

# ReadyTechGo Service Agreement

## 1. Who is making this Agreement?

1.1. The name of the participant or their trusted person:

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1.2. The name of the Service Provider

ReadyTechGo

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## 2. How does this Agreement fit in with the NDIS?

This agreement is made according to the rules and the goal of the National Disability Insurance Scheme (NDIS).

The participant and ReadyTechGo agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.

## 3. What supports will be provided?

### 3.1. How will they be provided?

ReadyTechGo will provide the supports in the form of face-to-face personalised lessons in the participant's home or other nominated location if the participant does not wish to engage in these lessons within their home.

### 3.2. When will they be provided?

The supports will be provided at a time nominated by the participant which is suitable for ReadyTechGo's trainer. The support may begin at 9:00am at the earliest and finish no later than 6:00pm on Monday through to Friday.

### 3.3. Who will provide them?

ReadyTechGo will provide a trainer employed by them who is suitable to the participant and is knowledgeable in the areas the participant wishes to learn more about.

### 3.4. How long will they be provided for?

One lesson will have a minimum duration of 1 hour and a maximum duration of 3 hours.

### 3.5. How much will they cost?

1 hour of support will incur a charge of:

- **REMOTE LESSONS**
  - \$100.00 per hour for the first hour and then incur \$25.00 per 15 minutes after the first hour.
- **FACE TO FACE/IN PERSON LESSONS**
  - \$110.00 per hour for the first hour and then incur \$27.50 per 15 minutes after the first hour.

## 4. What is expected of the participant?

It is expected of the participant to:

- Let ReadyTechGo know about the supports that you want, and how you want to receive them.
- Be polite and respectful to all ReadyTechGo staff.
- Communicate to ReadyTechGo any problems that may arise.
- Give 24 hours notice if you are unable to attend a lesson. Failure to do so may incur costs as per **section 6 of this document**.
- Communicate to ReadyTechGo if you wish to end the Agreement.
- Communicate to ReadyTechGo if your NDIS Plan changes or if you stop using the NDIS.
- Provide a safe and clean working environment for ReadyTechGo Trainers to attend
  - We understand that this may not be possible for some clients, and therefore face to face lessons may be conducted at local libraries

## 5. What is expected of ReadyTechGo

ReadyTechGo's responsibilities include:

- Providing the services requested of them.
- Being open and honest about the work they do.
- Explaining things clearly as to minimize misunderstandings.
- Treating the participant politely and with respect.
- Liaison with the participant in all decisions regarding the support provided.
- Listening to feedback and striving to solve problems quickly.

- Making sure that all information is correct and up to date.
- Ensuring the participants personal details are kept private and confidential.
- Providing invoices and statements for supports delivered.

## 6. Cancellations

- 6.1. ReadyTechGo understands that situations occur and the participant may need to cancel their scheduled lesson time. If the participant cancels the lesson more than 24 hours in advance by calling 9434 2020, no fee will be charged.
- 6.2. Cancellations within 24 hours of scheduled lesson time will incur a fee of \$50.
- 6.3. Cancellations within 12 hours of scheduled lesson time will incur a fee of \$100.
- 6.4. ReadyTechGo also understands that situations can occur the same day as the scheduled lesson time requiring the participant to cancel. These situations will be determined on a case by case basis at ReadyTechGo's discretion.
- 6.5. Cancellations which occur where a trainer has arrived at the participants premises will incur the full cost of the scheduled lesson fee, and an invoice will be sent for the amount due for the canceled appointment + call out fee..

## 7. How will payments be made?

Payments can be made in cash, cheque or via electronic transfer.  
Payments can also be organised through NDIS

## 8. How to make changes to the Agreement

If either the participant or ReadyTechGo wishes to change the Service Agreement, both parties must agree to the changes in writing and sign a new document provided by ReadyTechGo stating that the changes are agreeable. This will often take the form of an update Service Agreement.

## 9. How to end the Agreement

If the participant wishes to end the Service Agreement, they must inform ReadyTechGo in writing no longer than **10 business days** before the date they wish to end the Agreement.

If ReadyTechGo wishes to end the Service Agreement, they must inform the participant in writing no longer than **10 business days** before the date they wish to end the Agreement.

The Agreement may be ended without notice by either the participant or ReadyTechGo if the other party broke the Service Agreement. For more information regarding this, contact the NDIA.

## 10. What to do if there is a problem, complaint or incident?

If the participant is having a problem with the supports provided, has a complaint or wishes to report an incident, they may contact:

### **ReadyTechGo Main Office**

Phone: 03 9434 2020

Email: [hello@readytechgo.com.au](mailto:hello@readytechgo.com.au)

If the participant does not wish to speak with ReadyTechGo about the problem or if ReadyTechGo is not taking the appropriate steps to eliminate the problem; The participant may wish to contact **The Disability Services Commissioner (DSC)**.

Disability Services Commissioner (DSC) is established under the Disability Act 2006 and aims to improve services for people with a disability in Victoria. DSC works with service providers and all parties to try to resolve complaints about the provision of disability services.

When a complaint is made to DSC, DSC officers will handle the complaint on behalf of the commissioner and will work with all parties to try and resolve the complaint.

### **The Disability Services Commissioner**

Phone: 1800 677 342 (Free call from landlines)

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

Writing: Level 30/570 Bourke Street, Melbourne VIC 3000

A copy of ReadyTechGo's Incident Management Policy and Procedure is available on our website, or a copy can be emailed to you

## 11. Goods and Service Tax (GST)

By signing this Agreement, ReadyTechGo agrees that they have checked whether GST applies on the supports they supply.

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the [National Disability Insurance Scheme Act 2013](#) (NDIS

Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act."

## 12. The Participant's contact details

NDIS Participant Number: \_\_\_\_\_

Participants date of birth: \_\_\_\_\_

NDIS Plan Start and End Dates: \_\_\_\_\_

Your daytime phone number: \_\_\_\_\_

Your evening phone number: \_\_\_\_\_

Your mobile number: \_\_\_\_\_

Your email address: \_\_\_\_\_

Your home address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The name of someone

ReadyTechGo can contact

if they are unavailable: \_\_\_\_\_

Their phone number: \_\_\_\_\_

## 13. ReadyTechGo's contact details

Daytime phone number: **03 9434 2020**

Evening phone number: **03 9434 2020**

Email address: [hello@readytechgo.com.au](mailto:hello@readytechgo.com.au)

#### 14. Agreed upon Supports

The participant agrees that ReadyTechGo will provide to them \_\_\_\_\_ hours of technology training to the total cost of \$\_\_\_\_\_.

The NDIS Line Item that will be charged is:

Support Item:

Line Item Number:

My NDIS requires (check one):

☐ Invoices to be sent to my plan manager via email at

\_\_\_\_\_

☐ Invoices to be submitted via the NDIS portal.

#### 15. Goals

My Learning Goals are:

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**16. Preferred Support Type**☐ In-person/Face to Face☐ Remote support

If In-person/Face to Face lessons are preferred, please complete the **In-person/Face to Face Support Checklist** and return to ReadyTechGo prior to lessons commencing

**17. Signatures**

By signing this Agreement, you agree to all the information included:

Participant Name: \_\_\_\_\_

Participant's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Service Provider: \_\_\_\_\_

Provider's Signature: \_\_\_\_\_

Date: \_\_\_\_\_