



NB: Perception Psychology Mackay is NOT a registered NDIS provider.

SERVICE AGREEMENT

- This Service Agreement will outline an estimate of costs for a 12-month period.
- HOWEVER, Perception Psychology Mackay will provide services only as clinically indicated.

Start Date: _____

Client Name: _____

Client DOB: _____

NDIS Reference #: _____

Parent/Guardian Name (If Applicable): _____

Copy of Plan/Goals Provided: ☐ YES ☐ NO

If NO, please ensure to provide a copy of NDIS Plan OR Start/End Dates and Goals

Invoicing Details:

- ☐ SELF-MANAGED Contact Details for Invoices - (E): _____
- ☐ PLAN-MANAGED Contact Details for Invoices - (E): _____

Important Information:

FEES – HOURLY RATE (JULY 2024):	
<i>Capacity Building Supports for Early Childhood / Improved Daily Living Skills / Improved Relationships</i>	
Psychologist	\$222.99
Provisional Psychologist	\$156.16
Therapy Assistant	\$86.79

NDIS Participant Responsibilities:

- Provide Current Details of Participant Goals
- Provide Sufficient Notice (i.e., Four (4) Weeks) to Complete Review Assessments and Reports
- Confirm Attendance of Appointments or Provide Sufficient Notice To Cancel (>48 HOURS)
- Provide Up-To-Date Contact Details (Including Email Address) For Invoice Payment
- Self-Managed – Provide Payment for Invoices in a Timely Manner (Within One (1) Week)
- Plan Managed – Participant Takes Liability for Invoices Unpaid by Plan Provider
- Notify if you Receive a New Plan, New Plan Provider, or Cease Being NDIS Participant
- Ensure Service Agreement is Current/Up To Date (i.e., Review Every 12 Months/New Plan)

Perception Psychology Mackay Responsibilities:

- Provide The Service Asked For
- Provide Joint Decision Making About The Services And Support We Offer
- Listen To Feedback And Resolve Any Issues
- Keep Information Confidential And Secure
- Abide By All Relevant Legislation
- Provide Reminders for Appointments (48 Hours)
- Provide Invoices/Statements
- Invoice The Correct Amount
- Regularly Review How The Service Is Working For You
- Let You Know If We Want To End This Agreement

Policies and Procedures:

- Perception Psychology Mackay Requires All Clients to Provide Up-To-Date Details for Payments (i.e., Valid Credit Card Details).
- Perception Psychology Mackay Requires At Least 48-Hours' Notice For Cancellations of NDIS Scheduled Appointments. Cancellations Less Than 48-Hours in Advance/No Shows Will be Invoiced as per the Full Fee. NB: NDIS Clients are Required to Provide More Notice for Cancellations Due to the Provision of Regular/Frequent Appointments.
- Perception Psychology Mackay Requires all NDIS Invoices to be Paid/Finalised Within Seven (7) Days - General Terms are Payment at the Time of Service.
 - Self-Managed Clients Must Settle Accounts Within One (1) Week of the Appointment Date.
 - Plan Managed Clients Are Responsible for Payment of Any Accounts Still Outstanding >One (1) Week After the Appointment Date.
- Perception Psychology Mackay Requires NDIS Participants to Provide Sufficient Notice to Prepare NDIS Review Reports/Complete Necessary Assessments (At Least Four (4) Weeks)
- NDIS Participants Attending Perception Psychology Mackay Are Bound by Perception Psychology Mackay's *Confidentiality/Privacy Policy* and *Fees and Cancellation Policy*. Participants Will Review These Policies Upon Completion of the Intake Form/Prior to Initial Appointment. Copies of These Policies Are Available Upon Request.

DETAILS OF SUPPORT TO BE PROVIDED:

- *Please confirm with your clinician the services/frequency of support required (or leave blank)*
- *Estimates of costs will be calculated at the Psychologist Rate.*

Psych. Services: ☐ Psychologist ☐ Prov. Psychologist ☐ Therapy Asst.

Schedule/Frequency: ☐ Weekly ☐ Fortnightly ☐ Monthly

PLUS: 4 Hours Assessment and Reporting (Per Year)

Duration of Service Agreement: 12 MONTHS FROM START DATE

NB: It is the participant's responsibility to renew the Service Agreement

TOTAL HOURS /COST (12 MONTHS)

☐ 56 (Weekly) = \$12,487.44 ☐ 30 (Fortnightly) = \$6,689.7 ☐ 16 (Monthly) = \$3,567.84

This **SERVICE AGREEMENT** is between the NDIS participant identified above and Perception Psychology Mackay (ABN: 80836486817).

Signature of Participant/Guardian: _____

Name of Participant/Guardian: _____

Date: _____

Signature of Representative – Perception Psychology: _____

Name of Representative – Perception Psychology: _____

Date: _____