



**Blind Golf
Queensland**

Blind Golf Queensland Camp Service Agreement

Parties

This Service Agreement is for a participant attending camp programs sanctioned by Blind Golf Queensland Incorporated and is made between:

Participant: _____

Provider: Blind Golf Queensland Inc.

This Service Agreement will commence prior to the first camp the participant attends and remains in place while the participant attends camps serviced by the provider.

The aim of this service agreement

The parties agree that this service agreement is made with the aims to:

- Support the independence of people with a vision impairment or disability, including social and economic participation and
- Enable people with a vision impairment or disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

The supports are designed to enable a participant to independently engage in community, social and recreational activities when costs of participation exceed an affordable level and without, the participant would be at risk of social isolation.

Qualifying Camps

For a camp to qualify for the BGQ camp program it must be made available to all BGQ members. Event providers will notify BGQ of the activity schedule and the event dates, times and location. A notice of the camp must then be published by BGQ to its members.

Schedule of supports

The provider agrees to provide the participant supports to attend golfing camps at various locations and dates throughout the year. These supports can include:

- Accommodation for the participant and a support worker for the duration of the camp
- Transport to and from the camp venue and to the accommodation hub

- Event/activity fees and sundries required e.g. golf cart hire, equipment hire or purchase
- Support worker(caddy) for mobility assistance, golf games and practice activities
- Meals for participant and support worker
- Capacity building activities e.g. coaching, golf etiquette and rules education

The supports and their costs plus an administration fee are set out in Attachment 1 - Schedule of Supports. The provider is a not for profit organization and GST is not charged.

Additional expenses not included in Attachment 1 – Schedule of Supports are the responsibility of the participant and will not be included in the camp cost of supports unless specifically approved by a quorum of the Blind Golf Queensland management committee.

Responsibilities of Provider

The Provider agrees to:

- Review the provision of supports for each camp with the participant by supplying a camp support cost report to each participant prior to the final invoice
- Provide supports to meet the participant needs including community engagement, social and recreational activities, health benefits, knowledge and skill development
- Treat the participant with courtesy and respect
- Listen to the participant's feedback and resolve problems quickly
- Give the participant a minimum of 24 hours' notice if the provider has to change a scheduled appointment to provide supports
- Give the participant notice if the provider needs to end the service agreement
- Protect the participant's privacy and confidential information in accordance with Blind Golf Queensland's current Privacy Policy.

Responsibilities of Participant

The Participant agrees to:

- Inform the provider about how they wish the supports to be delivered for each camp to meet the participant's needs as per the schedule of supports attached e.g. which supports are required, what level of support(full or part time) is required, do they have a preferred support worker(caddy)
- Inform the provider which agreed camp support costs have been paid by the participant and keep receipts for these to be supplied on request
- Treat the provider with courtesy and respect
- Talk to the provider if the participant has any concerns about the supports being provided
- Give the provider notice if the participant needs to end the service agreement.

Payments

The participant pays for individualised camp supports prior to and during the camp

The provider pays for camp costs and supports that are shared by camp participants

The participant will complete an initial camp cost report identifying supports used and expenses paid and deliver this to the provider

If the actual cost for a support exceeds the schedule cost, the difference is to be paid by the participant unless approved by a quorum of the Blind Golf Queensland management committee

After providing the supports for a camp the provider will send the participant a revised camp support cost report and invoice for payment

The participant should notify the provider if there are any concerns with the revised camp support cost report, so the invoice can be amended if necessary

The participant will pay the approved invoice by EFT within 7 days

If the participant has prepaid any of the support expenses the provider will then reimburse the participant within 7 days of the invoice being settled.

Changes to this Service Agreement

If changes to the general supports or their delivery are required, the parties agree to discuss and review this service agreement. The parties agree that any changes to this service agreement will be in writing, signed, and dated by the parties.

Ending this Service Agreement

Should either party wish to end this service agreement they must give 1 months' notice.

If either party seriously breaches this service agreement the requirement of notice will be waived.

Feedback, complaints and disputes

If the participant wishes to give the provider feedback, the participant can talk to the Blind Golf Queensland Secretary.

If the participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk the Blind Golf Queensland Chairman.

If the participant wishes to make a formal complaint it must be submitted in writing in a timely manner to the Blind Golf Queensland Secretary.

Agreement signatures

The Parties agree to the terms and conditions of this Service Agreement.

Signature of Participant / Participant's representative: _____

Name of Participant / Participant's representative: _____

Date: _____

Signature of authorised person from Provider: _____

Name of authorised person from Provider: _____

Date: _____

Attachment 1 – Schedule of supports

Travel for Participant and/or Support Worker

Taxi/rideshare \$100 per day or actual cost of taxi/rideshare

Flights

East and Central States \$500 each or actual cost of return economy seat

Western Australia/Tas. \$900 each or actual cost of return economy seat

Support Worker fee (caddy) \$250 per day or \$60/hr full time care

Accommodation for Participant and/or Support Worker

\$190 per day or cost of 4star hotel

Meals for Participant and/or Support Worker

\$60 per day each

Event Fees \$140 per day for a standard camp

Capacity Building Program \$100 for a standard camp

Sundries \$50 max

BGQ administration fee 10%

Notes:

1. If the actual cost for a support is **less** than the schedule cost, the camp support cost may be altered to reflect this.
2. If the actual cost for a support **exceeds** the schedule cost, the difference is to be paid by the participant unless approved by a quorum of the Blind Golf Queensland management committee.
3. If actual costs are used, participants must make receipts available on request

Attachment 2 – Camp Support Cost Report template

BGQ Camp Report

Participant	
Dates of Camp	
Camp Name	
Camp Location	

Costs:	\$ Value	
Travel Participant		
Travel Support Worker		
Support Worker		
Accommodation		
Food (includes SW)		
Event Fees		
Capacity Building		
Sundries		
Subtotal		
BGQ Admin		10%
Total		