

Terms of Service: Service Agreement

Purpose of the Agreement

This agreement outlines the services provided by Arena Therapy to the participant under the National Disability Insurance Scheme (NDIS), ensuring compliance with NDIS guidelines and promoting transparency. It also outlines Arena Therapy's rights and responsibilities as a service provider and your rights and responsibilities as a customer. The agreement covers the duration of the NDIS plan dates.

Services Provided

Arena Therapy will provide physiotherapy services, including but not limited to: Physiotherapy, assessment and intervention, including hippotherapy and assessment, trial, prescription, use and adjustment of assistive technology.

Fees and Payment

Self-Managed & Plan-Managed Payments:

- Rates: Please view the current NDIS physiotherapy hourly pricing rates at <https://www.ndis.gov.au/providers/pricing-arrangements>.
- If you self-manage your NDIS funding or use a plan manager, invoices will be sent after services are delivered.
- Billing cycle: Payment is required within 14 days of the invoice date.
- Please use your invoice number as the reference when making a payment. A receipt will be sent once payment has cleared.

Arena Therapy charges for the following activities:

- Therapy appointments: Session time and notes
- Consultation and communication: Phone, email, and in-person discussions.
- Coordination of therapy support: With family, caregivers, or relevant professionals.
- Charges for travel time and distance as per the NDIS price guide.
- Session preparation and assessments: Including risk assessments, reviewing documentations and client medical handovers.
- Goal setting and NDIS therapy summary reporting/ documentation: All NDIS participants require reporting that states a goal plan and goal summary.
- Assistive technology support: Including assessment, analysis, trial, reporting, adjustment and review of equipment.
- Resource development: to help participants achieve their goals.
- Collaboration between key stake holders: to ensure optimal therapy outcomes.
- Clinical documentation: Case notes, reports, duty-of-care documentation.

Cancellation Policy

If you need to change or cancel an appointment, please provide at least two business days' notice within regular business hours.

- Example: If your appointment is at 9:00 AM on Monday, notification must be provided by 9:00 AM on Thursday of the previous week.
- To cancel or reschedule: Please email lily@arenatherapy.com.au

Late Cancellation & No-Show Fees:

- If a cancellation occurs within two business days, the full cost of the appointment—including travel will be charged.
- Repeated missed appointments: If multiple appointments are missed and we are unable to contact you, Arena Therapy may cancel your services.
- Therapist cancellations: If Arena Therapy needs to cancel an appointment, we will do our best to reschedule. You will not be charged.

Cancellation due to illness: The health and wellbeing of our clients and team members is our highest priority. Arena Therapy works with many immunocompromised clients, to help keep them safe please email lily@arenatherapy.com.au to advise if you are unwell. If you or your support person are symptomatic, please do not attend your appointment. Symptoms include but are not limited to: Cough, sore throat, runny nose, nausea, vomiting, fever, diarrhea and rash.

If you attend an appointment and are noted to be unwell/symptomatic, we will cancel the appointment, and the appointment will still be charged. Where possible please email ahead of time so we can reschedule your appointment. We appreciate your understanding.

Travel Policy

Arena Therapy provides therapy services in locations chosen by the participant, including home, school, workplace, and community settings.

Travel Fees Include:

- Kilometers travelled
- The time required for the therapist to travel to and from an appointment from their regular place of work

Whenever possible, Arena Therapy schedules appointments alongside other participants in the same area to minimize travel costs.

Privacy Policy

Your privacy is important to us. Arena Therapy follows Australian privacy laws and is committed to protecting personal information. Consent to collect and keep your information can be changed at any time. Arena Therapy will:

- Inform participants about how personal and sensitive information is managed.
- Follow Privacy Act 1988 regulations for disability service providers.
- Address any privacy concerns or complaints.

Feedback and Complaints

Arena Therapy values feedback and is committed to addressing concerns professionally. Feedback or complaints can be shared:

- Verbally with your therapist or by emailing lily@arenatherapy.com.au
- Through our online feedback form at www.arenatherapy.com.au
- Directly through the NDIS Quality and Safeguards Commission
 - Phone: 1800 035 544
 - Website: ndiscommission.gov.au

Ending the Service Agreement

Requests to end this Service Agreement must be made in writing with one month's notice. Any services provided during this notice period will be charged. If both parties agree, the notice period may be waived.

Schedule of supports provided by Arena Therapy:

Rates: Please view the current NDIS physiotherapy hourly pricing rates at <https://www.ndis.gov.au/providers/pricing-arrangements>.

Support category: Capacity building - Improved Daily Living:

Early Childhood Supports – Physiotherapist 15_003_0118_1_3
Provider travel- Early childhood supports- Physiotherapy 5_003_0118_1_3
Provider travel - Non-Labour costs (early childhood supports) 15_799_0118_1_3

Support category: Capacity building - Improved Daily Living :

Assessment Recommendation Therapy or Training – Physiotherapist 15_055_0128_1_3
Provider travel – Assessment recommendation therapy or training- Physiotherapist 15_055_0128_1_3
Provider travel - Non-Labour costs 15_799_0128_1_3

All prices are inclusive of GST and include the cost of providing the supports.

Consent Agreements

The participant (or their guardian/representative) agrees to the following:

- Therapeutic and training media consent: Being photographed and or recorded during sessions for therapy and clinician training.
- Stake holder liaison: Arena Therapy contacting or liaising with relevant stake holders stated on the service agreement, for example, therapy providers, school, Medical team and NDIS supports.

Client information

Please send relevant client documentation and handover information to lily@arenatherapy.com.au. Please advise if the participant has a behaviour management or relevant medication management plan.

Consent to Treatment and Agreement Acceptance:

By signing the service agreement, the participant consents to the terms of service and to receiving physiotherapy services, including:

- Use of physiotherapy assessment, techniques and interventions tailored to their client's diagnosis and goals.
- Collaboration with stated stake holders
- Acknowledgment of intervention risks
- Participants have the right to withdraw consent at any time.

Arena Therapy contact details:

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