



**Sunshine Coast Riding for the Disabled (RDA) Inc.**

Email: [admin@scrda.org.au](mailto:admin@scrda.org.au) Website: [scrda.org.au](http://scrda.org.au)

ABN: 6094 5261 098

**SCRDA Participant Service Agreement**

6th Feb - 7th Dec 2024 (Excludes School Holidays)

**1. Parties**

This Service Agreement is made between SCRDA and:

Participant's Full Name \_\_\_\_\_

Does the Participant have a NDIS Plan (please circle) **YES / NO**

**NDIS Plan Number** \_\_\_\_\_ **Plan End Date** \_\_\_\_\_

**This Agreement is to identify the NDIS Participant as the recipient of the services or supports SCRDA provides, and it aligns as reasonable and necessary support in context with the NDIS Participant's funded disability and the NDIS Plan for which it is being provided.**

**2. Contact details**

Participant/participant's representative will be contacted via email according to the information provided to us in this service agreement

- Participant
- Participant's representative

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**Tick the appropriate box. 1, 2. or 3.**

1.  **Self Funded Participant** Each **term** will be invoiced prior to the start of term. Term fees are payable on receipt of invoice
2.  **Self Managed NDIS Participant** Each **term** will be invoiced prior to the start of term. Term fees are payable on receipt
3.  **Plan Managed NDIS Participant** Each **session** will be invoiced. Terms are 7 days on receipt

1. or 2. **Self Funded** or **NDIS Self Managed** Participant's Financial Nominee:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Invoice Email \_\_\_\_\_

3. NDIS **Plan Manager** (PM) financial nominee:

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

PM Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

Invoice Email \_\_\_\_\_

**3. My Enrolled Session/s (please tick)**

- Green week sessions Therapeutic riding/Horse interaction program - \$45.00 - 45min session
- Orange week sessions Therapeutic riding/Horse interaction program - \$45.00 - 45min session
- Green week Carriage program - \$45.00 - 45min session
- Orange week Carriage program - \$45.00 - 45min session
- Green week Equine Assisted Learning - \$75.00 30min session / \$150.00 60min session
- Orange week Equine Assisted Learning - \$75.00 30min session / \$150.00 60min session
- Green week Saddle Club Intermediate - \$120.00 - 2.5hr session
- Orange week Saddle Club Junior - \$120.00 - 2.5hr session
- Orange week Saddle Club Advanced - \$96.00 - 2hr session
- Orange week Picnic Program - \$45.00 - 60min session

**4. Payment of Invoices**

- Participants will be invoiced via email according to the information provided to us in this service agreement
- Annual membership. This fee includes insurance and must be paid and remain current before a participant can attend any session
- The participant’s NDIS plan is expected to remain in effect during the period the supports are provided; and
- The participant/participant’s representative will immediately notify the provider if the participant’s NDIS Plan is replaced by a new plan or the SCRDA participant stops being a participant in the NDIS.

**Sunshine Coast Riding for the Disabled (RDA) Inc**  
 PO Box 517  
 EUMUNDI, Qld, 4562

**EFT to Suncorp account**  
 BSB: 484 799  
 ACCOUNT No: 002759281

**5. Schedule of Supports**

SCRDA provides services based on Queensland school terms and holiday periods; refer to the website - [scrda.org.au](http://scrda.org.au) > rider information > term dates

SCRDA will schedule a session position each term continuously until the end of Term 4 shown in rider information > term dates

SCRDA reserve the right to reduce session times, substitute sessions or cancel a session

Unpaid/overdue invoices will result in the cancellation of a session

## 6. Changes to this Service Agreement

If changes to the treatment or their delivery are required, the parties agree to discuss and review this service agreement. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties

## 7. Ending this Service Agreement

- Should either party wish to end this Service Agreement they must give 7 days written notice.
- Any participant that ends this service agreement prior to the agreement expiring will be required to pay a cancellation fee equivalent to one session.
- If either party seriously breaches this Service Agreement the requirement of written notice will be waived

## 8. Feedback, Complaints, Disputes

- If the participant wishes to give SCRDA feedback, the participant can contact SCRDA administration on 5472 7280 or [admin@scrda.org.au](mailto:admin@scrda.org.au)
- If the participant is not satisfied with the services provided by SCRDA and wishes to make a complaint, the participant can contact SCRDA administration on 5472 7280 or [admin@scrda.org.au](mailto:admin@scrda.org.au)
- If the participant is not satisfied or does not want to contact SCRDA, the participant can contact their guardian, plan manager or visit [ndis.gov.au](http://ndis.gov.au) for further information

## 9. Responsibilities of SCRDA

SCRDA agrees to:

- communicate openly and honestly in a timely manner
- treat the participant with courtesy and respect
- consult the participant on decisions about how services are provided
- give the participant information about managing any complaints or disagreements and details of the SCRDA cancellation policy
- listen to the participant's feedback and resolve problems quickly
- give the participant the required notice if SCRDA needs to end the Service Agreement
- protect the participant's privacy and confidential information
- provide support in a manner consistent with National Disability Insurance Scheme Code of Conduct
- keep accurate records on the supports provided to the participant and issue regular invoices

## 10. Responsibilities of the Participant/Participant's Representative

The participant/participant's representative agrees to:

- attend the agreed sessions consecutively shown in the SCRDA website [scrda.org.au](http://scrda.org.au), Rider Information > Term Dates
- stay at home if feeling unwell
- if an unplanned absence occurs notification prior to the session is greatly appreciated

- treat SCRDA with courtesy and respect
- talk to SCRDA if the participant has any concerns about the services being provided
- give SCRDA the required notice if the participant needs to end the Service Agreement
- let SCRDA know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan, if there is insufficient funding for the service provided or the participant stops being a participant in the NDIS.
- inform SCRDA of any contact detail changes for the participant/representative/financial nominee/plan manager
- give SCRDA a minimum of 2 days notice if the participant must cancel a scheduled session

### 11. Session Cancellation Policy

- Participant session cancellations made in less than 2 days (48hrs) notice will incur a 100% charge.
- Cancellations made by SCRDA will not be invoiced, refer to SCRDA 2023 FEE Policy for details

### 12. Service Agreement Signatures

- **The parties agree to the terms and conditions of this Service Agreement.**

**Name of Participant / Authorised Participant's Representative**

\_\_\_\_\_

**Signature** of participant / authorised participant's representative

\_\_\_\_\_

**Date:**     \_\_\_ / \_\_\_ / \_\_\_\_\_

**Name of Authorised Person from SCRDA**

\_\_\_\_\_

**Signature** of authorised person from SCRDA

\_\_\_\_\_

**Date:**     \_\_\_ / \_\_\_ / \_\_\_\_\_