you have or believe you may have an infectious illness
- To advise staff of any allergies or supports you require for safe participation
- For late evening events you are required to have Uber support. This is to ensure safe return to your accommodation after an event

Terms and conditions

Once you have signed the service agreement and we have paid for flights, you will be charged for the total of supports if you cancel. This will be charged from the core supports line item in the plan.

If your short-term accommodation lasts longer than 7 days, 2 separate invoices will be sent to the plan manager (if plan managed)

Rules of Engagement & Release of Liability

Rules of Engagement

In attending Your Hart 2 Hart events, I agree to:

- Respect the rights and dignity of all participants, staff, and external personnel regardless of their gender, ability, cultural background, or religion.
- Not use abusive language.
- Always follow safety instructions and respect the use of facilities and equipment provided.
- Not involve myself in any physical or verbal altercation, with offending parties being immediately ejected from the event and banned from attending future activities.
- Not use, incite, or provoke violence in any form.
- Not consume alcohol or illicit substances before or at a Hart 2 Hart event.
- Under no circumstances have support workers pay for food or drink on my behalf.
- Practice proper hygiene before attending events.
- Not leave the area without my support worker.
- Notify my team leader if I am running late to a Hart 2 Hart event.

Release of Liability

I hereby assume all of the risks of participating in or attending a Your Hart 2 Hart event and I certify that I am physically fit and that there are no health-related reasons or problems which preclude my participation in the activities or events I choose to participate in.

In consideration of Hart 2 Hart accepting my registration and in consideration of me being permitted by Hart 2 Hart to attend Hart 2 Hart Events:

- I release Your Hart 2 Hart Pty Ltd and its officers, employees, agents, licences, official volunteers, guides and other representatives and the land management authorities in the areas in which the Hart 2 Hart Event is conducted (each of whom are collectively referred to as "Hart 2 Hart and its employees") from all cost, liability, loss or damage incurred or suffered by me directly or indirectly during the course of the Hart 2 Hart Event and thereafter as a result of the Hart 2 Hart Event and resulting from my personal injury, illness or death or damage to or loss of my property unless caused by the wilful negligence or wrongful act of Hart 2 Hart and its employees;
- I waive any claims I have, or may at any time have, against Hart 2 Hart and its employees and I agree, by accepting the additional inherent dangers and risks associated with the Hart 2 Hart Event, not to make any claim against or seek any compensation from Hart 2 Hart and its employees in respect of any personal injury, illness or death suffered by me or damage to or loss of property sustained by me as a result of my participation in the Hart 2 Hart Event or thereafter as a result of the Hart 2 Hart Event.
- I accept responsibility and release Hart 2 Hart from all liability for claims for damages for injury, loss or damage of whatsoever kind by any other person or corporation as a result of any act of omission whether negligent or otherwise on my part.
- The accident waiver and release of liability shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law.
- I certify that I have read this document and fully understand its content. I am aware this is a release of liability and I sign this contract of my own free will.

NOTE: If you are under 18 years of age, your parent/guardian must sign on your behalf.

Self-Managed participants

If you are self-managed, you will be invoiced prior to the short term accommodation. Payment of invoice will be required after the signing of the service agreement and prior to flights been purchased (if applicable)

If no payment or proof of payment is made prior to the accommodation, the participant will be unable to attend.

I..... have read and understood the above service agreement. I agree to these terms and conditions of the service offered by Your Hart 2 Hart

Signature (participant/guardian) _____ Date _____

Signature (support worker/staff member) _____ Date _____