

Service agreement

1. Key Details

This Service Agreement will outline the Services Spot On Therapy will provide.

Phone

No response

Date of birth

No response

Address

No response

Therapists Responsibilities:

- Spot On Therapy agree to provide therapeutic intervention that is individualised and unique to the clients needs. This includes ensuring that you and all relevant parties are involved with all goal setting and intervention planning.
- Once agreed, Spot On Therapy will provide Services that meet the Participant's needs at the Participant's preferred times;
- We will communicate openly and honestly, within a timely manner;
- We will treat you and all parties with courtesy and respect;
- We will consult the you on decisions about how Services are provided and ensure you are happy with these services;
- We will provide you with information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant);
- We are open to listening to your feedback and resolve problems quickly;
- We will give the you a minimum of 24 hours' notice if the we require to change a scheduled appointment to provide Services;
- We will provide you with the required notice if the we needs to end the Agreement;
- We will use a highly secure system to store and protect the your privacy and confidential information;
- Spot On Therapy will provide Services in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the Services provided to the Participant; and
- We will issue regular invoices and statements of the Services delivered to the you.

Client Responsibilities:

- Inform the us (Spot On Therapy) about how you wish the supports to be delivered to meet the your needs;
- Treat the us with courtesy and respect;
- Talk to the us if you have any concerns about the supports being provided;
- Give the us a minimum of 24 hours' notice if the you cannot make a scheduled appointment. Providers are able to charge up to 90% of the hourly fee for cancellations as per NDIS Price guide rules;
- If sessions are regularly cancelled on an ongoing basis then the we will discuss this with you to ensure the supports provided are still appropriate. The Provider may end the service agreement with 14 days notice;
- Give the us the required notice (14 days) if you need to end the Service Agreement;
- Let the us know immediately if your NDIS plan is suspended or replaced by a new NDIS plan, or the you stop being a participant in the NDIS;
- Self-managed families will be invoiced with a 7-day payment due request. If we have more than two outstanding invoices for self-managed or Plan Managed Participant's, Spot On Therapy reserves the right to suspend any future interventions until outstanding invoices are up to date. This will be discussed with the family or relevant stakeholders.

(c) NDIS Number:

NDIS number: No response

(g) Agreement start date:

No response

(h) Agreement end date (unless cancelled earlier in accordance with this Agreement):

No response

2. Supports and Support Fees

Supports and Support Fees

(a) This service agreement (**Agreement**) outlines the support(s) we will provide to you and the terms that those supports will be provided.

(b) In accordance with our recommendations, based on our assessments and your goals, we have recommended the following supports

(Supports):

This Provider agrees to provide the Participant supports that aim to support their independence and development for the duration of this agreement or until directed by the Participant and/or their carer.

These services can include:

- Occupational Therapy assessment: parent interview + participant assessment;
- Occupational Therapy intervention: clinic, preschool/daycare/school, home based or telehealth;
- Occupational Therapy assessment for home modifications;
- Any reports or letters as required by the NDIS or requested by the Participant's representative;
- Attendance at any team meetings / case conferences;
- Assessment and trial of equipment;
- Clinically relevant communications (including, emails and/or phone calls);
- Travel charges for outreach services as per the current NDIS Price Guide;
- Cancellation charges for late notice or no show appointments without 48 hours notice;
- Treatment planning and family inclusion: As part of our obligations we must develop and review treatment plans which are to be provided to you. Treatment sessions will be structured to include a 15 minute treatment planning and review component.

Schedule of Supports:

Please click the following boxes below to edit the amount of hours you would like to allocate to Occupational Therapy.

Terms and Conditions:

Indirect activities related to your intervention or assessment such as:

preparation of therapy, resources, sourcing quotes for equipment, discussions and phone calls with stakeholders or relevant parties, completion of AT NDIS request forms will incur a cost, additional to face-face therapy costs and where possible have been outlined in your intervention plan above.

Only time used with or for the client will be billed.

All prices are GST free "A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act" (NDIS service agreement requirement). Prices are subject to change as per NDIS Price Guide updates.

Any additional expenses (i.e. things that are not included as part of the Participant's NDIS supports) are the responsibility of the Participant/ Participant's representative and are not included in the cost of the supports.

Examples, include therapy items where there is no Assistive Technology provisions in the plan.

Service	Support Description	Hours	Rate	Support Fee
Assessments	Therapy/assessment appointments on a (frequency) basis at (location) or via telehealth (if required).	1	271.59	271.59
Travel	Travel to and from appointment (charged only if travel is made)	1	271.59	271.59
Total Support Fee				543.18

Please confirm how many hours you would like to allocate to Occupational Therapy Services.

No response

3. How you will pay for Supports

3.1 Fund management (Indicate how your funds are managed):

No response

3.2 Self-Managed:

If you are self-managed:

- (a) we will provide you with an invoice for the Supports;
- (b) all invoices must be paid within 7 days of receiving that invoice;
- (c) you are solely responsible for making a Payment Request to receive the funds under your NDIS Plan/NDIS Budget; and
- (d) we reserve the right to reduce the Supports or stop providing the Supports to you if payment is not in accordance with this Agreement and we may refer you to a collection agency.

3.3 Plan-Managed:

- (a) If you are plan-managed, we will send invoices to your Plan Manager for payment.
- (b) If your funds are NDIA-managed, any Supports to you will be out of pocket as we are not a registered NDIS provider.

4. Cancellation policy

Cancellation Policy:

Where we are provided with Short Notice Cancellation (or no show) we will claim 100% of the agreed fee associated with the activity from the plan unless agreed otherwise.

A cancellation is short notice if you:

- have given less than two (2) clear business days notice; or
- do not show up for a scheduled support within a reasonable time or are not present at the agreed place and within a reasonable time when we travel to deliver the support.

(c) If a medical certificate can be provided within 48 hours after the missed appointment, which demonstrates your inability to attend due to ill health, we may, in our sole discretion, agree to waive all or part of your cancellation fee.

6. Termination

Ending this Agreement:

- (a) Either party may terminate this service agreement by providing the other party with two weeks' notice.
- (b) If a party breaches this service agreement, the other party may terminate this agreement without notice if that breach is not remedied within 7 days.

If you would like to end it sooner than 14 days, Spot On Therapy will support you to do so.

7. Feedback, Complaints, Privacy Policy & Consent

Feedback & Complaints:

(a) If you have any concerns with the terms of this agreement, including the Supports being provided to you, please contact us to discuss these concerns and we will attempt to resolve them. You can contact us on:

- (i) By phone on {0407 228 810}; and
- (ii) or by email at {monique@spotonkalgoorlie.org}.

(b) If you are unsatisfied with the actions taken by us, you can contact:

- (i) the complaints unit of the Department of Communities, Disability Services & Seniors on 1800080464; or
- (ii) the National Disability Insurance Agency.

All contact details for these agencies should be available on the NDIS Website.

Privacy Policy & Consent

- I understand that Spot On Therapy needs to create a confidential record to document information collected during intervention period and this information may include audio or visual information. All record retention complies with the *Privacy Act 1988* and the Freedom of Information Act 1992 (WA)
- I give consent for Spot On Therapy to release information relating to my therapy intervention to other individuals and agencies listed in the table below that are associated with my care and service provision.
- I understand that information may be released without my consent where Spot On Therapy is required to do so by Law.
- I understand I can withdraw at any time by advising my Occupational Therapist or the Spot On Therapy Director (Monique Loos).
- I understand that I can have access to my personal information at any time by requesting this in writing (where possible) to the Director.

8. Your acceptance of these terms

Terms and Conditions

- Based on the information you have provided us, we have determined that the Supports are reasonable and necessary for your specific needs.
- If any of the information you have provided us is incorrect or incomplete, please let us know as soon as possible. Failure to provide us with the most accurate and up to date information may result in us recommending Supports which are not suitable for your individual needs.
- Where reasonable, we will give you 24 hours' notice if we need to change a scheduled appointment
- The Support Fees set out above are the amounts payable to us for each service provided, by the hour;
- Any other additional expenses are your responsibility and are not included in the cost of the Supports.
- We do not manage your NDIS Budget. We recommend that you confirm how much of the Support Fee your NDIS Budget will cover before receiving the Supports.(i) The Support Fee is:
 - (i) inclusive of GST (if applicable);
 - (ii) within the applicable price limits set under the *National Disability Insurance Scheme Act 2013* (Cth) and the NDIS Pricing Arrangements and Price Limits; and
 - (iii) reviewed and increased in accordance with any changes to the NDIS Pricing Arrangements and Price Limits and you will receive prior notice of any increases in the Support Fee.
- Where you require a report (including a NDIS progress report), we require two weeks' notice to prepare the report.
- Abusive or inappropriate behaviour towards staff is not tolerated and may result in the cancellation of your appointments.

Name:

No response

Date:

No response

Signature:

No response

Any other Relevant Documentation

No response

NDIS Plan

No response