

NDIS SERVICE AGREEMENT

This Service Agreement is made for the purpose of providing supports under the participant's National Disability Insurance Scheme (NDIS) plan.

The parties agree that this Service Agreement is 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 a 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.

TRAVEL TO PROVIDE THERAPY SUPPORTS

Travel fee will be charged up to 30 minutes of time against the appointment at the hourly rate for the relevant support item for all appointments outside of the clinic.

THERAPY PREPARATION & SESSION PROGRESS NOTES

Kara Di Dio Speech Pathology will charge therapy preparation & session notes time spent by the therapists as and when necessary and will claim against the appointment at the hourly rate for the relevant support item.

THERAPY REPORTS

Kara Di Dio Speech Pathology will be expected to provide progress reports to the participant and NDIS at agreed times. Kara Di Dio Speech Pathology will charge for the time taken to write a therapy report that is requested by the NDIA, and claim this at the hourly rate for the relevant support item. A report requested by the NDIA is considered a report that is required at the commencement of a plan which outlines plan objectives and goals, and at plan review which measures against the originally stipulated goals. Kara Di Dio Speech Pathology will also charge for any other NDIA-requested therapy report that is stipulated as being required in a participant's plan.

TYPES OF SUPPORTS

Kara Di Dio Speech Pathology services are generally a combination of both direct therapy services and indirect therapy supports.

Direct therapy services are times when the therapist is interacting with your child, family or yourself, working with you towards your short and long-term goals. For example, this

includes assessments, provision of therapy, problem solving, formal or informal discussions, phone calls and emails with the participant/participants representative.

Indirect therapy services are times when the therapist is working with you towards your short and long-term goals, without interacting directly with your child, family or yourself. For example, this includes individual planning, reporting and the administrative requirements associated with the provision of items funded under the Capital Support Domain.

CANCELLATION POLICY

We need to know you are coming to your appointments. If you can't make your appointment, we need to know, so we:

- don't spend time preparing your session
- can have that time free for someone else
- we require 48 hours notice to cancel an appointment with no fee.
- participants need to keep track of the appointments and let us know if you need to cancel or reschedule.
- we send you a reminder SMS/text and email THREE DAYS BEFORE your appointment.

CANCELLATION FEES:

Type	Fee
Early Cancellation/Reschedule. (48 hours notice)	Free
Late Cancellation / Reschedule (Less than 48 hours notice)	90% of the scheduled appointment fee
No show / Cancellation with no notice	100% of the scheduled appointment fee

CHANGES TO / ENDING OF THIS SERVICE AGREEMENT

This service agreement can be reviewed at any time at the request of either yourself or Kara Di Dio Speech Pathology, with the view of modifying or ending this service agreement.

At any stage, you feel that the service you are currently receiving is failing to meet your family's needs and/or you wish to alter your family service plan and the provision of supports (adding or removing services), please approach Kara Di Dio Speech Pathology's Therapist or Administrative Officer.

If changes to the 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.

The service agreement will be reviewed every year and on the date of your 12 monthly plan. Should either party wish to end the Service Agreement they must give 4 weeks notice. If either party seriously breaches the Service Agreement the required period of notice will be waived.

FEEDBACK AND COMPLAINTS:

I understand I have the right to provide feedback or make a complaint about the service provided by Kara Di Dio Speech Pathology and to have that complaint investigated promptly and fairly. Please refer to the complaints and feedback section of the Client Information and Welcome Pack.

CLIENT RIGHTS AND RESPONSIBILITIES

- Access – a right to access Kara Di Dio Speech Pathology services. This includes assistance to access community services, equipment and funding.
- Safety - a right to receive safe and high quality personalised service and support.
- Respect - a right to be shown respect, and to be treated with dignity and consideration. To receive care in a way that respects your culture and values.
- Communication – a right to be informed about individual plans of service, equipment options and costs in a clear and open way including the right to an interpreter where required.
- Participation - a right to be included in decisions, ask questions and to make choices about the priorities of your child.
- Privacy – a right to privacy and confidentiality of personal information, except where it is required by law to provide it. A right to decide whether to be included in photographic, educational or promotional material, if asked.

PAYMENT OPTIONS AND SERVICE FEES

The NDIS regulates the price of therapy services for participants of the program. Kara Di Dio Speech Pathology has aligned its fees in accordance with the NDIS Price Guide.

This price guide is publicly available at: <https://www.ndis.gov.au/providers/pricing-and-payment> This price guide is scheduled to be updated every year. Kara Di Dio Speech Pathology prices may rise in accordance with NDIS price Guide.