



ABN: 72 646 700 487  
NDIS Provider Number:

Accessible Accommodation  
Ph. 1300 180 889

website:www.accessibleaccommodation.com  
email: bookings@theaccessiblegroup.com

# Service Agreement

## Service Provider: Accessible Accommodation

### 1. Parties

<b>Client Name:</b>	<b>Client Address:</b>
<b>Check in date:</b>	<b>Check out date:</b>
<b>Client:</b> I have read, understand and agree with the information in this service agreement. Signature:..... Print name:..... Date:.....	<b>Representative of Accessible Accommodation</b> We are committed to providing services as outlined in this document. Signature:..... Print name:.....Date:.....

## 2. Schedule of Services

The provider agrees to provide the client accessible accommodation for the duration as set out in Page 1 of this agreement. This schedule of supports will include information on:

- (a) What services will be provided;
- (b) How the services will be provided;
- (c) When they will be provided; and
- (d) The fees associated with the services

## 4. Responsibilities of Accessible Accommodation services.

Our Service Commitment and Standards:

- Accessible Accommodation provides a **booking service for accommodation**.
- Accessible Accommodation will provide a service that is professional, accessible, based on your needs and timely.
- Accessible Accommodation will treat you with courtesy and respect
- You can expect to receive clear and accurate information
- You are welcome to involve family members, friends, advocates or other services providers as you wish.
- Accessible Accommodation also follow all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and Australian Consumer Law.
- Accessible Accommodation keeps accurate records of the services we provide.
- Accessible Accommodation treats all information provided as private and confidential
- Accessible Accommodation is committed to answering any enquiries within 24hours or will provide you with an update on the progress of your matter.
- Accessible Accommodation will give the information about managing any complaints or disagreements.
- Accessible Accommodation agrees to listen to participants feedback and resolve problems quickly

Where allegations of abuse, neglect, violence, exploitation or discrimination are made Accessible Accommodation employs a Zero Tolerance policy.

## 5. Your responsibilities

As an individual using our services there are a few things that we ask of you. The information below explains the responsibilities you have when using our services.

**The participant/participant's representative agrees to:**

- (a) Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment;
- (b) Abide by the terms of your agreement with us;
- (c) Accept responsibility for your own actions and choices even though some choices may involve risk;
- (d) Tell us if you have problems with the services you are receiving;
- (e) Provide us with information that will help us better meet your needs;
- (f) Be aware that our staff are only authorised to perform the specific function of our business;
- (g) Pay the agreed amount for the services provided;
- (h) Treat the provider with courtesy and respect;
- (i) Talk to the provider if the client has any concerns about the supports being provided;
- (j) Recognise that cancellation and late accommodation change fees are applied by the accommodation providers, not by Accessible Accommodation.;
- (k) Agree that the accommodation provider's cancellation and/ or change fee policies will apply;
- (l) Accept that these fees will be deducted from any accommodation service booking fees or deposits paid to Accessible Accommodation;
- (m) give the provider the required notice if the client needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information); and

## **7. Changes to this Service Agreement**

If changes to booking service or delivery are required, both parties agree to discuss and review the Service Agreement. Any changes to this Service Agreement will be in writing, signed and dated by participant and *Accessible Accommodation*.

## **8. Ending this Service Agreement**

Should either Party wish to end this Service Agreement they must give 14 days' notice. If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

## 9. Feedback, complaints or disputes

Accessible Accommodation has a formal complaints procedure in place. To summarise:

- Complaints received anonymously will be accepted and investigated as far as possible.
- Feedback and complaints can be made about any aspect of the business, or the services provided.
- A complaint can be made to any staff member. The complainant is encouraged to discuss the complaint directly with the staff involved or with Kerry Williams.
- Complaints received will be acknowledged within 24 hours and will be responded to within 14 days.
- Complaints received are recorded for future reference.
- All complaints can be forwarded to the address below.

The complete *Accessible Accommodation* Complaints Management Policy is available upon request.

If you have any suggestions, concerns or feedback, please contact *Accessible Accommodation* in the following ways:

Email:

[bookings@theaccessiblegroup.com](mailto:bookings@theaccessiblegroup.com)

Phone:

1300 180 889

Write to:

Accessible Accommodation

PO Box 1328

Barwon Heads Vic 3227

## 11. Terms and Conditions

### Fees

A Service Fee, equivalent to 10% of the booking value, will be charged for this service.

Fees are applied as a price per service; hourly rates are not applicable.

Fees are collected upon booking placement, and are held in trust for the participant and the provider. These fees are then remitted to the provider upon delivery of the service (provision of accommodation). The trust details are:

The Accessible Group Pty Ltd trading as Accessible Accommodation

Accessible Accommodation collects fees based upon the following structure:

DETAIL – rate/ \$/ %

### Cancellations and “no shows” for booked accommodation

Where a provider of accommodation has a short notice cancellation (or no show) fee, Accessible Accommodation will recover 100% of that fee from the participant. This recovery will be by way of deducting the fee prior to refunding any other booking charges deposited by the participant to the trust

A cancellation is a short notice cancellation (or no show) if the participant:

- Does not use the accommodation as booked (i.e. does not show up at the booked time and date) – a ‘no show’ booking; or
- Has given less than two (2) business days’ notice of cancellation for the booked accommodation; or
- Breaches any specific cancellation or no-show clauses in the service terms and conditions provided by the accommodation provider

## 12. Payments

For self-managed NDIS participants and privately funded clients, if payment is not received within 24. hours, the accommodation booking will not be secured. Bookings are not secured until payment is received. This may result in the booking being lost.

### 13. Contact details

The participant's representative/nominee can be contacted on:

Phone (landline):	
Phone (mobile):	
Email:	
Address:	

Accessible Accommodation can be contacted on:

Phone (mobile)	1300 180 889
Email:	bookings@theaccessiblegroup.com
Postal Address:	P.O.Box 1328 Barwon Heads Vic 3227