

MK Education Pty Ltd  
Melanie Karis  
Address: 8 Rosedale Crescent Ringwood East, VIC, 3135  
[Melanie.karis@mkeducaion.com.au](mailto:Melanie.karis@mkeducaion.com.au)  
Ph: 0403 271 883  
ABN: 49 636 837 851



## MK Education PTY LTD- Service Agreement

### Who is making this Agreement?

**Customer name:** BRYAN BOTTERILL

Or, if required;  
**Customers trusted person:** Andrea McNeil

**and**

**Service Provider:** MK Education PTY LTD

*This Service Agreement will commence on the 17<sup>th</sup> February 2025, until the 17th March 2026.*

**MK Education is not a registered NDIS Service Provider. We are not bound by NDIS Price guides nor auditing obligations. We are a small business which provides quality and meaningful educational opportunities to people living with disability. We ensure we have the appropriate insurances in place and up to date as well as provide any necessary training for the safeguarding of our customers and staff. Documents available upon request.**

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## **What services will be provided by MK Education?**

MK Education agrees to provide the services discussed and agreed upon with the customer during the initial planning meeting. These services are outlined and attached to this document. The services, their duration and their prices are also outlined in the attached document.

The attached document also details the following for the individual customer;

- Goals of the customer aimed to be achieved through these supports.
- Where the supports will be provided for example, at home, virtually (via online learning) or in the community.
- How the supports will be provided for example 1:1 tutoring, virtual workshops, accessing community, social or recreational programs or through group-based activities.
- How the supports will be measured for example regular oral, written and practical assessment.
- How results will be reported and to whom (agreed upon by customer) for example; a quarterly meeting or written report indicating customer skill development to parents, guardians, house mates etc.
- **Please note, MK Education staff are not to perform any form of Personal Care. If a customer requires Personal Care Support, a 1:1 Support person must be arranged by the customer and or support network.**
- **MK Education will not be responsible for administering any Medications. We are not trained in medication administration and it would be unsafe and unethical to the customer and staff member to perform such duties.**



## **What is expected of the customer?**

This section explains your responsibilities.

- Telling the MK Education about the supports that you want, and how you want to receive them.
- Being polite and respectful to the MK staff who work with you.
- Telling MK Education if you've got any problems.
- Telling MK Education if you can't make it to an appointment – you must give at least 48 hours' notice. Cancellation fee applies
- Telling MK Education straight away if you want to end the Agreement.

## **What is expected of MK Education?**

- Providing the services that you have asked for.
- Being open and honest about the work that they do.
- Explaining things clearly.
- Treating you politely and with respect.
- Including you in all decisions regarding the services we provide.
- Create reports outlining skill development and achievements
- Letting you know what to do if you have a problem or want to complain.
- Listening to your feedback and fixing any problems quickly.
- Telling you if they want to end the Agreement.
- Making sure your information is correct and up to date.
- Storing your information carefully and making sure it is kept private.
- Ensure appropriate level and type of insurances are up to date.

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## MK Education Price Guide

MK Education is not required to charge the NDIS rates, however, in order for people to access our services easily and not be out of pocket, we use the following NDIS line items;

### 1:1 Skill based educational workshops

#### Capacity Funding (or agreed funding line item)

- *09\_006\_0106\_6\_3 - Life Transition Planning Incl. Mentoring Peer Support and Independent Skill development Under Support Category Increased Social and Community Participation*
- *09\_009\_0117\_6\_3 Skills Development And Training Development Of Daily Living And Life Skills under Increased Social and Community Participation*
- *15\_035\_0106\_1\_3 Assistance With Decision Making Daily Planning and Budgeting- Assistance In Coordinating Or Managing Life Stages, Transitions And Supports under Support Category - Improved Daily Living Skills*

**+ 1 hour Non face to face charge for quality planning and reporting by MK Educators**

Please refer to latest NDIS Support catalogue for most current hourly rate.

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## **Group Based Activities (Such as our Art Workshops)**

### **CORE Funding**

For all Group based activities in a centre, such as MK's Art workshops, the NDIS Line Item charged will be;

*Group Activities- under Assistance with Social, Economic and Community Participation- CORE (hourly rate dependent on ratio of Educators to Participants)*

*Weekend, evening and public Holiday rates will apply, please refer to latest NDIS Support catalogue for most current hourly rate.*

***A ratio of 1:1 workshop will include a charge of 1 hour Non face to face charge for quality planning and reporting by MK Educator.s***

**+ MK Arts- \$10 Material Fee each workshop will be invoiced at the start of each unit and it is at your discretion if this is paid out of your Core funding or out of pocket. (materials are communal and used by all MK Artists. These will be stored at the studio space and are not to go home).**

**+ All Group based workshops- 30 minutes of Non Face to Face charge (NFTF) for Educator Planning– Same line item. For example, if the workshops run for 3 hours, you will be charged 3.5 hours.**

**+ All workshops held in a studio or classroom space- Capital Centre cost at \$2.53 per hour**

## **MK's Out and About Activities**

### **CORE Funding**

For all Recreational Activities in the community such as MK's Melbourne Vibes, the following NDIS line item charged;

*Access Community Social and Rec Activities - (hourly rate dependent on ratio of Educators to Participants)*

***+ An addition 30 minutes planning time will be billed per customer.***

**Weekend, evening and public Holiday rates will apply, please refer to latest NDIS Support catalogue for most current hourly rate.**

If services are provided overnight, the NDIS line item "Assistance with Self Care- night time sleep over" will be charged. See most recent NDIS Support Catalogue for current price.



## **Non-face-to face services**

MK Education prides itself on curriculum development, communication, and reporting, for this reason non face to face hours will be billed at the same hourly rate as the face-to-face time.

### **NDIS States that Non-face-to-face activities are billable as a service if:**

- the activities are part of delivering a specific disability support item to that participant (rather than a general activity such as enrolment, administration or staff rostering); and
- the provider explains the activities to the participant, including why they represent the best use of the participant's funds (i.e. explains the value of these activities to the participant); and
- the proposed charges for the activities comply with the NDIS Price Guide, and
- the participant agrees to pay for the activities

### **MK Education's non face to face fee structure is as follows;**

#### **1. Initial planning and resource development by MK Educators (1:1 Skill based, educational workshops)**

MK Education prides itself on our planning, curriculum, and resource development to ensure people reach their goals. The MK staff work hard prior to the first workshop to ensure all goals are mapped out and communicated. We send this work to the customer and their support network to ensure they are happy with the plan and they can make any changes or add to it if necessary.

This work takes time and for that reason, customers who choose to work with the MK staff will be charged for this planning. Instead of charging an establishment fee we will only charge (3 hours at the most) current NDIS line item, Assistance to Access Centre Based, Social and Rec Activities 1:1 or against the agreed Capacity Building line item.

Please ask MK staff to provide you of examples of this work if you are not clear or question this charge.



## 2. Planning and Reporting

### 1:1 Workshops

For each workshop a customer participates in, it is recommended that an extra hour will be charged for planning and reporting.

**This is not compulsory and if you choose not to receive weekly reports, that is fine. Together, we can agree on the frequency of report writing and charge accordingly.**

These plans and reports clearly identify the participants goals, why they are important, how MK Educators propose to achieve these, the resources developed and researched and the person's progress.

These reports are an excellent resource for any NDIS Review, they establish the importance of the work with MK, identify any further skill development needed and certainly reflect reasonable and necessary service provision.

**If you choose not to receive weekly report, rather, reports when you require them, a 30-minute Planning fee each workshop will still be charged.**

### Group based workshops- for example MK Arts

While in a group-based setting, each participant has individual goals and ways of learning. For this reason, MK Educators must plan their workshops and develop resources for the individual.

A small non-face to face fee will be charged each week and be added onto the participant's invoice. A 30-minute charge will be added each workshop per person.



### **3. Meetings with customers parents, Support Co-ordinators, house staff or extended support team charges.**

Support meetings are incredibly important and MK welcomes these opportunities to discuss customer goals, any concerns, strategic plans and a range of other things.

If an MK staff member is asked to participate in a meeting regarding a customer, either via phone, face to face or virtually, the customer will be charged for this time. This is charged on a half hour basis and depending on the day and time it will be charged at the appropriate NDIS line item.

### **Out of pocket expenses (not covered by NDIS)**

Examples of additional expenses could be; meals, food supplies (cooking workshops), educational resources, transportation, entrance fees, accommodation, course fees and tickets for events etc. These will be invoiced separately or the customer will be responsible for organising payment independently.

### **Transportation**

If a customer is being transported by an MK Education staff member in their personal vehicle there will be charge of \$1 per kilometre. If this is not covered under the Customers NDIS plan, an invoice will be issued to be paid out of pocket. Log-books are kept and can be viewed upon request.

### **Material/ Activity fee Costs (For MK Arts)**

In line with MK's quality Education and Service delivery, we also pride ourselves on providing the best quality Art materials. We work for adult artists whose Art practice and growth depends on the level of education they receive and also the quality of the materials they have access to.

At the start of each Unit (10-12 weeks) the artists (participant) will be issued an invoice for Material costs. \$10 per workshop.

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## How will payments be made?

- Some people manage all of their NDIS funding themselves. In this case, you pay the invoices from MK Education PTY LTD directly. An invoice is like a bill.
- Some people have a Plan Nominee to help them. This is a person you trust, like a family member or friend. If the NDIA says it's ok, this person can manage your NDIS funding for you. In this case, the Plan Nominee pays the invoices from the service provider.
- Some people ask the National Disability Insurance Agency (NDIA) to manage the funding for them. In this case, the NDIA pays the invoices. ***Unfortunately, MK Education cannot work with these participants as we are not NDIS Registered.***
- Some people use a Plan Management Provider. This is a person or organisation who helps to manage their funding. In this case, the Plan Management Provider pays the invoices.

***In all these cases, the invoice is to be paid via electronic transfer and paid within 7 days of the invoice issue date.***

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## **How to make changes to your Service Agreement**

You and MK Education staff will need to agree about any changes made to the Service Agreement. These changes must be in writing and requires yours and MK Education Managers signature.

## **How to end the Agreement**

If you want to end the Service Agreement, you must tell MK Education. You must give 1 months' notice unless either the customer or MK Education seriously breaches the Service Agreement.

You have responsibilities to MK Education too. If you don't do what's expected of you, then MK Education can end the Agreement.

## **What to do if there is a problem?**

If you have any concerns or question about your Service Agreement or how MK Education is providing services, please contact Melanie Karis. She will assist you with any problems related to the services MK Education provide you.

## **If you don't want to talk to this Melanie, or if your problem is not being fixed, you can contact the NDIA.**

The NDIA can give you information about what you can do.

- NDIA phone number is 1800 800 110.
- You can visit one of their offices.
- Or you can visit the NDIS Website

## **Cancellation Policy**

If the participant is unable to attend a session, MK Education must be notified within 48 hours prior to the scheduled service. At this point the service can be rescheduled to a mutually agreed time. Where less than 48 hours' notice is provided, then the full scheduled service fee will be charged.

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## Your (Participant) contact details

Your Name: Bryan Botterill

Your phone number: 0423379146

Your email address: bryanbotterill@gmail.com

Your home address: 67 Wastell Street, Northcote VIC 3070,

535523105  
Your NDIS number: \_\_\_\_\_

## Your Support Co-ordinators contact details (If you have one)

Company name: Encompass House

Support Co-ordinator's name: Andrea McNei

Ph: 0407429968

Email: andream@encompasshouse.org.au

## Who should we contact if there is an emergency?

Name: Ashley Deluso

Relationship to you: Partner

Their phone number: 0476530730

Their email address: ashley.deluso@gmail.com

## Plan Manager or appointed Self-Managed person details;

Person or company name: Plan Partners

Email: invoice@planpartners.com.au

Phone number: 1300 333 700

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## Planning and Reporting Communication

Who would you like us to send your planning and reporting to?

### Person 1

Name: Andrea McNeil

Relationship to you: Support Coordinator

Email: andream@encompasshouse.org.au

### Person 2

Name: Ashley Deluso

Relationship to you: Partner

Email: ashley.deluso@gmail.com

## MK Education's contact details

Founder and Director, MK Education PTY LTD: Melanie Karis

Phone number: 0403 271 883

Email address: [melanie.karis@mkeeducation.com.au](mailto:melanie.karis@mkeeducation.com.au)

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## Service Agreement Signature's

Both the customer and MK Education agree to the terms of this Service Agreement.

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## Customer

Andrea McNeil

\_\_\_\_\_  
*Signature of the customer  
or trusted person*

A handwritten signature in black ink, appearing to read 'A McNeil', is written over a horizontal line.

\_\_\_\_\_  
*Name of the customer  
or trusted person*

*Date*    01/05/2025

## MK Education PTY LTD

\_\_\_\_\_  
*Signature of authorised person from MK Education*

\_\_\_\_\_  
*Name*

\_\_\_\_\_  
*Date*