

COMPLETE PHYSIO SOLUTIONS MASTER SERVICE AGREEMENT

1. PARTIES TO THE AGREEMENT

This Service Agreement is made between:

..... of

.....

First and last name

address

AND

Complete Physio Solutions (ABN 74207677196) of 3 Marsdenia Avenue, Melonba, NSW, 2765.

This Service Agreement will commence on fromdate and continue until either you or Complete Physio Solutions terminates it in accordance with the termination conditions set out below.

Terms of service apply between a participant of the National Disability Insurance Scheme (their guardian, and/or plan nominee), and Complete Physio Solutions Pty Ltd (the provider).

INTEGRATION & BINDING ARRANGEMENT FOR 2026 FORMS:

By executing any NDIS Supplementary Finance Form (including the NDIS - SERVICE AGREEMENT Supplementary Finance Form for NDIS or any variant labeled as a 2026 Form), the Participant, their Guardian, and/or Plan Nominee explicitly agrees to, incorporates, and becomes bound by all terms, conditions, rights, obligations, cancellation mechanisms, and termination rules detailed within this Master Service Agreement document. The signed 2026 Supplementary Finance Form serves as the formal execution and signature schedule underpinning this entire agreement.

2. PURPOSE

The purpose of this agreement is to document the supports provided by Complete Physio Solutions under your NDIS plan.

Terms of service (also known as Service Agreements) are made for the purpose of providing supports under the Participant's National Disability Insurance Scheme (NDIS) plan. The parties agree that these terms of service are made in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with disability, and

- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

3. DEFINITIONS

Complete Physio Solutions, us or we means MEGHA ISHAN PATEL trading as Complete Physio Solutions ABN 74207677196.

Participant or you means the NDIS participant as identified on page 1 of this Agreement or the associated Supplementary Finance Form.

NDIA means the National Disability Insurance Agency, which runs the NDIS.

NDIS means the National Disability Insurance Scheme as established by the NDIS Act.

Services means the services and support you agree for us to provide and we agree to provide to you.

4. SUPPORTS AND SERVICES

The Provider agrees to provide the Participant Allied Health and/or Support co-ordination services for the period stated in the Participant's NDIS Plan. Complete Physio Solutions will provide you with services and supports identified in your NDIS Plan.

If your plan differs from the details recorded in the NDIS portal, Complete Physio Solutions will provide the Services to you according to the details in the NDIS portal. Together with you and your representative, Complete Physio Solutions will determine the specific services we can offer to help you meet your objectives. This will be done through initial consultations, your Participant intake form, this Agreement, and the support planning process.

The specifics of the services, appointment times, locations, and staff members involved will be agreed upon and set out in writing. Your needs, goals, and preferences may change over time. In consultation with us, the services can be adapted and adjusted accordingly. Further details are in the attached Schedule of Supports or the signed Supplementary Finance Form.

You and your representative agree to the following:

- Assessment and review of your Plan by Complete Physio Solutions.
- Discussion of your Plan with the NDIA and its contractors (like Local Area Coordinators) by Complete Physio Solutions.
- Complete Physio Solutions's discussions with service providers providing other Support Services.
- Complete Physio Solutions's right to claim travel time from your NDIS funds to the extent permitted by NDIS rules and applicable laws.
- Provision of services by Complete Physio Solutions in line with the terms set out in this Agreement (updated as necessary) and your support plan.
- To be available for interviews and record reviews by third party accreditation, auditors, and legislative bodies for random auditing purposes.

- Compliance with the terms of Complete Physio Solutions's Policies.

5. CONSENT

When signing our NDIS Service Agreements or Supplementary Finance Forms, the participant or authorised representative grants consent for the provision of relevant services and for Complete Physio Solutions therapists to confidentially liaise with other key stakeholders, support workers and carers for the interest of the participant's needs. Had a participant or their representative wish to revoke or change this consent in any way, they may do so in the service agreement, by email, phone or in writing. Your informed consent is required for the Services provided by Complete Physio Solutions. You may withdraw your consent for any specific Service at any time, and the specific Service will cease immediately.

Consent to Audio-Visual Recording

By signing your service agreement or finance form, you also consent to the use of your images for assessment and treatment application, liaising with stakeholders, which may include online platforms, such as social media. Verbal confirmation and consent will additionally be requested at the time. I understand that I have the right to withdraw my consent at any time and have my images deleted or removed.

6. COMPLETE PHYSIO SOLUTIONS'S RESPONSIBILITIES

Complete Physio Solutions agrees to:

- Provide all supports under this agreement as outlined in Annexure A or the Supplementary Finance Form, in a manner that is timely and meets the Participant's needs;
- Review the provision of supports at least annually with the Participant;
- Once agreed, provide supports that meet the Participant's needs at the Participant's preferred times;
- Communicate clearly, openly and honestly in a timely manner;
- Treat the Participant and the Participant's representatives with courtesy and respect;
- Consult the Participant on decisions about how supports are provided;
- Give the Participant information about managing any complaints or disagreements and details of Complete Physio Solutions's cancellation policy;
- Listen to the Participant's feedback and resolve problems quickly;
- Give the Participant a minimum of 2 days' notice (minimum 24 hours' notice under specific procurement constraints) if Complete Physio Solutions has to change a scheduled appointment to provide supports;
- Give the Participant the required notice if Complete Physio Solutions needs to end this Service Agreement;
- Protect the Participant's privacy and confidential information;

- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013, its associated rules and regulations as issued and amended from time to time, and the Australian Consumer Law; and
- Keep accurate records on the supports provided to the Participant and issue regular invoices and statements of the supports delivered.

In the event of unexpected changes in service provision, such as a worker's unavailability due to sudden or planned leave, we will take certain steps to ensure continuity in your service:

- Initially, a skilled substitute worker or a member of our management team, equipped with the necessary skills and capabilities, will temporarily fill the role of the absent worker.
- If this arrangement becomes untenable or lasts beyond a few weeks, our contingency plan involves sourcing temporary help from an external labour hire or contracting service, or even initiating a recruitment process for the role.
- Should the worker's absence turn out to be permanent, we will prioritise hiring a new worker to take over the role.
- Throughout these adjustments, we will keep you fully informed and will actively seek your consent for any alternative arrangements.

For Further information on our procedures for providing support in the event of an emergency or disaster please refer to our Business Continuity Plan and Emergency and Disaster Management Policy.

7. RESPONSIBILITIES OF THE PARTICIPANT

You and your Representatives agree to:

- Inform Complete Physio Solutions about how you wish the Services to be delivered to meet the Participant's need;
- Collaborate and actively participate in the development and review of your NDIS plan;
- Provide accurate and up-to-date information necessary for the delivery of services, including relevant medical, personal and contact details;
- Communicate openly and honestly with Complete Physio Solutions, and Inform of any concerns you have with any of the Services being provided;
- Treat all Complete Physio Solutions's staff, workers and others present during the delivery of support and services with courtesy and respect;
- Give Complete Physio Solutions a minimum 2 days' notice if you cannot make a scheduled appointment, noting that if the notice is not provided within 2 days (or up to 7 days depending on the structural short-notice allocation), Complete Physio Solutions's cancellation policy will apply;
- Pay all invoices for agreed services, transport and/or other expenses promptly;
- Let Complete Physio Solutions know Immediately if there is a change to your NDIS plan, if it is suspended, replaced by a new plan, or if you stop being an NDIS participant.

8. PLAN FOR STATE OF EMERGENCY

As a requirement of our NDIS Registration, we need to indicate that we have a plan to continue to offer services to our participants in the instance where a State of Emergency has been declared. All participants will be offered telehealth services if face-to-face appointments are not possible.

9. FEES FOR SERVICES & RATES

Complete Physio Solutions will charge you for the Services. The prices for the specific services that we provide to you are set out in the NDIS Pricing Arrangements and Price Limits or explicitly configured within your signed Supplementary Finance Form. The prices for all services are subject to modification in line with any changes to the NDIS Price Guide. Any adjustments in our charges will automatically correspond with the most recent NDIS Price Guide, reflecting the specific Services we provide to you. The supports and their prices can also be discussed and agreed at initial assessment with the therapist directly.

The standard baseline price per hour is below:

New South Wales

NDIS rates: Physiotherapy - \$183.99 per/hr.

*All prices are subject to change pending annual review of the NDIS price guide as of July 1st each financial year. Prices will be indexed accordingly.

10. TRAVEL CHARGES AND ADDITIONAL EXPENSES

Travel costs will be aligned with the NDIS Pricing Arrangements and Price Limits. Therapists will outline the specific costs at the time of assessment. Further information can be found on the NDIS website. Non-labor components are dynamically calculated as per NDIS Guidelines (\$1 per 1km).

Additional expenses (i.e. things that are not funded under your Plan / not included as part of the Participant's NDIS supports) are your responsibility and to be paid by you or the participant's representative and are not included in the cost of the supports. Examples of these include entrance fees, event tickets, meals, etc.

11. CANCELLATION AND NO SHOW POLICY

The participant must give a minimum of 48 hours' notice if they cannot attend a scheduled appointment. If the participant fails to give 2 days' notice, the scheduled appointment will be billed at 100% from the supports on the participant's NDIS plan.

Furthermore, if a service is cancelled at short notice, or there is a no show, you agree that we

may charge you 100% of the relevant amount that would otherwise be payable to us if you:

- 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 Complete Physio Solutions is travelling to deliver the support; or
- Have given less than seven days' notice of cancellation for a support (subject to maximum NDIS pricing limit rules).

Complete Physio Solutions will only charge for a short notice cancellation (or no show):

- For support items that the price guide allows short notice cancellation claims; and
- When they cannot find other billable work for the relevant worker, and if they must pay the worker for their time.

The NDIS monitors short notice cancellations and may contact Complete Physio Solutions about participants with a high number of cancellations. Complete Physio Solutions will work with you to minimise cancellations and make sure your plan is meeting your needs. To cancel a support outside of office hours, please call 0416 780 307.

12. PAYMENTS AND PLAN MANAGEMENT TYPES

Complete Physio Solutions will seek payment for their provision of supports after the participant confirms satisfactory delivery / after the supports have been delivered. Payments are applied depending on how the plan categories are managed, being either one, or a combination of the below:

- **1. Self Managed:** The participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will send the participant an invoice for those supports for the participant to pay. The participant will pay the invoice within seven days of the date of the invoice (or within a reasonable time of 5 days as structurally configured).
- **2. Nominee Managed:** The participant's nominee manages the funding for supports provided under this service agreement. After providing those supports, the provider will send the participant's nominee an invoice for those supports for the participant's nominee to pay. The participant's nominee will pay the invoice within a reasonable time (5 days).
- **3. NDIA Managed:** If you have nominated the NDIA to manage the funding for supports provided under this Service Agreement, after we provide the relevant services and supports, Complete Physio Solutions will claim payment from the NDIA.
- **4. Plan Managed:** If you have nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement, the participant is required to provide the details to Complete Physio Solutions at time of booking. After providing the relevant supports, Complete Physio Solutions will claim payment for those supports from the Plan Management Provider.

Declined Funds

Should funds be declined due to exhausted funds or expired plans, the participant acknowledges they are liable for payment of the services rendered. The provider often does not have visibility over the allocation or usage of funds to manage budgets. Payment terms will be 7 days after issuing the invoice (for plan managed clients only). Self-managed payment terms are 2 days after receiving the service.

13. CHANGES TO OUR TERMS OF SERVICE

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

14. TERMINATING THIS AGREEMENT / ENDING SERVICES

Should either party wish to end this Agreement or service delivery, they must give twenty-eight (28) days' notice or one month notice in writing or by phone (if written notice cannot be provided by the Participant/Representative). If either party seriously breaches this Agreement, the requirement of notice will be waived.

Complete Physio Solutions reserves the right to terminate this Service Agreement immediately under the following circumstances:

- If you cease to possess a source of individualised government funding (i.e., no longer an NDIS participant or have exhausted all your NDIS funding) or a source of private funding.
- If your support plan or the services offered by Complete Physio Solutions no longer meet your needs or assist in achieving your chosen goals.
- If you or your support network fail to communicate and inform us about changes in your support needs.
- If you decide to transfer to another service provider.
- In the event of your death.
- If you demonstrate an inability or unwillingness over time to work towards the agreed goals.
- If you fail to comply with the reasonable conditions outlined in your support plan, consequently jeopardising the safe delivery of our services and the health and safety of our staff.
- If you breach the terms of this Agreement.
- If you fail to comply with the Policies of Complete Physio Solutions.
- If changes in your condition result in the need for supports or services that exceed the skills and expertise of Complete Physio Solutions's staff or would require services that we lack the capacity to provide.
- If there has been no contact between you and Complete Physio Solutions for a period of 2 months.

- If you or members of your support network engage in behaviour deemed unacceptable by Complete Physio Solutions, such as violence, abuse, aggression, theft, property damage, or behaviour posing risks to the safe delivery of our Services or the health and safety of our staff.
- If you disregard risk management procedures under Complete Physio Solutions's Workplace Health and Safety Policy.
- If you fail to pay the fees due to Complete Physio Solutions by the specified due date under this Agreement.

15. COMPLAINTS AND FEEDBACK

If the Participant wishes to give Complete Physio Solutions feedback or wishes to make a complaint in regard to the provision of supports, you can make a complaint via the following channels:

- In person to the Director or a staff member;
- Verbally by telephone to 0416 780 307;
- By email to megha@completephysiosolutions.com.au;
- By post to 3 Marsdenia Avenue, Melonba, NSW, 2765.

For all written complaints or feedback, please provide your complaint in the form of our written Feedback and Complaints Form. We will resolve complaints promptly in accordance with our Feedback and Complaints Policy.

You can also make a complaint to the NDIS Commission / National Disability Insurance Agency by:

- Calling 1800 800 110 or visiting one of their offices or ndis.gov.au;
- Phone: 1800 035 544 or TTY 133 677 (Interpreters can be arranged);
- National Relay Service and ask for 1800 035 544; or
- Visiting <https://www.ndiscommission.gov.au/about/complaints> and filling out a complaint contact form.

16. GOODS AND SERVICES TAX (GST)

For the purpose of GST legislation, the Parties confirm that:

- A Supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS Act, in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act;
- The Participant's NDIS Plan is expected to remain in effect while the supports are provided; and
- The Participant will immediately notify the provider if the Participant's NDIS Plan is replaced by a new plan or the Participant stops being a participant in the NDIS.

17. AGREEMENT SIGNATURES

Executed as an agreement on

Date:/...../.....

Signed for and on behalf of MEGHA ISHAN PATEL trading as Complete Physio Solutions ABN 74207677196, by:

.....
Signature

.....
Name (please print)

Signed by the Participant:

.....
Signature

.....
Name (please print)

Signed by the Representative:

.....
Signature

.....
Name (please print)

Internal Use Only

A fully signed version of the Agreement should be provided to the Client. If this has not occurred, please make a record below of the circumstances if the Client did not receive a copy of their Agreement.

Annexure A: Schedule of Supports

[illegible]

Total budget NDIA managed \$ _____ | Total budget plan managed \$ _____ | Total budget self-managed \$ _____

Participant Signature: _____ Date: ____/____/____

Signed on behalf of Complete Physio Solutions: _____ Date: ____/____/____

Annexure B: Change to Schedule of Supports

[illegible]

Change # | CPS Rep Name | CPS Rep Signature | Date | Participant/Rep Name |
Participant/Rep Signature | Date

A horizontal number line with several tick marks. The line is divided into segments by these marks. There are 6 tick marks in total, creating 5 equal segments. The first segment is shaded light blue. The second segment is white. The third segment is shaded light blue. The fourth segment is white. The fifth segment is shaded light blue. The sixth segment is white. The line ends with a tick mark on the right.