

SIP 'N' DIP IPSWICH

# NDIS SERVICE AGREEMENT



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## What is sip 'n' Dip?

We are a registered provider of the NDIS. We provide creative arts and crafts classes at regular intervals across south east Queensland. Classes are run in community settings such as schools, cafes, community halls and more.

Classes may or may not include a meal or drink depending on the location and class you book.

## Sip 'n' Dip

This is a guided acrylic painting class. We guide you step by step through the process of painting a particular piece.

## Charcoal & Chills

This class is a still life class where we learn to sketch a variety of subjects from people to objects we run you through a series of exercises and then help you sketch your final piece.

## Watercolour

This class is similar to the Charcoal and Chills, we enjoy a series of exercises and finish the class with a final piece.

## Craft Classes

We run craft classes from time to time, this will usually explore the use of various mediums to a creative outcome.



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## **What support or service the provider (Sip'n'Dip Ipswich) agrees to provide?**

We agree to provide the service of guided arts and/or craft classes. This includes the tuition and materials & meal.

## **The cost of the service?**

The cost of the class varies depending on which venue you choose to attend and which class you opt for. You have control over this and will know advance of making the booking via our website.

## **Which Category is Sip 'n' Dip a provider of?**

We are registered to provide with the NDIS under the category 'Capacity Building - Increased Social and community participation' in the sub category 'Innovative Community Participation'.

**PLEASE CHECK WITH YOUR PLAN MANAGER PRIOR TO BOOKING TO ENSURE YOU ARE ELIGIBLE FOR THIS SERVICE / CATEGORY IN YOUR PLAN**

## **How much is covered by the NDIS?**

This support item is not price controlled. It is designed to allow providers to offer new and innovative services to NDIS participants. We invoice you for the ticket price. Please refer to the NDIS Price Guide to learn more.



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## **How, When and Where is the service provided?**

We provide this service at various locations depending on the class you choose to book in for, the location is disclosed on the booking form as is the time and date. Examples are cafes, restaurants and shopping centers.

## **How long is my booking?**

Classes vary but range from 1 hour to 3 hours depending on the class you decide to book in for,

## **What if I have a problem?**

We are committed to making sure our NDIS participants enjoy the same great service as every other customer. If you have an issue with one of our services simply contact us and we will do our best to resolve it promptly for you.

## **Cancellation Policy**

There is no fee to cancel within 3 business days, inside of this an invoice will be issued and payment will be required.

## **Special Needs**

We are committed to providing an inclusive creative experience, this means that we take into consideration any special requirements or needs that you might have. Be sure to let us know before the day so that we can be sure we are properly prepared.





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## How do I book?

Visit our website [www.sipndipipswich.com](http://www.sipndipipswich.com) and choose RSVP on the class you would like to attend. Complete the booking form and choose 'offline/manual payment' from the payment options. for Self managed participants, you can just choose pay my credit card. We will then contact you to arrange the required paperwork.

## How do I pay?

This depends on the type of NDIS plan you have, a service booking (seperate to the service agreement) is required to set aside funding for your classes. Via the my place portal (in addition to booking via our website).

## SELF MANAGED

You don't need to use service bookings because you pay your providers directly. Simply pay by credit card via our website when you book.

## PLAN MANAGED

Your Plan Manager will make one service booking on the myplace portal, which allows the Plan Manager to claim payment from the NDIS for all services and supports in your plan. This must be done **before your class**.

## NDIA MANAGED

You will need to provide us with your NDIS number and the relevant support areas you have been funded for, so we can receive payment. You need to have service bookings in place **before your class** so we can claim payment through the myplace portal.



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## **How Payments work**

Services are paid through the myplace portal. The process is different depending on how your funding is managed

## **If your NDIS funds are self-managed**

Book and pay for your class via our website at [www.sipndipswich.com](http://www.sipndipswich.com) and then make a payment request via the myplace portal to transfer the money from your NDIS funding into your nominated bank account so you are reimbursed.

## **If your NDIS funds are plan managed**

We will invoice you before the day, and your Plan Manager will pay your services for you and will keep records of your payments.

## **If your NDIS funds are NDIA-managed**

We will invoice you before the day and we will claim payments through the service booking on the myplace portal after the class. To do this, we will need your NDIS number, date of birth and surname.



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## OUR DETAILS

**Name**

Jaana-Liisa Brown Trading as Sip'n'Dip Ipswich

**ABN**

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**Registered ID:**

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