

Sunshine Home Support
83 Shelford Drive, Delaney Creek 4514 QLD
0478 365 098
www.sunshinehomesupport.com
admin@sunshinehomesupport.com
ABN#94 360 268 283
NDIS#40500048940



Service Agreement STA May

This service agreement is for _____, a participant in the National Disability Insurance Scheme, NDIS Number # _____. To participate in Sunshine Home Supports May group holiday.

Invoice Email address: _____
Pick up and drop of address: _____

This Service Agreement will commence on 10th May to 16th May 2021(5 Nights).

Payments

After providing supports, Sunshine Home Support will seek payment for our provided of services. We process invoices and payments weekly on a Monday. After invoices have been received it is expected to be paid within 7 Business days. If payment has not been received by NDIS you will be personally responsible for all payments.

Cancellation

You must provide us with at least **14 days notice if you wish to cancel your STA booking**. If you fail to provide us with the 14 days notice of cancellation, and we are therefore unable to provide the scheduled supports or part thereof, we will need to charge you a cancellation fee equal to 100% of the price of the cancelled supports.

Feedback, Complaints and Disputes

If you wish to give us feedback, you can talk to:

1. Your support worker on shift
2. Sunshine Home Support Office 0478 365 098
3. Your Support coordinator or Local Area Coordinator
4. National Disability Insurance Agency by 1800 800 110
5. Commonwealth Ombudsman 1300 362 072

Our Responsibilities

1. Provide you with a safe environment to stay and all your personal care needs are met
2. Treat you with courtesy, respect and listen to your needs
3. Consult you on decisions about how supports are provided
4. Give you information about managing any complaints or disagreements, and details of our cancellation policy
5. Listen to your feedback and resolve problems quickly
6. Give you a minimum of 24 hours notice if we have to change a scheduled appointment provide supports
7. Protect your privacy and confidential information
8. Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law
9. To provide you with copies of all relevant policy's, procedures and contracts

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You agree to

1. Inform us about how You wish the supports to be delivered to meet your needs
2. Ensure that Sunshine Home Support staff are treated with courtesy and respect at all times. Any verbal, physical or emotional abuse to support staff. All staff have right to leave and we can cancel all supports with no notice if courtesy and respect not up help.
3. Talk to us if You have any concerns about the supports being provided
4. Let us know immediately if Participant's NDIS plan is suspended or replaced by a new NDIS plan or the NDIS coverage is terminated.
5. No illegal drugs will be done or kept on you while on the holiday and support staff are assisting you.

Goods and Services Tax (GST)

For the purposes of GST legislation, you and we confirm that: a supply of supports under this Service Agreement is a 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 Participant's NDIS plan currently in effect under section 37 of the NDIS Act; Participant's NDIS plan is expected to remain in effect during the period the supports are provided; and You will immediately notify us if Participant's NDIS Plan is replaced by a new plan or Participant stops being a participant in the NDIS

Whats included

1. Pick up and drop off from your location and all other travel
2. Cruise and accommodation
3. All meals, snacks and drinks
4. All activities and entertainment
5. Support staff

What To Bring

Please don't bring anything valuable as we do not take any responsibility for anything that gets lost stolen or broken.

1. All medication and PRN's
2. Enough clothes for the length of your stay
3. A beach towel (if your planning to do any swimming or water sports)
4. Toiletries including toothpaste, toothbrush, shampoo and conditioner, soap for showering ect
5. Good enclosed walking shoes (needed for some activities)
6. Back pack
7. Water bottle
8. Hat
9. Companion card (if you have one)
10. Phone, camera and charges
11. Small amount of spending money for any souvenirs you want (not required)

What you're not allowed to bring

Irons, Kettles, coffee machines, candles, illegal drugs, weapons, hoverboards, drones, power boards with surge protectors (normal power boards are fine), alcohol, fire works and flammable liquids.

Luggage

You can bring 2 bags per person to check in. Each bag can be no bigger than 140cm x 60cm x 40cm and cannot weigh more than 23kg per bag. You can also bring a small carry on bag.

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Accommodation

We will set sail aboard a P&O cruise Pacific Encounter. All cabins have own bathroom, showers, air conditioning and a TV for your convenience. There are several restaurants, bars and cafes onboard the cruise from waterfront restaurant, Angelo's, Dragon Lady, The Pantry, and we can't forget ice-cream! Alcohol will not be included on this cruise but if you wish to purchase yourself, you are more than welcome too. Juice, mocktails, soft drinks, teas, coffees, water will all be supplied.

Day 1 - we will depart at 3pm

Day 2 - Sea day and activities

Day 3 - Airlie Beach day

Day 4 - Sea day and activities

Day 5 - Moreton Island

Day 6 - Arriving back to Brisbane

Check out our Facebook page for some pictures.

Food & Dietary Requirements

Waterfront Restaurant - Open for breakfast, lunch and dinner Waterfront Restaurant serves up a selection of both classic and cutting edge cuisine.

Angelo's - Welcome to classy upscale Italian dining with modern charm. Enjoy la dolce vita and indulge in a dinner to remember.

Dragon Lady - Be seduced by the mysterious setting and exotic spices at our Pan-Asian restaurant Dragon Lady.

The Pantry - Open for breakfast, lunch and dinner, our food court style restaurant with menus changing daily, provides a wide range of international cuisine and modern Australian delights. The Pantry caters to both the adventurous and family favourites.

Schedule of Supports - Agreed Supports

Short Term Accommodation

Pick ups from 6am

6am 10th May 2021 -5pm 16th May 2021

Support Category and Ratio

Please tick what support ratio you require this is for the safety for yourself and other participants

1:1 support 01_058_0115_1_1

5 nights & 6 Day rate - \$9547.20

1:2 Support 01_054_0115_1_1

5 nights & 6 Day rate - \$5272.48

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Support Options

Please tick what support is best for you, please be advised this may change your support ratio.

- I want my own room with no other participant.
- I will share with other participants
- I need a support worker in my room
- I don't need a support worker in my room but can have one in there
- I do not want a support worker in my room
- I want a male support worker in my room
- I want a female support worker in my room
- I don't mind gender of support worker

Activities Request

Please tick what activities you would like to attend. Activities can change due to weather and other unforeseen circumstances. There will be a list of daily activities available on board the boat each day. Any extra activities that are not included within the ticket will be at your own cost such as the Spa, Bingo, Pokies, Casino, etc.

- Karaoke
- Swimming
- Movie Marathon
- Memorabilia Collection
- Trivia
- Craft Activities
- Live Elvis tribute show
- Sporting games (basketball, tennis, botchy ect.)
- Stand up comedy show
- Laser tag
- Kids club
- Top deck walking track

Photography Options

We will have our own professional photographer on board the boat please tick to what you would like.

- I would like to have my picture taken and copy given to other participants
- I would like to have my picture put on social media (Facebook and Instagram)
- I do not want my picture taken
- I would like to receive a digital copy of all the pictures taken on the boat

Covid 19

Please be advised if for any reason Covid 19 effects the cruise from operating and or if Covid 19 effects you personally eg you have contracted the virus and need to self isolate you will not be charged for the cancellation.

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Agreement Signatures –

We agree to the terms and conditions of this Service Agreement.

(And/Or)

Participant/Representative Name:	Participant's/ Representative's Signature:	Date:
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Sunshine Home Support's Authorised Signatory Name: Christine Turner - Director	Sunshine Home Support's Authorised Signatory Signature:	Date:
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