

NDIS Service Agreement (Read Only)

Section 1 - Contact Details

Rainbow Club Member's First Name:

Rainbow Club Member's Last Name:

Member's DOB:

Rainbow Club:

NDIS Participant Number:

Participant's Parent or Guardian:

Mobile:

Email Address:

Section 2 – Who is managing this plan? (Pick one option)

- SELF MANAGED: The funding for Rainbow Club membership is being managed by the member's parents
- PLAN MANAGED: The funding for Rainbow Club Membership is being managed by the National Disability Insurance Agency
- REGISTERED PLAN MANAGER: The funding for Rainbow Club membership is being managed by a Registered Plan Management provider

Section 3 - NDIS Participant's Plan information

Start Date of Plan:

End Date of Plan:

The membership term for which NDIS funding will be used are:

(Term Dates can be found at <https://rainbowclubaust.com.au/index.php/term-dates-2019>)

(Current term listed)

Total subscription amount for the term chosen: \$

I confirm that funds are available in this plan for Rainbow Club Membership

I authorise Rainbow Club to make a Service Booking on the NDIS portal for the above periods

Please indicate which budget you would like the funds to be taken from:

If Other, please specify:

Section 4 - The NDIS and this Service Agreement

This Service Agreement is made for the purpose of funding Rainbow Club Membership subscription under the participant's NDIS plan.

Section 5 - Responsibilities of the participant/participant's representative

- Rainbow Club is run by volunteers and a participant's parents may be asked to assist from time to time
- The subscription is for the full term, regardless of any absences during the term
- Any absences for 3 or more weeks without contact or explanation may result in losing your place on the Club schedule, so that another child on the waiting list may get an opportunity to join the Club
- Participants are required to wear swimmers and rash vests and, if necessary, Swim Nappies. Participants who have yet to be toilet trained should have both a Swim Nappy and a Happy Nappy to minimize the effects of accidents, which could cause closure of the pool

- Parents are responsible for their own children when they are not in the pool with a Rainbow Club teacher

[Section 6 - Responsibilities of Rainbow Club](#)

Rainbow Club agrees to

- Only employ teachers who have relevant swim teaching qualifications and verified Working With Children (WWC) checks
- Provide nine half-hour lessons per term on the dates listed on the Rainbow Club website and at a time to be agreed with the local Rainbow Club Committee
- In the event of an unforeseen access problem or accident in the pool, Rainbow Clubs will endeavour to provide a make-up session but cannot always promise this will happen as the subscription amount may not cover the costs, the pool may not be available or teacher availability may be limited
- Provide Certificates outlining progress of participants twice yearly
- Communicate openly and honestly in a timely manner
- Treat the participant with courtesy and respect
- Give the participant or the participant's representative information about providing feedback or complaints and how they will be managed
- Listen to the participant's feedback and resolve problems quickly
- Protect the participant's privacy and confidential information

[Section 7 - Feedback, compliments and complaints](#)

- If the participant wishes to give feedback to Rainbow Club, the participant can talk to a member of their local club committee
- If the participant is not happy with their Rainbow Club membership and wishes to make a complaint, the participant can talk to a member of their local club committee
- If the participant is not satisfied or does not want to talk to their local committee members, the participant can contact the General Manager of Rainbow Club Australia at info@rainbowclubaust.com.au .

Further details of this policy and the procedures are outlined on our website.

[Section 8 - Agreement signatures](#)

Yes -The participant's parent/guardian agrees to the terms and conditions in this Service Agreement and understands that Rainbow Club is a charity that provides a social swimming club and individualised swimming lessons to children with a disability to ensure that they are safe in the water.

Catriona Barry - General Manager info@rainbowclubaust.com.au
 Min Strauss - Membership Officer membership@rainbowclubaust.com.au
 Heather Nadilo - Admin Officer admin@rainbowclubaust.com.au
 Sarah Simon - Accounts Officer accounts@rainbowclubaust.com.au
 Nicola Davies-Cooke - Swimming Officer swimming@rainbowclubaust.com.au

