




Service Agreement

Your Name:
Your Date of Birth:
NDIS Number:
Please tick  one: <input type="checkbox"/> Self Managed <input type="checkbox"/> Plan Managed <input type="checkbox"/> NDIS Direct
Send invoices to (email):

About your Support Person

Name:	
Phone Number:	
Relationship to you:	

Information

This information is written in an easy to read way. Take your time.

Hard words

There are some words that are hard. When you see a hard word for the first time, it is written in **bold blue**. We will say what these words mean.

Ask for help

You can ask for help to read this information.

A parent/guardian, family member, friend or support worker can help you.

What is a Service Agreement?

A **service** is something you pay someone to do for you.

An **agreement** is when you say yes to something.

Your Service Agreement is between:

- emotion21
- You, and
- Your **Support Person**

Your Support Person helps you make decisions and participate in the emotion21 program.

Your Support Person may be a parent/guardian, other family member, or a support worker.

Your Support Person is a person that you choose.

The Agreement says both you and your Support Person agree about the services you are going to get at emotion21.

What is emotion21?

emotion21 is a dance and fitness program for children and adults with Down syndrome. It is a fun and social **community** program.

A community is a group of people that like to spend time and do activities together.

What do emotion21 people do?

emotion21 aims to improve your health, explore your **creativity** and help you make friendships.

Creativity is how you express yourself.

Teacher

Each emotion21 class has a **teacher**.

A teacher is a person that leads the class and supports you to learn.

Volunteers

emotion21 works with **volunteers** to make sure everyone stays safe and has fun.

A volunteer is a person that supports participants in the class.

How long does emotion21 run for?

emotion21 runs classes during the school term. Studio classes run during the evening. emotion21 also has virtual classes which you can attend from your home using the internet.

Site Coordinators

Site coordinators are lead volunteers. They help participants, families and support workers. You can give them feedback on the emotion21 program.

emotion21 Classes

Studio Classes

emotion21 has studios in the following locations:

- Ballarat
- Brunswick
- Cranbourne
- Geelong
- Greensborough
- Hoopers Crossing
- Kew
- Pascoe Vale
- Rowville

There are different classes based on the age of participants. This is so you can make friends with people your own age.

Virtual Classes

emotion21 also offers virtual classes over Zoom. You can join a virtual class if you can't attend a studio or if you prefer to join from home. You can attend both studio and virtual classes.

Performance Company

The Performance Company is a group of dancers who practice each Saturday. The Performance Company performs at events across Melbourne. The Performance Company **auditions** for new members each year.

An audition is when you show how well you can dance and work as a team.

Artistic Capacity Building Program

The Artistic & Capacity Building program (ACB) runs for one year. Participants learn **professional** skills in teaching and **choreography**. The ACB invites emotion21 participants to be in the program.

Professional mean you get paid for your work.

Choreography is lots of different dance steps put together.

Concert

Each year all participants perform at the emotion21 concert. Participants dance on stage to an audience of their friends and family.

All participants need to attend a **rehearsal** one week before the concert.

A rehearsal is a chance to practice without an audience.

emotion21 agree that we will:

- will organise classes and performances
- Support you in the program to:
 - make friends and feeling a sense of belonging in our community
 - improve your health and fitness
 - increase your confidence and self-esteem
 - learn in a safe environment
- Work with you to support you in achieving your goals
- Give you and your Support Person feedback on how you are going in class
- Get to know you to find the best way to engage with you
- Make sure there are volunteers available to help you
- Talk with you clearly and honestly
- Listen to your thoughts and concerns, and work with you to solve problems
- Give you and your Support Person warning about changes (like a change to hours or days of class sessions)
- Treat you and your Support Person with care and respect
- Keep your privacy and personal information safe
- Get to know you and your Support Person to decide the best ways to give you support
- Give you services that are in line with the law, and keep records of your supports
- Send quarterly invoices for payment

You agree that you will:

- Participate in your enrolled emotion21 classes
- Remember to try your best, and follow emotion21 rules and values
- Work with your teachers and volunteers to build skills
- Treat all teachers, participants, volunteers, and people at emotion21 with respect and dignity
- Follow our **Code of Conduct**

A Code of Conduct are the rules we all follow when we are with emotion21. Our Code of Conduct is at the end of this document called **Schedule 2**.

- Tell us if you have any problems or worries about our services. We will work with you to solve problems as best as we can
- Tell us as soon as possible if you can't come to any emotion21 classes, and how long you will be away. We will use the latest NDIS Cancellation rules when it comes to how much we will charge for the time you are away.
- Tell us about your NDIS Plan:
 - Your current plan dates
 - Any new plan dates
 - If you have enough money in your Plan to cover fees
 - Who to send the invoices to
 - If your NDIS Plan changes
 - If your NDIS Plan is suspended
 - If you stop using the NDIS

Your Support Person also agrees that they will:

- Help emotion21 to support you to enjoy the program
- Give emotion21 information or feedback when asked
- Follow our Code of Conduct

Concerns and disputes

Giving feedback

There are different ways you can give **feedback** about how things are going for you at emotion21

Feedback is giving someone information or letting them know your thoughts or worries

If you or your Support Person want to give emotion21 feedback, let your Site Coordinator know. They will share this with the emotion21 Manger.

Or complete our Feedback Form on our website.

<https://inclusionfoundation.org.au/emotion21/feedback-form/>

Making a complaint

If you are unhappy with the service given in the program and want to make a complaint, you can contact the Inclusion Foundation General Manager.

The General Manager will want to talk with you and your Support Person.

This helps the General Manager understand how we can make things better.

You can contact the Inclusion Foundation General Manager by:

email: info@inclusionfoundation.org.au

ATTENTION: General Manager

phone: 03 9854 7100

Ask to speak to the General Manager

You can also read the Inclusion Foundation Complaints Policy at:

<https://inclusionfoundation.org.au/emotion21/policies-and-procedures/>

If you are unhappy or don't want to talk to this person

You can contact the NDIS Quality and Safeguards Commission by:

phone: 1800 035 544

website:

<https://www.ndiscommission.gov.au/about/contact>

How to make changes to the Agreement

Sometimes an Agreement is changed.

This can happen when the supports you need changes, or how you get your supports changes.

If the Agreement needs to be changed, you, your Support Person, and emotion21 will meet and talk about the changes.

When everyone agrees with the changes, you and your Support Person will get a letter from emotion21, showing the changes to the Agreement.

You and your Support Person need to read and sign the letter and return it to emotion21.

When these steps are done, the Agreement is changed.

Ending the Agreement

Sometimes an Agreement needs to be ended.

An Agreement can be ended by:

- you and your Support Person,

OR

- by emotion21

You and your Support Person ending the Agreement

You can end the Agreement if you and your Support Person together feel that you cannot continue with the emotion21 program.

If this happens, talk with your Support Person and emotion21. We can work together to support you and make changes so you can continue.

If after talking and making changes, you still feel like you cannot continue in the program, you and your Support Person can end the Agreement.

You and your Support Person then write a letter and send it to emotion21. This letter needs to give 30 days' notice that you are ending the Agreement.

emotion21 ending the Agreement with you

emotion21 can end the Agreement if it feels that you are not doing what is expected in the program.

If this happens, emotion21 will talk with you and your Support Person to see if you can get any other supports, to help you in the program in the way that is expected by emotion21.

If after talking and making changes, you are still not doing what is expected of you in the program, emotion21 can end the Agreement.

emotion21 then will write a letter and send to you and your Support Person. This letter needs to give 30 days' notice that the Agreement is ending.

Support Person – Permission by Participant

Read and sign if Participant AND Support Person are signing together

I give my permission for:

- My Support Person to talk to and share information with emotion21 to help me during the emotion21 program
- emotion21 to contact and share information with my Support Person to help me during the emotion21 program

AND

- My Support Person agrees to be my Support Person during the emotion21 program

Signed as an Agreement

Participant

(or parent/guardian
if under 18 years)

Name

Signature

Support Person

Name

Signature

emotion21

Authorised Staff

Name

Signature

Date _____

Support Person - Authorisation

Read and sign if Support Person has Authority to act on behalf of the Participant

I, _____, am authorised to Act on behalf of
(Support Person)

_____, as their Support Person.
(Participant)

I agree that I have authority to act on behalf of the Participant, and:

- My authority has not been revoked
- I will provide emotion21 evidence of my authority to act on behalf of the Participant if requested, AND
- I will immediately notify emotion21 if I cease to have authority to act on behalf of the Participant

Signed as an Agreement

Participant

(or parent/guardian
if under 18 years)

Name

Signature

Support Person

Name

Signature

emotion21

Authorised Staff

Name

Signature

Date _____

Participant - Confirmation of understanding

Participant reads and signs when they understand AND agree with the Service Agreement

I, _____

(Participant or parent/guardian if under 18 years)

have had _____

(Support Person)

help me to understand this Service Agreement and:

Schedule 1 - My Service Fees

Schedule 2 - Inclusion Foundation Code of Conduct

Schedule 3 - Consent Form for Sharing Information

I understand what emotion21 does.

I agree with what is expected of me at emotion21.

Signed: _____

Date: _____

Confirmation of Understanding - Support Person

Support Person signs when they have read this Service Agreement with the Participant, AND believes Participant understands and agrees

I, _____

(Support Person)

have read through the Service Agreement with

(Participant or parent/guardian if under 18 years)

and I believe to the best of my knowlegdge, that they understand all information in the Service Agreement and Schedules before signing it.

Signed: _____

Date: _____

Schedule 1: My Service Fees

emotion21 is a fully registered and accredited NDIS Disability Service Provider. At present, the National Disability Insurance Agency (NDIA) sets the price of supports for all registered disability service providers. These prices are subject to revision and change every financial year. emotion21 will update its prices accordingly. Details of these prices can be found on the NDIS website.

emotion21 is categorised under the NDIA support budget: Social & Community Participation, under the support category: Assistance with Social & Community Participation (1.04).

I agree to pay all fees for the classes I enrol in, I can notify my absence two full business days in advance of a scheduled class and not be charged.

Here is the price list for our classes as of 01/07/2021:

Name	Support Item Name	Support Item Number	Cost per class per participant
BALLARAT Primary	VIC Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP	04_165_0136_6_1_T	\$17.79
BALLARAT Fitness Teens & Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$16.85
BALLARAT Dance Teens & Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
CRANBOURNE Dance Tweens	VIC Group Activities In A Centre - 1:3 - Standard - Weekday Daytime - TTP	04_170_0136_6_1_T	\$20.12
CRANBOURNE Dance Teens	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
CRANBOURNE Fitness Teens & Adults WED	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$11.23
CRANBOURNE Dance Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46

GEELONG Fitness Teens & Adults WED	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$16.85
GEELONG Dance Teens & Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
GEELONG Relaxation & Wellness	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$11.23
GREENSBOROUGH Primary	VIC Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP	04_165_0136_6_1_T	\$26.69
GREENSBOROUGH Tweens	VIC Group Activities In A Centre - 1:3 - Standard - Weekday Daytime - TTP	04_170_0136_6_1_T	\$20.12
GREENSBOROUGH Dance Teens & Young Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
GREENSBOROUGH Fitness Teens & Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$11.23
GREENSBOROUGH Dance Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
PASCOE VALE Primary Dance	VIC Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP	04_165_0136_6_1_T	\$26.69
PASCOE VALE Fitness Teens & Adults WED	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$16.85
PASCOE VALE Dance Teens & Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
PASCOE VALE Wellness & Relaxation	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$11.23
Rowville Dance Primary THUR	VIC Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP	04_165_0136_6_1_T	\$26.69

Rowville Dance Teens THUR	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
Rowville Dance Adults THUR	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
HOPPERS CROSSING Dance Primary	VIC Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP	04_165_0136_6_1_T	\$26.69
HOPPERS CROSSING Dance Tweens	VIC Group Activities In A Centre - 1:3 - Standard - Weekday Daytime - TTP	04_170_0136_6_1_T	\$26.83
KEW Dance Tweens MON	VIC Group Activities In A Centre - 1:3 - Standard - Weekday Daytime - TTP	04_170_0136_6_1_T	\$20.12
KEW Fitness Teens & Adults MON	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$11.23
KEW Teens & Adults MON	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
KEW Musical Theatre Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
KEW Yoga Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$11.23
KEW Contemporary Adults	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
Performance Company (Tristan)	VIC Group Activities In A Centre - 1:4 - Standard - Saturday - TTP	04_177_0136_6_1_T	\$61.26
Performance Company (Maddy)	VIC Group Activities In A Centre - 1:4 - Standard - Saturday - TTP	04_177_0136_6_1_T	\$61.26
Saturday Dance Club	VIC Group Activities In A Centre - 1:4 - Standard - Saturday - TTP	04_177_0136_6_1_T	\$30.63
Artistic Capacity Building (ACB) Group Class	VIC Skills Development and Training	09_009_0117_6_3	\$113.91
ACB Private Lesson	VIC Skills Development and Training	09_009_0117_6_3	\$65.09

ACB Alumni	VIC Supports in Employment - Weekday Daytime - TTP	04_801_0133_5_1_T	\$74.59
Nutrition	VIC Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	04_175_0136_6_1_T	\$22.46
Concert Rehearsal	VIC Group Activities In A Centre - 1:3 - Standard - Saturday - TTP	04_172_0136_6_1_T	\$35.00
Concert Performance	VIC Group Activities In A Centre - 1:3 - Standard - Sunday - TTP	04_173_0136_6_1_T	\$35.00

Schedule 2 – Inclusion Foundation Code of Conduct

The Inclusion Foundation Code of Conduct follows our **values**.

Values are things that are important to us.

At Inclusion Foundation, our values are:

Respect

Respect shows that you care about other people.

You care about their thoughts, feelings, wishes, and rights.

You show respect to other people by:

- Being kind, thoughtful, honest, and fair to other people and their:
 - Interests
 - Rights
 - Safety, and wellbeing
 - Valuing the thoughts, ideas, and opinions that other people share
- Not hurting, making fun of, or saying bad things about other people
- Being on time, ready, and correctly dressed to take part fully in the days' activities
- Listening carefully and following instructions
- Asking someone if it is okay to take a photo, video, or voice recording of them.
 - They can say yes
 - They can say no

Learn

To learn means you get knowledge and skills by studying, experiencing, or being taught by other people.

You show you are learning by:

Take part in all important training lessons and programs

Showing you are improving by trying new things, making mistakes, and learning from them

Sharing information, knowledge, and experiences with others

Being a positive role model to other people

Having high expectations of yourself and others

Care

To care means you are thinking of the needs of yourself and other people.

You show you care by:

- Always doing your best
- Being honest
- Working together as a team
- Supporting others
- Being kind to others

Schedule 3: Consent form explanation

This is a Sharing Personal Information Consent form

Personal Information is information about you.

Consent is when you say yes to something.

- This form is asking if emotion21 can share information about you, so we can help you in class.

We will use the words **Information Consent** to talk about this form.

Your Information Consent form is between:

- emotion21
- You, and
- Your **Support Person**

Your Support Person is a person that you choose.

They can help you make decisions and participate in the emotion21 program.

Your Support Person may be a parent/guardian, other family member, or support worker.

You can choose to give consent

You and your Support Person can choose what information you share, and what information emotion21 can share about you.

The Information Consent form says you and your Support Person agree that emotion21 can share the information you choose with:

- Site Coordinators, Teachers and Volunteers
- Support Coordinators
- Government organisations (like NDIS, Centrelink)

You and your Support Person give consent by reading, marking, and signing this form.

You can choose to end consent

When you give your consent, this Information Consent form will stay until you:

- Finish the emotion21 program
- OR
- End your consent

When you end your consent, you are telling emotion21 that you:

- Stop agreeing to share information about you with emotion21
- Stop agreeing that emotion21 shares your information with others

If you want to end your consent

To end your consent, fill in the Withdraw Consent page in this form with your Support Person.

You will need to add:

- Your name
- Your signature
- The date you withdraw consent

Your Support Person may need to add their name and signature as well.

When you have given the Withdraw Consent page to emotion21, we will stop:

- Using photos, video, voice recordings, or your words in future newsletters and promotional material

Important to know

Any photos, video, voice recordings or your words that were already used with your consent can still be used by emotion21.

What types of information is shared?

Different types of information are shared, such as:

- Name and birthday
- Medical information
- Goals
- Emergency contact details

Why is this information shared?

This information is shared to help:

- Support you in classes
- Keep you safe
- Support your future funding

Schedule 3: Consent form

How to use this form

yes ✓

no ✗

You and your Support Person read this together.
Mark the **yes** box if you say yes to something.

Mark the **no** box if you say no to something.

Can you make decisions about sharing information?

By yourself?

yes ✓

no ✗

Together with your Support Person?

yes ✓

no ✗

Will you share your personal information with emotion21?

Your personal information includes:

- Your name
- Reports about you

yes ✓

no ✗

Media Consent

Media are ways to share information with lots of people. Some different types of media are:

- Instagram, Facebook, Twitter, LinkedIn
- YouTube
- Television and Radio
- Newspapers and Newsletters

emotion21 would like to use photos, videos, voice recordings or your words, to let people know about what you are doing at emotion21.

Tell us what emotion21 can use.

- **Photos** of me?

 yes  **no** 

- **Videos** of me?

 yes  **no** 

- **Voice recordings** of me?

 yes  **no** 

- My **Words**?

 yes  **no** 

Personal Information Consent

Confirmation of understanding - Participant

Participant reads and signs when they understand AND agree with the Information Consent

I, _____,

(name of Participant)

have had _____

(name of Support Person)

help me to understand this Personal Information Consent form.

I understand the information in the form.

I agree to sharing the types of information I have marked YES to.

I understand that this agreement ends when I finish emotion21.

I understand that I can choose to end my consent before then.

Signed: _____

(Signed by parent/ guardian if participant is under 18 years)

Date: _____

Personal Information Consent

Confirmation of understanding - Support Person

Support Person signs when they have read this Information Consent with the Participant, AND believes Participant understands and agrees

I, _____,

(name of Support Person)

have read through the Personal Information Consent form with

_____.

(name of Participant)

and I believe to the best of my knowledge, that they understood the information in the Personal Information Consent form before signing it.

Signed: _____

Date: _____

Personal Information – Withdraw Consent

Confirmation of understanding – Participant

Participant reads and signs when they understand AND agree that they Withdraw Information Consent

I, _____,

(name of Participant)

have had _____

(name of Support Person)

help me to understand the 'You can choose to end consent' and 'If you want to end your consent' sections of the Personal Information Consent form.

I understand the information in these sections.

I understand that I can choose to end my consent.

I choose to end my consent.

Signed: _____

Date: _____

Personal Information – Withdraw Consent

Confirmation of understanding – Support Person

Support Person signs when they have read this Information Consent with the Participant, AND believes Participant understands and agrees that they wish to withdraw consent

I, _____
(Support Person)

have read through the 'You can choose to end consent' and 'If you want to end your consent' sections of the Personal Information Consent form with

_____/_____
(name of Participant)

I, _____
(Participant)

and I believe to the best of my knowledge, that they understood the information in these sections before signing to withdraw consent.

Signed: _____

Date: _____