



Mendis Service Agreement & Program of Support

This Service Agreement and Program of Support is made between:
The Participant (or their Nominee/Plan Manager) and **Murfitt Elevation (ABN 87 661 641 615)**, the provider of Mendis.

1. About Mendis

Mendis is a peer-led support program designed to help men with disability build identity, resilience, emotional regulation, and community connection. Support is delivered through online group sessions, in-person meetups, and optional one-on-one coaching.

2. Supports Provided

This agreement covers the following supports:

Support Type	Support Item	Description	Frequency
Group Coaching	04_104_0125_6_1	Access Community Social and Rec Activ - Standard - Weekday Daytime	Weekly or casual
1:1 Coaching (Zoom)	15_037_0117_1_3	Skill Development And Training	Optional (on request)
Peer Mentoring & Planning	15_037_0117_7_3	Development of daily living and life skills	Included in onboarding
Admin/Report Writing	09_006_0106_6_3	Life Transition Planning Incl. Mentoring Peer-Support And Indiv Skill Develop	Included in monthly program

3. Program of Support Structure

This is a rolling **Program of Support**, reviewed every 12 weeks or sooner if participant goals or needs change.

Session Access

Participants can:

- Purchase single passes or bundles (5-pack or 10-pack)
- Attend weekly group Zooms or in-person catchups
- Book optional 1:1 coaching via our calendar system



Non-Face-to-Face Time

We may charge for time spent outside sessions:

- Developing personalised plans
- Writing brief progress summaries
- Contact with support coordinators or plan managers
- Preparing reports for reviews (on request)

All time is billed **hourly and pro-rata** under agreed line items.

4. Pricing

Support	Price	Claim Type
Group Session (1 pass)	\$70.23	Core – Social Participation
1:1 Coaching (40 mins)	\$110	Capacity Building
5 Pass Pack	\$325	Core
10 Pass Pack	\$600	Core
Admin/Planning	\$80.06/hr	Capacity Building

5. Cancellations & No-Shows

- Cancellations with **less than 24 hours' notice** may be billed as per NDIS policy.
- For group sessions, this ensures continuity for others and respects our planning time.

6. Your Rights

You have the right to:

- Be treated with dignity, respect, and cultural sensitivity
 - Receive supports that are tailored to your goals and values
 - Change or end this agreement at any time with notice
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7. Provider Responsibilities

Mendis (Murfitt Elevation) agrees to:

- Deliver services in line with NDIS guidelines
 - Communicate openly and honestly
 - Protect your privacy and confidential information
 - Issue NDIS-compliant invoices to you or your Plan Manager
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8. Agreement Start and End Date

This agreement starts on the date you check “I agree” on our intake form and continues until:

- You withdraw from the program,
 - You request a pause or change, or
 - Your NDIS plan ends or changes significantly.
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Agreement

By ticking the box on the intake form, I confirm that:

- I have read and understood this agreement,
- I give consent for Mendis to deliver supports as described above,
- I authorise Murfitt Elevation to invoice my NDIS plan or Plan Manager accordingly.