

NDIS Service Agreement

1. Parties

This **Service Agreement** is for:

Client First Name *

Client Surname Name *

Client Date Of Birth *

NDIS Number *

Address

Parent/Caregiver 1

Parent/Guardian 2

Phone Number

Phone Number

Email

Email

Address

Address

a participant in the National Disability Insurance Scheme (client), and is made between:

Client Representative Name *

Practice Name

Sticks and Stones Therapeutic Services

Date *

2. The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the clients NDIS plan.

A copy of the clients NDIS Plan is/is not attached to this Service Agreement. 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 client 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.
- NDIS plan to be provided to Sticks and Stones Therapeutic Services

3. Schedule of supports

Sticks and Stones Therapeutic Services agrees to provide the client Counselling services. The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports. Additional expenses (i.e. things that are not included as part of a client NDIS supports) are the responsibility of the client / clients representative and are not included in the cost of the supports.

5. Responsibilities of the client / client representative

The client / client representative agrees to:

- inform Sticks and Stones Therapeutic Services about how they wish the supports to be delivered to meet the client needs;
- treat Sticks and Stones Therapeutic Services workers with courtesy and respect;
- talk to Sticks and Stones Therapeutic Services if the client has any concerns about the supports being provided;
- give Sticks and Stones Therapeutic Services the required notice if the client cannot make a scheduled appointment, noting that if the notice is not provided , Sticks and Stones Therapeutic Services cancellation policy will apply;
- give Sticks and Stones Therapeutic Services the required notice if the client needs to end this Service Agreement (see 'Ending this Service Agreement' below for more information); and
- let Sticks and Stones Therapeutic Services know immediately if the client NDIS plan is suspended or replaced by a new NDIS plan, or the client stops being a participant in the NDIS.

4. Sticks and Stones Therapeutic Services Responsibilities

Sticks and Stones Therapeutic Services agrees to:

- review the provision of supports at least annually with the client;
- once agreed, provide supports that meet the client's needs at the client's preferred times;
- communicate openly and honestly in a timely manner;
- treat the client with courtesy and respect;
- consult the client on decisions about how supports are provided;

- give the client information about managing any complaints or disagreements and details of Sticks and Stones Therapeutic Services cancellation policy;
- listen to the client’s feedback and resolve problems quickly;
- give the client a minimum of 24 hours notice if Sticks and Stones Therapeutic Services has to change a scheduled appointment to provide supports;
- give the client the required notice if Sticks and Stones Therapeutic Services needs to end this Service Agreement (see "Ending this Service Agreement" below for more information);
- protect the client's privacy and confidential information;
- provide supports in a manner consistent with all relevant laws, including the *NDIS Act 2013* and Rules, and the Australian Consumer Law;
- keep accurate records on the supports provided to the client; and
- will issue invoices and statements of the supports delivered to the participant as per the *NDIA Terms of Business for Registered Providers as requested*

6. Payments

Sticks and Stones Therapeutic Services will seek payment for their provision of supports after the supports have been delivered.

- SELF MANAGED - The client / client representative has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Sticks and Stones Therapeutic Services will send the client / client representative an invoice for those supports for the client / client representative to pay. The client / client representative will pay the invoice by direct debit / EFT within 7 days.
- NDIA MANAGED - The client has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, Sticks and Stones Therapeutic Services will claim payment for those supports from the NDIA.
- PLAN MANAGED - The client has nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Sticks and Stones Therapeutic Services will claim payment for those supports from

Organisation Name

ABN

Plan Manager Name

Phone

Email

Invoice Method

Specific Information Required on Invoice

7. Changes to this Service Agreement

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.

8. Ending this Service Agreement

Should either party wish to end this Service Agreement they must give 2 weeks notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

9. Feedback, complaints and disputes

If the client wishes to give Sticks and Stones Therapeutic Services feedback or is not happy with the provision of supports and wishes to make a complaint, the participant can talk to Kristina on 0414917607 or sticksnstonestherapeutic@gmail.com

If the client is not satisfied or does not want to talk to this person, at any time, they can make a complaint to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au; or
- by phone on: 1800 035 544.

10. Goods and Services Tax (GST)

For the purposes 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 client's NDIS Plan currently in effect under section 37 of the NDIS Act;
- the client's NDIS Plan is expected to remain in effect during the period the supports are provided; and
- the client / client representative will immediately notify the provider if the client's NDIS Plan is replaced by a new plan or the client stops being a participant in the NDIS.

11. Cancellation Policy

At Sticks and Stones Therapeutic Services we value consistent and high quality intervention. If you need to cancel an appointment it is recommended it occur 24 hours before your appointment to avoid a cancellation fee. If you contact Sticks and Stones Therapeutic Services after this time or on the day of your appointment there will be a cancellation fee of 100% charged to your account and payment due at your next appointment. Should your therapist arrive at your scheduled appointment and you and your child are not at home or at the location of the appointment with no prior notice, the scheduled session including travel will be charged at 100% of the scheduled fee for that session. Where Sticks and Stones Therapeutic Services cancels a support due to operational reasons, the service will be rescheduled at no penalty to either party. Where multiple cancellations or no shows occur in a 12-month period, Sticks and Stones Therapeutic Services will initiate contact with the family and their support network to establish the supports we are providing are best suited to the family dynamics and the needs of the child.

I have read & understood the cancellation policy *

12. Contact details

The Client Representative can be contacted on:

Client Representative Name *

Alternative contact person

Address *

Phone *

Email Address of Client Representative *

Sticks and Stones Therapeutic Services can be contacted on:

Name: Kristina Kosmac-Walker	Mobile: 0414917607
Email: sticksnstonestherapeutic@gmail.com	Postal Address: 163 Lawrence St, Wodonga VIC 3690

13. Schedule of supports

I/we agree to pay for treatment/ therapy sessions provided by Sticks and Stones Therapeutic Services through claiming against the National Disability Insurance Scheme (NDIS) service plan. Working with the NDIS we have been allocated individual counselling funding for the service year 2021

Start Service Date *

Finish Service Date *

The Provider agrees to provide the client counselling services for the duration of the agreement at the scheduled rate. These include

- Therapeutic assessment and treatment
- Clinically relevant communications including phone calls/written programs/communication with other health professionals (any task that takes more than 10 minutes will be invoiced)
- Attendance at team meetings/case conferences
- Any reports, forms or letters as required by the NDIS or requested by the client / client representative
- Cancellation charges for late notice or no show appointments

Sticks and Stones Therapeutic Services reserves the right NOT to provide service or to cancel any future appointments for the client if you do not have sufficient funds in your plan or the plan expires. Any service fees not met by NDIS will be covered by your client / client representative.

Frequency of support *

Weekly Fortnightly Monthly As scheduled

Where the support will be provided *

Home Clinic Online Other

The total funding claimed by this service over the period of this service agreement will be

Hours/Sessions

at the scheduled rate of

Total Funding

Price & Payment Information

Prices for ALL PLANS (self, agency and plan managed) are determined by the Price Limit Set out in NDIS Price Guide. These Prices are subject to change (e.g., NDIA often changes them at the beginning of the financial year) and as a user of our service you agree to these changes (e.g., if the NDIA increase/decrease the fees we will match them and you agree those new fees will replace the fees stated below)

- 1. Therapeutic Supports: Capacity Building - Improved Daily Living Skills
 - 1.1 Individual Counselling (15_043_0128_1_3) \$156.15

* As a user of our service you understand that in certain circumstances we are entitled to charge for expenses incurred in the provision of supports. These expenses include non-direct and non-face-to-face services including (but not limited to) Review Letters, Assessment/Progress/Treatment Reports, Support Plans, Behaviour Support Plans, Functional Assessments, Phone Calls, File Reviews, and the use of Psychometrics/Assessment tools. These may also include certain transport and travel costs. Travel claims are for up to 30 minutes of time against the appointment the therapist is travelling to. The therapist can also claim for return travel if your appointment is the final appointment in a day. These are charged at the hourly rate for the relevant support item in the NDIS Plan.

All prices will be adjusted if there is any change in the NDIS price guide during the service agreement period.

Sticks and Stones Therapeutic Services will claim funding from the following support categories: Therapeutic Supports: Improved Daily Living Skills

14. Agreement signatures

The parties understand and agree to the terms and conditions of this Service Agreement.

Signature: Client's Representative *

Signature: Sticks and Stones Therapeutic Services *

Signed Date *

Signed Date *

Name of Client Representative *

Name of Provider