

## NDIS SERVICE AGREEMENT

This service agreement has been entered into by the following parties;

**Participant Name:**

**DOB:**

**Address:**

**NDIS Number:**

**NDIS Plan Dates:** Start:

Finish:

**Representative Name:**

(if applicable)

**Representative Address:**

### Emergency Contact

### Details:

*And*

## Thirroul Physiotherapy & Sports Injury Clinic

Provider Number:

Suite 14, 135 Lawrence Hargrave Drive,

Thirroul, NSW 2515

Phone: (02) 4267 3400 Fax: (02) 4267 2855

Email:

## Schedule of Supports

Support Item List the name of the support.	Item Number	Price and payment information List the price of the support (e.g. per hour / per session / per unit)
Exercise Physiology	12_027_0126_3_3	\$166.99 per hour x
Exercise Physiology in a group of 3	12_027_0126_3_3	\$55.66 per hour x
Capacity Building Supports For Early Childhood Interventions – Physiotherapy	15_003_0118_1_3	\$193.99 per hour x
Capacity Building Supports For Early Childhood - Group up to 4 - Physiotherapy	15_004_0118_1_3	\$64.66 per hour x
Assessment, Recommendation, Therapy And/Or Training (Incl. AT) – Physiotherapy	15_055_0128_1_3	\$193.99 per hour x
	<b>TOTAL</b>	<b>\$</b>

## Cancellation Policy

Changes to Service, Cancellation and missed appointments:

- If your circumstances change and you wish to change your supports, the Service Agreement will be reviewed.
- Where participants make short notice cancellations for therapy services, outside of the cancellation notice period, a charge of 90% of the agreed price will be charged, in line with the 2019-2020 NSW Price Guide.
- If you miss 12 appointments with insufficient notice we will have to contact the NDIA.

Cancellation & Exit Notice Periods		
Program/Service	Cancellation Notice Period	Exit Notice Period
Physiotherapy Services	By 3pm the day before	30 days
Exercise Physiology Services	By 3pm the day before	30 days

## Provider Responsibilities

Thirroul Physiotherapy & Sports Injury Clinic agrees to;

- Review the service with you every 3 months
- Work with you to provide supports that fits your needs and at your preferred times
- Treat you with courtesy and respect
- Consult you on decisions about how your supports are provided

- Listen to your feedback and resolve problems quickly
- Keep clear records on services provided to you

## Participant Responsibilities

I \_\_\_\_\_ agree to;

- Work with Thirroul Physiotherapy & Sports Injury Clinic to ensure the services and supports delivered meet my needs
- Treat you with courtesy and respect
- Talk to Thirroul Physiotherapy & Sports Injury Clinic if I have any concerns about the services or supports being provided
- Give Thirroul Physiotherapy & Sports Injury Clinic reasonable notice, as outlined in the cancellation notice periods, should I wish to cease services

## Payments

Thirroul Physiotherapy & Sports Injury Clinic will seek payment for their provision of supports after services have been delivered.

The participant's plan is managed by (please select):

	<b>NDIA Managed</b>  <i>The Participant has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, Thirroul Physiotherapy &amp; Sports Injury Clinic will claim payment for those supports from the NDIA.</i>
	<b>Nominee Managed</b>  Nominee: _____  <i>The Participant's Nominee manages the funding for supports provided under this Service Agreement. After providing those supports, Thirroul Physiotherapy &amp; Sports Injury Clinic will send the Participant's Nominee an invoice for those supports for the Participant's Nominee to pay. The Participant's Nominee will pay the invoice within 14 days.</i>
	<b>Self-Managed</b>  <i>The Participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Thirroul Physiotherapy &amp; Sports Injury Clinic will send the Participant an invoice for those supports for the Participant to pay. The Participant will pay the invoice within 14 days.</i>

### Registered Plan Management

Plan Management Provider: \_\_\_\_\_

*The Participant has nominated the Plan Management Provider to manage the NDIS supports provided under this Service Agreement. After providing those supports, Thirroul Physiotherapy & Sports Injury Clinic will send the Plan Management Provider an invoice for those supports for the Plan Management Provider to pay. The Plan Management Provider will pay the invoice within 14 days.*

## Feedback, Complaints and Disputes

Please direct all calls to (02) 4267 3400. Our staff are available to assist and support you.

If the participant is not satisfied or does not want to talk to the provider, the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or by visiting [www.ndis.gov.au](http://www.ndis.gov.au) for further information.

A copy of Thirroul Physiotherapy & Sports Injury Clinic Complaints, Compliments & Allegations Policy has been provided.

## Privacy and Confidentiality

Thirroul Physiotherapy & Sports Injury Clinic will need to collect personal information about you which will assist us to provide you with the highest quality of care. This information will be stored in your personal record and will remain confidential as far as legally permissible. Thirroul Physiotherapy & Sports Injury Clinic will write to advise you if your personal information becomes compromised.

A copy of Thirroul Physiotherapy & Sports Injury Clinic Consent to Share/Gain Information form has been completed and signed.

## Schedule Agreement Signatures

The parties agree to the schedule of supports of this Service Agreement

\_\_\_\_\_  
*Signature of participant/participant's representative*

\_\_\_\_\_  
*Name of participant/participant's representative*

\_\_\_\_\_  
Date

\_\_\_\_\_  
*Signature of Thirroul Physiotherapy & Sports Injury Clinic representative*

\_\_\_\_\_  
*Name of Thirroul Physiotherapy & Sports Injury Clinic representative*

\_\_\_\_\_  
Date