



ABN: 26 528 135 974

Terms & Conditions

Therapy Service Fees

Initial assessments: \$387.90

All new clients will be billed at 120 minutes for their initial appointment which includes 90 mins of face-to-face intervention time and 30 mins for therapy planning. All consecutive follow up sessions will be billed at the hourly rate stated below.

3 Month Reviews

Due to the current waitlist and fluctuation of clients coming and going, you will now require a minimum of 1 appointment every 3 months to maintain services with FOHT. If you do not attend an appointment within this 3-month period, you will be added to our waitlist so we can offer another family the chance to engage in services.

An initial intake will be required for everyone coming from our waitlist, regardless of whether they have previously been engaged with services or are new to the Foundation.

Should you wish to cease services, please provide written confirmation to Jana or Ashie admin@foundationofhopetherapies.com.

Session Fees: \$193.99 per hour

Including 45minutes of face-to-face therapy intervention time, and 15minutes for follow up notes and/or session planning.

Hourly rates are set by the NDIS and will increase as per NDIS policy and pricing guidelines. This hourly fee is attributable to all time spent within face to face consultations including direct interventional therapy sessions, however these fees are also payable for all non-face to face consultations and communications relating directly to the client and also include digital and telecommunication exchanges requiring direct input with qualified therapy staff, such as time spent on phone, time spent replying to email communications, time spent discussing report items report writing and similar.

Research undertaken by a capacity building provider specifically linked to the needs of a participant and to the achievement of the participant's goals may also be billable as a non-face-to-face support. For all non-face to face communication, relevant charges will be set to 15-minute increments for pricing reference. This ensures fairness for all parties.

Whilst we will do our best to ensure that attributable communication fees are charged in relevant fairness to time spent responding to client requests, **it is the client's responsibility to ensure that this time is spent wisely.**

Reports



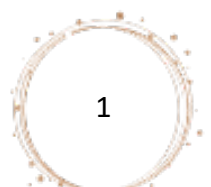
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Providers are expected to provide progress reports to the participant and NDIS at agreed times. A provider will charge for the time taken to write a therapy report (including functional assessment) that is requested by the NDIA and claim this against the appointment 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 functional outcomes against the originally stipulated goals. Providers are also expected to make recommendations for ongoing identified needs (informal/community/mainstream and/or funded supports).

If you require a report such as a plan review or assistive technology recommendation letter, you will be required to have make an appointment to discuss the needs for the report with Jana.

Unfortunately, we are unable to complete these with little to no relevant and up to date information. This will eliminate miscommunication and increase the amount of detail and level of advocacy Jana can provide.

Your report will not be completed without an appointment so please ensure you book in if you require a one. This appointment can be via Zoom, telephone or in our office at Murwillumbah.

Assessments

Assessment fees are individually priced to each Assessment item and will vary accordingly. Please

contact your Foundation of Hope Therapies representative to enquire about set prices. Otherwise, these will be billed to your plan accordingly. Foundation of Hope Therapies representatives will only complete Assessments in which they are deemed professionally necessary to ensure the best intervention planning for your child/or the person in which they are providing care. All therapists at the Foundation of Hope are bound by professional standards as set out in reach relevant professional body which we hold our professional registration.

Provider Travel: \$193.99 per hour

Foundation of HOPE Therapies providers will bill from the therapists' usual place of work to or from the participant or between participants. Foundation of Hope Therapies are also able to charge all above relevant travel fees for therapeutic supports delivered by both Level 1 and Level 2 Therapy Assistants, as per NDIS guidelines. These fees will be incorporated into the participants session planning time and allocated sessions. For more information on set NDIS pricing allocations with examples, please search NDIS Price Guide 2020-21 or go to <https://www.ndis.gov.au/media/1455/download>

Participants are urged to consider clinic-based sessions wherever possible to keep these fees to a minimum. Clinical visits do not incur a travel fee.

Cancellation Fees

As per the 2020-2021 NDIS Price Guide and Support Catalogue policy guidelines, the length of time needed to cancel a booking with providers and support coordinators has changed. You will need to give the



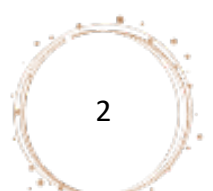
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following notice for any cancellation:

- Bookings for less than \$1,000 or for eight hours or less should be cancelled 48 hours prior to your booking.
- In all other cases, cancellations require five business days

Where a provider has a short notice cancellation (or no show) they will recover **100% of the fee associated with the activity**.

In the event of an emergency, Foundation of Hope Therapies may waive all cancellation fees. Please contact your allocated therapist if you believe this fits your circumstances at the earliest time.

Payments

The Provider will seek payment for their provision of supports by the authorised person noted as responsible for fees as directed by the participant or the person assuming primary responsibility for the participant (parent/carer) when agreeing to engage with the Foundation of Hope Therapies. Should these details change at any time, it is the responsibility of the participants authorised legal representative to update these details at the time of their change. Please send this information in writing through to admin@foundationsofhopetherapies.com within 7 days of any change.

If utilising a Registered Plan Management Provider

After providing supports, the service provider will send the Plan Management Provider an invoice for those supports for the Plan Management Nominee to pay in full.

Responsibilities

The Provider agrees to:

- Review the provision of supports at least once monthly with an authorised participant representative
- Once agreed, provide supports that meet the participant's needs at the participant's preferred times
- Communicate openly and honestly in a timely manner
- Treat the participant with courtesy and respect
- Consult the participant on decisions about how supports are provided
- Give the participant information about managing any complaints or disagreements
- Listen to the participant's feedback and resolve problems quickly
- Where possible, give the participant a minimum of 24 hours' notice if the provider

has to change a scheduled appointment to



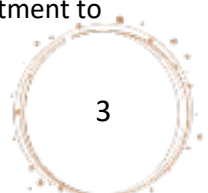
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provide supports

- Give the participant the required notice if the provider needs to end the service Agreement (see 'Ending the Service Agreement' below for more information)
- 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* and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the Participant, and
- Issue regular invoices and statements of the supports delivered to the Participant.

The Participant agrees to:

- Inform the Provider about how they wish the supports to be delivered to meet the Participant's needs
- 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 a minimum of 24 hours' notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply
- Give the Provider the required notice if the Participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)

Ending Services

Should either party wish to end the services been provided, they must give 1 month / 4 weeks written notice.

Contacts, Feedback & Complaints

If the participant wishes to give the provider feedback, the participant can talk to Jana-Jade Loadsman on 0421 720 828 or email your feedback in writing to contact@foundationsofhopetherapies.com and we will aim to address any feedback, complaints and disputes in a timely and acceptable manner.

Administration Manager

Ashleigh Williams

0481 716 504

admin@foundationsofhopetherapies.com

Director

Jana-Jade Loadsman

0421 720 828

contact@foundationsofhopetherapies.com



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Informed Consent

1. Please provide 24 hours' notice of cancellation for your appointment. A FEE WILL BE CHARGED to your account if you do not show up for your appointment or if you choose to cancel within 24 hours of your appointment time.
2. Late arrivals will be seen for the remainder of their appointment time only. It is our goal to stay on schedule to the best of our abilities.
3. For NDIS funded participants, payment is required within 7 days.
4. Medicare rebates are the responsibility of the client. PLEASE BE ADVISED that Doctor assigned Mental Health Care Plans and Primary Health Care Plans only attract a \$52.00 rebate only. Out of pocket expenses are the responsibility of the participant. Not the service provider.
5. I agree to all of the information contained in the Foundation of Hope Therapies Clinic Policy and Patient Consent Forms that I have been provided.
6. I declare that the above information is true and correct and authorise Foundation of Hope Therapies Clinic to rely on this information for the purpose of providing me with relevant health services specific to my existing injury/disability/condition.
7. I acknowledge that Foundation of Hope Therapies are not certified medical practitioners does not provide advice of a medical nature, and therefore by signing this form I consent to the treating practitioner and their seniors to discuss my historical, current and future treatment and planning needs with my General Practitioner and any other relevant Health practitioners, and primary stakeholders that I am receiving treatment from. I hereby release to the full extent permitted.



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