

NDIS Service Agreement

The purpose of this agreement is to ensure you and Gold Coast Occupational Therapy have an agreed set of expectations as to how your services will be delivered. This agreement outlines the Participant's rights and what each party's responsibilities and obligations are, and how to resolve any issues should they arise. This agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS). The participant and the service provider agree that this agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community. For more information, ask Gold Coast Occupational Therapy for a copy of the Service Delivery Model.

People Making this Service Agreement

Participant		
Name		
Date of Birth		
NDIS Number		
Phone		
Address		
Email		
Alternative Decision Maker	Name	
	Phone	
	Email	
Alternative Contact	Name	
	Phone	
	Email	
Support Coordinator	Name	
	Phone	
	Email	
Plan Manager	Name	
	Phone	
	Email	
Service Provider		
Name of Provider	Meredith Gardiner	
Name of Business	Gold Coast Occupational Therapy	
Phone	0481 515 205	
Email	info@gcot.com.au	
Provider number	4050040727	

Period of Service Agreement

This Service Agreement will commence on _____ for the period to _____.

Services and Supports to be Provided (Support Plan)

Gold Coast Occupational Therapy agrees to provide the Participant with occupational therapy services for the duration of the service agreement. Therapeutic supports will be provided to meet the below goals, with printed resources / reports / applications provided as needed. The supports listed in this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

Participant NDIS goals:

-

Occupational therapy goals:

-

Cost of supports:

The cost of our services are in line with the [NDIS Price Schedule 2019-2020](#) and the [NDIS Support Catalogue 2019-2020](#). GST does not apply. Unused hours will not be charged.

Our hourly rate for services is \$193.99.

Our travel rate is \$193.99 per hour, up to 30 minutes each way.

Description of services	Cost	Qty	Total
Individual therapeutic supports including communication and documentation	\$193.99 per hour		
Travel - min per home visit	\$193.99 per hour		
Improved Daily Living – 15_056_128_1_3		Total	

Where supports will be delivered:

Participant's home School Community Other:

Frequency and duration of supports:

At least **X** home or community visits and travel for each home visit. Non-contact time is allocated for communication with service providers, support coordinator, suppliers and NDIA, applications, reports and creation of written resources.

Payments

Gold Coast Occupational Therapy will seek payment for their provision of supports after delivering the service.

- NDIA managed participants will be invoiced directly through the portal.
- Plan managed participants will be invoiced via the plan manager.
- Self-managed participants can pay via direct deposit.

BSB: 064410

Account Number: 10270972

Cancellation Policy

If a participant makes a short-notice cancellation, which is after 3pm the day before the service, the provider may charge up to 90% of the agreed price for the cancelled appointment. The therapist will use reminder systems to avoid this occurring. Exceptions include sudden illness or other unavoidable circumstances. The NDIS cancellation policy can be found on page 12 of the [NDIA Price Guide 2019-20](#).

Responsibilities of Provider

- Provide the services agreed upon in this agreement.
- Be open and honest about the work we do.
- Explain things clearly including the risks / benefits of therapeutic interventions.
- Treat the Participant and their support people politely and with respect.
- Include the Participant / Nominee in all decisions about your supports.
- Regularly reviewing the support plan with the Participant / Nominee.
- Let the Participant / Nominee know what to do if they have a problem or want to complain.
- Listen to feedback and fix any problems quickly.
- Tell the Participant / Nominee if we want to end the Agreement, in accordance with the required notice.
- Make sure the Participant's information is correct and up to date.
- Store the Participant's information carefully and making sure it is kept private, in accordance with the Privacy Act 1988. There may be circumstances when the law requires Gold Coast Occupational Therapy to share information without your consent, such as mandatory reporting of violence, exploitation, neglect and abuse, and sexual misconduct.
- Provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act and Rules](#), and the Australian Consumer Law.
- Give the participant a minimum of 24 hours' notice if the provider has to change a scheduled appointment to provide supports.
- Keep accurate records on the supports provided to the Participant.
- Issue regular invoices to the funding body/payee.
- Investigate any incidents that occur and follow [NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#). This includes including involving the Participant in the investigation and determining actions / outcomes. A copy of Gold Coast Occupational Therapy's Incident Management Policy can be provided if requested.

Responsibilities of the Participant / Participant's Representative

- Tell your Occupational Therapist about the supports that you want, and how you want to receive them.
- Being polite and respectful to the Occupational Therapist who works with the Participant.
- Provide a safe and smoke-free environment for the Provider to work in.
- Be involved in the development of the support plan.
- Provide accurate information.
- Tell the Occupational Therapist if you have any concerns about the supports being provided. Give Gold Coast Occupational Therapy feedback or lodge a complaint if you are dissatisfied with the service or the way it is delivered.
- Tell the Occupational Therapist if the Participant can't make it to an appointment with at least 24 hours' notice.
- Ensure there are appropriate funds available for claiming services that have been booked and provided. If Gold Coast Occupational Therapy is unable to make a claim to NDIA for the provision of a service due to insufficient funds, the Participant is responsible for payment.
- Tell Gold Coast Occupational Therapy straight away if the Participant / Nominee wants to end the Agreement.
- Tell Gold Coast Occupational Therapy if the Participant's circumstances change. This includes changes to your NDIS plan.
- Use equipment safely – in the manner in which Gold Coast Occupational Therapy has recommended.

Changing or Ending this Service Agreement

The Participant's NDIS plan is expected to remain in effect during the period the supports are provided; and the Participant / Participant's representative will immediately notify the Provider if the Participant's NDIS Plan is replaced by a new plan or the Participant stops being a Participant in the NDIS.

Please notify Gold Coast Occupational Therapy as soon as possible if the agreement needs to be changed or ceased by phone or email. Should either Party wish to end this Service Agreement they must give 14 days' notice. If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

Complaints Policy

If the Participant wishes to give Gold Coast Occupational Therapy feedback or is not happy with the provision of supports and wishes to make a complaint, the participant can talk to Meredith Gardiner, Occupational Therapist in person, on 0481 515 205 or email info@gcot.com.au.

If the Participant would prefer to speak about their concerns with someone other than the Provider they can contact the NDIS Quality & Safeguards Commission on 1800 035 544, or go to their website to lodge an online complaint

<https://www.ndiscommission.gov.au/about/complaints>.

The participant can also contact the Australian Health Practitioner Regulation Agency on 1300 419 495 or visit: <http://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>

Gold Coast Occupational Therapy has public liability insurance to the value of \$20 million. For further information on Complaints Management ask to see our Complaints Management Policy.

Privacy and Information Policy

At Gold Coast Occupational Therapy, we strive to maintain your privacy and comply with the Privacy Act 1988 and the Privacy Amendment Act 2012 to protect the privacy of individuals' personal information. Please ask for a copy of Gold Coast Occupational Therapy's Privacy and Information Policy for more information.

Gold Coast Occupational Therapy looks forward to working with you and assisting you to achieve your goals.

CONSENT AND AGREEMENT

- I understand and agree to the terms and conditions of this Service Agreement
- I give my consent to commence the Services outlined in my Support Plan
- I consent to my Provider sharing information with my other Service Providers excluding _____ (enter names if applicable)
- I consent to my Provider taking photographs for the purpose of providing their supports and inserting in reports if required
- I consent to participate in a Participant satisfaction survey and I understand I may be contacted by a third party to complete a questionnaire
- I consent to participating in an NDIS quality management activity which may include being contacted by a third-party auditor.

Participant / Participant Nominee / Plan Manager Name:

Date:

Participant / Participant Nominee / Plan Manager Signature:

Provider Name: Meredith Gardiner Occupational Therapist

Provider Signature:

Date:

