

## 1. Purpose of this Agreement

- (a) The purpose of this Agreement is to document a personalised and self-directed support arrangement between Supportive Care Australia and you. Please ensure your details and those of your Representative (if any) are accurately set out above.
- (b) This Agreement is made in accordance with the rules and the goals of the NDIS and for the purpose of providing the Services to you in accordance with your Plan.
- (c) This Agreement is made in the context of the NDIS, which is a scheme that aims to:
  - (1) support the independence and social and economic participation of people with disability, and
  - (2) enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

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## 2. Definitions and interpretation

### 2.1 Definitions

In this Agreement:

**Agreement** means this agreement and includes any schedules and annexures.

**Board** means services to be provided by Supportive Care Australia to cover your food, utilities and living expenses.

**Client or you** means the NDIS Participant as identified on page 1 of this Agreement.

**Commencement Date** means the date on which you sign this Agreement.

**House Rules** means if we provide supported independent living services to you, rules about the quiet use, enjoyment and management of housing in which you reside.

**NDIA** means the National Disability Insurance Agency, which runs the NDIS.

**NDIS** means the National Disability Insurance Scheme as established by the National Disability Insurance Scheme Act 2013 (Cth) (as amended or replaced from time to time).

**Other Support Services** means services and supports delivered by other service providers including health care and allied health providers.

**Plan** means the written Plan developed with you and on your behalf by the National Disability Insurance Agency or their delegate (for example, your Local Area Coordinator).

**Principal** means Janice Woudwyk.

**Services** means the services and support you agree for us to provide and we agree to provide, following the process set out in clause 4.1(a).

**Worker** means any worker providing support or services to you.

### 2.2 Interpretation

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In this Agreement:

- (a) a reference to a word includes the singular and the plural of the word and vice versa;
- (b) if a word or phrase is defined, then other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
- (c) a reference to a party is a reference to a party to this Agreement and includes a reference to that party's successors and permitted assigns; and
- (d) the term 'including', 'e.g.', 'such as', 'particularly' or any similar expression is not used as, nor is intended to be interpreted as, a term of limitation.

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### **3. Commencement**

The Agreement commences on the Commencement Date and will continue until either you or Supportive Care Australia terminates it in accordance with clause 13.

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## **4. The Services we provide**

### **4.1 General**

- (a) You, your Representative and Supportive Care Australia will work together to determine the specific Services that we can provide to meet your goals. Through your Client intake form, initial consultation(s) with us, this Agreement and the support planning process, we will agree upon the specific Services, appointment times, locations and staff members that will provide the Services. We will set out the Services we agree to provide to you in writing.
- (b) The Services can be adjusted and adapted in consultation with us, as your needs, goals and preferences change.
- (c) If your Plan details differ from the details recorded in the NDIS portal, Supportive Care Australia will provide the Services to you according to the details in the NDIS portal.
- (d) You and your Representative agree to:
  - (1) Supportive Care Australia assessing and reviewing your Plan;
  - (2) Supportive Care Australia discussing your Plan with the NDIA and its contractors (like Local Area Coordinators);
  - (3) Supportive Care Australia discussing your Plan with service providers providing the Other Support Services;
  - (4) Supportive Care Australia claiming any travel time when travelling to meet you, from your NDIS funds, to the extent we are entitled to under NDIS Rules and applicable laws;
  - (5) Supportive Care Australia providing you with the Services in line with the terms set out in this Agreement (as updated from time to time) and your support plan;
  - (6) if required for random auditing purposes, be interviewed and have your records reviewed by third party accreditation, auditors and legislative bodies; and

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- (7) the terms of Supportive Care Australia ' Policies (provided to you with your Client intake form) including our Privacy and Dignity Policy.

#### 4.2 Supported Independent Living Services

- (a) If the Services we agree to provide to you include Supported Independent Living, you acknowledge and agree that in some instances there may be a relationship between Supportive Care Australia and the provider of accommodation to you (**Accommodation Provider**). You need to be comfortable with the relationship between Supportive Care Australia and the Accommodation Provider before you sign this Agreement. Details of this relationship are:

	No Relationship
	Accommodation Provider and Supportive Care Australia are the same
	Accommodation Provider and Supportive Care Australia have the same management
	Accommodation Provider and Supportive Care Australia are part of a joint venture or have common ownership
:	Other

- (b) If we agree to provide to you Supported Independent Living in accordance with this Agreement and there are no House Rules, Supportive Care Australia will assist you and the other occupants of the property (if any) to prepare and agree House Rules within the first 3 months of this Agreement. If there are existing House Rules, you agree to be bound by those rules.
- (c) Supportive Care Australia must ensure that the House Rules (and any changes to the House Rules) are consistent with any other house or building rules which the Accommodation Provider must comply with, including the building rules under any lease in respect of such accommodation. You agree that no House Rules (or changes to the House Rules) will be proposed or considered unless such rules are consistent with any other house or building rules which the Accommodation Provider must comply with.
- (d) Supportive Care Australia will keep a copy of the House Rules and will also give you and the Accommodation Provider a copy. Supportive Care Australia and Participants who live in the residence will review and update the House Rules once a year.

#### 4.3 Conflicts of Interest

When we and the Accommodation Provider have a relationship in accordance with clause 4.2, to ensure that any perceived or actual conflict of interest is managed, we will:

- (a) explain any perceived or actual conflict of interest to you in a manner that you are most likely to understand.
- (b) make clear to you that your decision to choose an alternative accommodation provider will not affect your Supported Independent Living services at all, as they operate independently from each other, and that you need not be worried about any repercussions.

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- (c) provide information to you and/or your nominee at the initial meeting of the process for requesting a change in your accommodation provider.

#### **4.4 Board Payment**

- (a) If Supportive Care Australia will be providing you with a Board under this Agreement, then the following paragraphs in respect of Board Payments will apply:
- (b) You agree to pay a Board Payment to Supportive Care Australia to cover Board, such Board Payment to be calculated in accordance with the following paragraphs of this clause 4.4.
- (c) Unless otherwise agreed with us, the Board Payment will be:
  - (1) an amount equal to 50% of the base rate of the Disability Support Pension that you receive, plus 100% of the energy supplement that you receive; or
  - (2) if you do not receive the Disability Support Pension, then your Board Payment will be calculated as 50% of the base rate of the Disability Support Pension that you would receive assuming you were eligible to receive the Disability Support Pension, plus 100% of the energy supplement you would receive assuming you were eligible to receive the energy supplement.
- (d) Because your Board Payment is a percentage, it will change when the amount of either the Disability Support Pension and/or energy supplement change. You agree to pay any increase when notified by Supportive Care Australia who will let you know at least 14 days before the increase occurs.
- (e) A general guide on Board and contributions which you may be asked to pay to Supportive Care Australia and the Accommodation Provider are shown in Attachment 1.
- (f) The Board Payment will be made each fortnight by EFT to Supportive Care Australia .

#### **4.5 Commonwealth Mobility Allowance**

- (a) You agree to pay an agreed portion of the Commonwealth Mobility Allowance you receive depending upon your usage of transport provided by Supportive Care Australia .
- (b) The Commonwealth Mobility Allowance will be made each fortnight by EFT to Supportive Care Australia .
- (c) Your agreed portion is 100%.
- (d) If you are not eligible for the Commonwealth Mobility Allowance or the amount of the Commonwealth Mobility Allowance you receive is not enough to cover the costs of your usage of transport, then you agree to pay to Supportive Care Australia for transport costs based on your usage of transport.

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### **5. Your consent to Services**

- (a) Your informed consent is required for the Services provided by Supportive Care Australia . If the Client is a child, consent also needs to be provided by a parent or legal guardian (i.e. your Representative).
- (b) You may withdraw your consent for any specific Service at any time, and the specific Service will cease immediately.

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- (c) The Services are designed to be effective and safe, however, like any treatment, therapy or service, there are benefits and risks. Supportive Care Australia staff working with you will discuss any foreseeable risks prior to administering any treatment or undertaking the program.
- (d) Supportive Care Australia staff may ask personal questions relating to your individual goals and circumstances. The more information you provide, the more effective the Services will be. However, it is your choice as to what information you choose to provide.
- (e) It may be necessary for Supportive Care Australia staff to make physical contact with you for the purpose of providing the Services. Consent will be achieved through electronically signing this Agreement, with implied consent is assumed there afterwards.
- (f) The risk related to some Services can increase when the Supportive Care Australia team is not aware of certain facts. Please inform our staff if you or your child has any of the following:
  - (1) heart condition impacting engagement in physical activity
  - (2) seizures
  - (3) severe respiratory conditions e.g. asthma
  - (4) severe allergies
  - (5) severe phobias
  - (6) absconding (running away, running onto busy roads, etc.).
- (g) By agreeing to receive the Services, you further acknowledge the following:
  - (1) assessment and screening may be undertaken and any records taken will be kept in confidential client file in accordance with the relevant privacy laws;
  - (2) video, photo, written records and work samples may be taken, and if taken will be kept in a confidential client file in accordance with the Privacy and Dignity Policy;
  - (3) With prior permission and consent, the NDIA, local area coordinators and service providers that provide Other Support Services may be contacted to discuss your Plan to gather further information and understanding of and otherwise support your individual circumstances and goals.

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## **6. Fees for Services**

- (a) Supportive Care Australia will charge you for the Services.
- (b) Additional expenses (i.e. things that are not funded under your Plan) are your responsibility and to be paid by you.
- (c) The prices for the specific Services that we provide to you are set out in the [NDIS Price Guide](#). All prices are subject to change when the NDIS Price Guide changes. The prices we charge you will be automatically adjusted to reflect the prices outlined in the most up to date NDIS Price Guide and the specific Services we perform.

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## 7. Payments

Supportive Care Australia will be paid in respect of Services (including Supported Independent Living) provided to you by one or a combination of the below payment methods:

- (a) **(Self-managed)** If you have chosen to self-manage the funding/payment for the Services, after we provide the relevant Services (or part thereof), Supportive Care Australia will send you an invoice for those Services for you to pay. You must pay the invoice within seven (7) days of the date of the invoice;
- (b) **(Managed by Plan nominee)** If your nominee (i.e. the Participant's nominee) manages the funding/payment for the Services, after we provide the relevant Services (or part thereof), Supportive Care Australia will send your nominee an invoice for those Services for your nominee to pay. Your nominee must pay the invoice within seven (7) days of the date of the invoice;
- (c) **(NDIA managed)** If you have nominated the NDIA to manage the funding/payment for the Services, after we provide the relevant Services (or part thereof), Supportive Care Australia will claim payment for those Services from the NDIA; and
- (d) **(Managed by a registered plan management provider)** If you have nominated a Plan management provider to manage funding/payments for the Services, you will need to provide their details to us and after we provide the relevant Services (or part thereof), Supportive Care Australia will claim payment for those Services from the plan management provider.

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## 8. Your rights and our responsibilities

During the term of this Agreement, Supportive Care Australia will:

- (a) respect your privacy.
- (b) respect your right to intimacy and sexual expression.
- (c) provide the Services in a way that is consistent with all applicable laws, including the NDIS Act and the NDIS Rules, National Privacy Principles and Australian Consumer Law.
- (d) treat you with dignity and respect at all times and value your legal and human rights, including your right to make informed choices concerning the Services to be provided to you.
- (e) notify you about changes to appointment times and other changes to the delivery of Services.
- (f) with your reasonable assistance, provide a safe and comfortable space for the delivery of the Services.
- (g) treat your information as private and confidential, and in accordance with our Privacy and Dignity Policy.
- (h) provide timely invoices and statements for the services.
- (i) communicate openly, honestly and promptly with you.
- (j) keep accurate and up-to-date records of all the Services provided to you.

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- (k) make contact with the NDIA about your Plan when necessary.
- (l) In the event of any unavoidable changes to the provision of supports to you due to an emergency or disaster occurring, such that the regular Worker providing supports to you is unavailable, we will follow the following care continuity plan to ensure that supports continue to be delivered to you:
  - (1) **Step 1** - We will attempt to find a suitably qualified and/or experienced Worker at Supportive Care Australia to fill in on a temporary basis to provide support to you while your regular Worker is absent.
  - (2) **Step 2** (should Step 1 be or become unworkable) - engage an external agency (such as Drake or Mabel) to provide short term assistance or otherwise recruit for the role.
  - (3) **Step 3** (should the unplanned absence become permanent) - Recruit a new Worker to act in the role.
- (m) Where changes or interruptions are unavoidable, we will explain and agree with you.

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## **9. Responsibilities of the Client**

You and your Representatives agree to:

- (a) let Supportive Care Australia know about any concerns you have with any of the Services which are being provided.
- (b) be actively involved in designing the support plan and setting and monitoring goals.
- (c) ensure the fees for the Services are able to be met within the funding available in your approved Plan.
- (d) ensure all invoices are paid promptly and in full.
- (e) immediately notify Supportive Care Australia if you stop being a Participant in the NDIS.
- (f) keep Supportive Care Australia informed of any change in circumstances that will likely affect the delivery of Services or impact this Agreement such as, where you live, medication/medical treatments and procedures, behavioural changes likely to impact on the safe delivery of the Services, guardianship and care arrangements.
- (g) be at the designated location where the Services are to be provided at the agreed appointment time.
- (h) treat all Supportive Care Australia staff, workers and others present during the delivery of support and services with respect and abide by Supportive Care Australia ' Policies.
- (i) let us know if you suspend, change, or intend to change, your Plan, or if you are no longer a Participant in the NDIS.
- (j) provide Supportive Care Australia with a copy of any updated or revised Plan as soon as reasonably possible.
- (k) Supportive Care Australia providing documents and email updates to you electronically;
- (l) Pay all additional expenses (i.e. things that are not included as part of your NDIS supports) that are not included in the cost of the supports. Examples include entrance fees, event tickets, personal shopping etc.

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- (m) inform Supportive Care Australia if you do not want to receive documents or email updates electronically.

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## 10. Cancellation Policy

We charge 90% of the relevant amount that would otherwise be payable to us for Services, if you cancel an appointment for the Services and provide less than 48-hours' notice of cancellation.

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## 11. Privacy

- (a) 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.
- (b) 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 should read our Privacy and Dignity Policy carefully – it contains important information. You do not have to consent to us collecting, using, storing and disclosing this information.
- (c) 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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## 12. Feedback and Complaints

- (a) If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly.
- (b) You can make a complaint to Supportive Care Australia :
  - (1) in person to the Director or a staff member of Supportive Care Australia ;
  - (2) by email to [janice.woudwyk@carefnq.com.au](mailto:janice.woudwyk@carefnq.com.au);
  - (3) verbally by telephone to 0407 832 731.

For all written feedback or complaints, you are encouraged to provide your complaint in the form of our written Feedback and Complaint Form.

- (c) You can make a complaint to the NDIS Commission by:
  - (1) Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
  - (2) National Relay Service and ask for 1800 035 544.
  - (3) Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

The NDIS Commission can take complaints about:

- (4) services or supports that were not provided in a safe and respectful way.

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- (5) services and supports that were not delivered to an appropriate standard.
- (d) We will endeavour to resolve all complaints promptly in accordance with our Feedback and Complaints Management Policy.

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### 13. Termination

- (b) Supportive Care Australia and the Client may terminate this Agreement by giving at least four weeks' written notice of termination to the other party.
- (c) Supportive Care Australia may terminate this Service Agreement with immediate effect if:
  - (1) the Client ceases to have a source of individualised government funding (i.e. they are no longer an NDIS Participant or all of their NDIS funding is used) or have a source of private funding;
  - (2) the Client's support plan or the services provided by Supportive Care Australia are no longer able to meet the person's needs or assist in achieving chosen goals;
  - (3) the Client or their support network fails to communicate and provide information about changes to support needs;
  - (4) the Client transfers to another service provider;
  - (5) the Client dies;
  - (6) the Client is unable or unwilling over a period of time to work towards agreed goals;
  - (7) the Client is unwilling to meet the reasonable conditions required in their support plan, thus affecting the safe delivery of a service to the Client and the health and safety of the staff;
  - (8) the Client is in breach of the terms of the Agreement
  - (9) the Client fails to comply with the Policies of Supportive Care Australia .
  - (10) changes to the Client's condition results in the supports or services they require exceeding the skills and expertise Supportive Care Australia staff can deliver or would otherwise require services to be provided that Supportive Care Australia does not have capacity to provide;
  - (11) there has been no contact between the person and Supportive Care Australia for 2 months;
  - (12) the Client or members of their support network engage in behaviour which is unacceptable to Supportive Care Australia , such as violence, abuse, aggression, theft or property damage or which poses risks to the safe delivery of the Services or the health and safety of the staff;
  - (13) the Client ignores risk management procedures under the Supportive Care Australia Workplace Health and Safety Policy;
  - (14) the Client fails to pay fees due and payable to Supportive Care Australia by the due date for payment under this Agreement;
  - (15) If we are providing Supported Independent Living, you carry out an illegal activity within the house in which you reside;

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- (16) If we are providing Supported Independent Living, the Accommodation Provider terminates your access to your accommodation; and
- (17) If we are providing Supported Independent Living, Supportive Care Australia is unable to support you to remain at the Property without serious risk of harm to yourself, other residents or staff in the house in which you reside or a breach of Supportive Care Australia's workplace health and safety obligations.

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## 14. Indemnity and Release

- (d) Except to the extent that the liability is caused or contributed by our negligence, default or wrongful act, you irrevocably and unconditionally indemnify us against all liabilities you directly or indirectly in connection with:
  - (1) damage or loss of any property or injury or the death of any person;
  - (2) anything we are required or permitted to do under this Agreement; or
  - (3) any Services not being available to you.
- (e) You irrevocably and unconditionally indemnify us against all liabilities directly or indirectly arising from or incurred in connection with:
  - (1) except to the extent that the liability is caused or contributed by our negligence, default or wrongful act, damage or loss of any property or injury or the death of any person;
  - (2) our doing anything that you must do under this Agreement but which you have not done properly; and
  - (3) your breach of this Agreement, which includes anything done by your Representative, agent or invitee that would be a breach of this Agreement if done by you.

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## 15. Goods and services tax

The parties agree that:

- (a) the supply of the Services under this Agreement is the supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the *National Disability Insurance Scheme Act 2013 (NDIS Act)*, in the Client's Plan currently in effect under section 37 of the NDIS Act;
- (b) the Client's Plan is expected to remain in effect during the period the Services are provided; and
- (c) the Client or their representative will immediately notify Supportive Care Australia if the Client's Plan is replaced by a new plan or if the Client stops being a Participant in the NDIS.

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## 16. General

### 16.1 Governing law and jurisdiction

This Agreement is governed by the laws of the jurisdiction in which Supportive Care Australia is located. The parties submit to the non-exclusive jurisdiction of the courts exercising jurisdiction there.

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## 16.2 Amendment

The parties may only amend this Agreement if each party signs the written amendment.

## 16.3 Waiver

A provision of this Agreement or a right created under it may not be waived except in writing signed by the party granting the waiver.

## 16.4 Exercise of a right

A party may exercise a right at its discretion and separately or together with another right. If a party exercises a single right or only partially exercises a right, then that party may still exercise that right or any other right later. If a party fails to exercise a right or delays in exercising a right, then that party may still exercise that right later.

## 16.5 Remedies cumulative

The rights and remedies provided in this Agreement are cumulative with and not exclusive of the rights and remedies provided by law independently of this Agreement.

## 16.6 Assignment

- (a) This Agreement is for the benefit of the parties and their permitted successors and assigns. The parties and their successors and assigns are bound by this Agreement.
- (b) A party other than Supportive Care Australia may not assign its rights under this Agreement.
- (c) Supportive Care Australia may assign its rights under this Agreement in its absolute discretion, subject only to compliance with relevant NDIS rules.

## 16.7 Severance

If any provision of this Agreement is void, voidable, unenforceable, illegal, prohibited or otherwise invalid in a jurisdiction, in that jurisdiction the provision must be read down to the extent it can be to save it but if it cannot be saved by reading it down, words must be severed from the provision to the extent they can be to save it but if that also fails to save it the whole provision must be severed. That will not invalidate the remaining provisions of this Agreement nor affect the validity or enforceability of that provision in any other jurisdiction where it is not invalid.

## 16.8 Counterparts

The parties may execute this Agreement in two or more counterparts and all counterparts together constitute one instrument. A counterpart may be in electronic form.

## 16.9 Consent or approval

Subject to an express provision in this Agreement, a party may in its absolute discretion give its consent or approval conditionally or unconditionally, or withhold its consent or approval.

## 16.10 Entire agreement

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This Agreement constitutes the entire agreement of the parties in respect of the subject matter of this Agreement and supersedes all prior discussions, undertakings and agreements.

**16.11 Further assurances**

Each party must, at its own expense, do everything reasonably necessary to give effect to this Agreement and the transactions contemplated by it, including without limitation the execution of documents.

**16.12 Relationship**

Nothing in this Agreement constitutes the parties as partners or agents of the other and no party has any authority to bind the other legally or equitably except as expressly stated in this Agreement.

**16.13 Notices**

- (a) A party may send a notice in connection with this Agreement by hand delivery, pre-paid post or email transmission to another party at the recipient party's address details set out at the beginning of this Agreement or in such other way as the recipient party may have last notified each other party in writing.
- (b) A notice is deemed to be received:
  - (1) if sent by hand delivery, at the time of delivery if on a Business Day at or before 5:30 pm, otherwise on the next Business Day;
  - (2) if sent by pre-paid post, on the second Business Day after the date of posting; or
  - (3) if sent by email transmission, at the time of sending if on a Business Day at or before 5:30 pm, otherwise on the next Business Day, provided that the sender does not receive a subsequent "Out of Office" reply or similar response or a system administrator message stating that the email did not reach its intended recipient.

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## Execution

**Executed** as an Agreement on

Date: ...../...../.....

**Signed** for and on behalf  
of **Supportive Care Australia Pty Ltd**  
**ABN 44 645 886 344 (Supportive Care Australia)**, by:

.....  
Signature

Date: ...../...../.....

.....  
Name (please print)

**Signed by the Client:**

.....  
Signature

Date: ...../...../.....

.....  
Name (please print)

**Signed by the Representative:**

.....  
Signature

Date: ...../...../.....

.....  
Name (please print)

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## Attachment 1 – Participant’s and Household’s Expenses Contributions

Expense	Client Contribution	Collected and Managed by	What the Contribution will cover
<b>Rent (Reasonable Rent Contribution)</b>	25% of the amount equal to the base rate disability support pension you receive (if eligible) or would receive (if you are not eligible) + 100% of the amount of any Commonwealth Rental Assistance that you receive	Accommodation Provider  Utility connections are the responsibility of the Accommodation Provider who cannot impose further charges to Participants to recoup the cost of providing these connections.  Utility usage charges may be recovered from the Board Payments remitted to Supportive Care Australia .	Rent (if leased premises)  Shared area furniture (lounge suite, dining setting, TV, Stereo)  Whitegoods  Window coverings  Connection charges for Utilities/ Internet/Phone  Initial kitchen/laundry set up (laundry basket, cookware, flatware, cutlery)  Repairs to building, furnishings, appliances, Council rates Building insurances
<b>Board (day to day expenses for the household)</b>	50% of the amount equal to the base rate disability support pension you receive (if eligible) or would receive (if you are not eligible) + 100% of the energy allowance you receive (if eligible) or would receive (if you are not eligible)	Supportive Care Australia  (Monthly reconciliation is required and to be made available to you if requested) If you only use medically prescribed meal replacements, then contribution should be reduced to exclude household food and groceries.  Contributions can be temporarily reduced for absences longer than 1 week.	Groceries  Household cleaning items Home help (subcontractors for garden and cleaning)  Minor domestic purchases (additional kitchenware, flatware, cutlery)  Group mobility aids (eg wheelchair for occasional use)  Motor vehicle expenses (including lease fees, maintenance, fuel where mobility allowance is insufficient)  Usage charges for Utilities/Internet/ Phone
<b>Mobility Allowance</b>	25% of the amount equal to the base rate	Retained by Participant and	Toiletries Clothes Footwear Pharmaceuticals / Medications

Expense	Client Contribution	Collected and Managed by	What the Contribution will cover
	<p>disability support pension you receive (if eligible) or would receive (if you are not eligible) + 100% of any other allowances</p>	<p>reimbursed to Supportive Care Australia where necessary</p> <p>Personal bedroom furnishings should be provided by the Participant. At the Participant's request, the Accommodation Provider may supply bedroom furniture for an additional agreed fee.</p>	<p>Personal food/meal replacements Personal appliances (e.g. iPod, radio, hair drier) Recreational and leisure activities, including cultural and sporting activities Eating out or take away Travel, holidays, excursions Hobbies, Gifts Linen Replacement/maintenance of personal furnishings (eg bed, mattress, bedding, wardrobe, etc)</p>
<p><b>Special Participant Equipment</b></p>	<p>Paid for by Health, NDIS or other government Program</p>		<p>Any necessary medical aids, eg specialist wheelchair, chair, shower chair, bed. These types of equipment are considered personal to the Participant.</p>

## Attachment 2 – Supply of goods and services

1. Supportive Care Australia must not require you to buy goods or services, other than the Services, from Supportive Care Australia or a person nominated by Supportive Care Australia. An outline is contained below of the roles and responsibilities of Supportive Care Australia and any provider of other support services to the Client in relation to the matters set out below.

Description	Responsible Party or Parties	Responsible Party's roles (where applicable)
1. How Supportive Care Australia will work with other providers who deliver supported independent living supports to ensure the shared living arrangement is working for all residents of the SDA enrolled dwelling	SDA provider, providers of other support services to the SDA resident and residents of the SDA enrolled dwelling	Refer to SDA and SIL Collaboration Agreement
2. How potential conflicts involving the Client will be managed	SDA provider, the SDA resident and their Representative	Clause 15 and Attachment 4.
3. Policies and procedures for responding to violence, abuse, exploitation or conflict involving one or more resident which may impact on the condition of the SDA dwelling	SDA provider and the residents involved and their representatives	Preventing and Responding to Violence, Abuse, Neglect, Exploitation and Discrimination Policy
4. How each Participant's concerns about the SDA enrolled dwelling will be communicated to and addressed by Supportive Care Australia	SDA provider, the SDA resident and their Representative	Via the complaints process set out in the Feedback and Complaints Management Policy
5. How behaviours of concern will be managed, if this a relevant issue for the Client	SDA provider, the SDA resident and their Representative	Refer to this agreement and the SDA and SIL Collaboration Agreement
6. How changes to Client's circumstances or supports will be agreed and communicated	SDA provider, the SDA resident and their Representative	Refer to this agreement and the SDA and SIL Collaboration Agreement
7. Arrangements for continuity of supports (including specialist disability accommodation) in the event of a natural disaster or other emergency	SDA provider and providers of Other Support Services to the SDA resident	Refer to this agreement and the SDA and SIL Collaboration Agreement
8. In shared living, how vacancies will be filled including the Client's right to have their needs, wishes, choices and situation taken into account	SDA provider, the SDA resident and their Representative	Refer to this agreement and the SDA and SIL Collaboration Agreement
9. Where the Client does not consent to this Agreement, Supportive Care Australia has a documented record of this.	SDA provider	See signatures and dates section of this Agreement

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