



Now We're Talking
 193 Champion Road,
 Williamstown North, 3016
nowweretalkingspeech@gmail.com
 0417246867

NOW WE'RE TALKING SPEECH PATHOLOGY INDIVIDUAL NDIS SERVICE AGREEMENT

1. PURPOSE

This service agreement outlines the agreed set of expectations of what supports will be delivered and how they will be delivered by Now We're Talking Speech Pathology and Psychology (ABN 65744023009) to the Participant under the National Disability Insurance Scheme (NDIS).

Any changes to the services and/or support listed in this agreement will require prior authorisation from all parties. Please note, before any service can be provided, you must sign and return this service agreement.

2. PARTIES INVOLVED

This Service Agreement is for participant, a participant in the National Disability Insurance Scheme, and is made between Family representative and Representative of Now We're Talking Speech Pathology and Psychology.

This Service Agreement will commence on _____ (Commencement Date) for the duration of your current NDIS Plan.

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan.

- Participant chooses to attached their plan in this Service Agreement
- Participant chooses not to attached their plan in 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:

- A. Support the independence and social and economic participation of people with disability, and
- B. Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

3. DESCRIPTION OF SERVICES

Now We're Talking Speech Pathology and Psychology will provide details of services, costs, policies, and procedures and other relevant information as an attachment to this service agreement. Now We're Talking Speech Pathology and Psychology agrees to provide the participant with the supports services agreed to and outlined within the attached quote. Please note that Now We're Talking Speech Pathology and Psychology service doesn't charge GST.

In some circumstances where the participant is well known by Now We're Talking Speech Pathology and Psychology and their needs are understood, a quote for support may be completed without the initial assessment requirements. In circumstances where the participant is unknown to Now We're Talking Speech Pathology and Psychology and/or their needs are not understood, a quote for support may only be developed after the appropriate assessments are performed by the clinician.

Prior to this, you can receive services on an appointment by appointment basis to determine the suitability of the service for the Participant.

4. SERVICE FEES

The NDIS regulates the price of therapy services for participants of the program. Now We're Talking Speech Pathology and Psychology has aligned its fees in accordance with the NDIS Price Guide. This price guide is publicly available at: <https://www.ndis.gov.au/providers/pricing-and-payment>

This price guide is schedule to be updated every year. Now We're Talking Speech Pathology and Psychology prices may rise in accordance with NDIS price Guide. Services may fall into the following domains, support categories and support items.

Capacity Building Support Domain:

Support Item	Support Item reference number:	Description	UOM	Quote required
Therapeutic supports- Improved Daily living skills	15_043_0128_1_3	Individual counselling. Facilitating self-knowledge, emotional acceptance and growth and the optimal development of personal resources on a one to one basis. Assist participants to work towards their person goals and gain greater insight into their lives.	Per Hour	N
Participate Community	04_102_0125_6_1	Provision of support to enable a participant to engage in community, social and/or recreational activities.	Per Hour	N
Early Childhood Supports- Capacity Building Supports For Early Childhood Interventions - Other Therapy	15_005_0118_1_3	Capacity building supports, including key worker, to assist a child with developmental delay and/or disability and their family/carers in home, community and early childhood education settings, to work towards increased functional independence and social participation.	Per Hour	N
Development Of Daily Living And Life Skills	11_024_0117_7_3	social skills development with an individual, for participation in community and social activities	Per Hour	N

5. TRAVEL TO PROVIDE THERAPY SUPPORTS

Travel fee will be charged up to 30 minutes of time against the appointment at the hourly rate for the relevant support item for all appointments outside of the clinic. If the appointment is in a remote area, Now We're Talking Speech Pathology and Psychology can claim up to 45 minutes of travel time against the appointment, at the hourly rate for the relevant support item.

6. THERAPY PREPARATION & SESSION PROGRESS NOTES

Now We're Talking Speech Pathology and Psychology will charge therapy preparation & session notes time spent by the therapists as and when necessary and will claim against the appointment at the hourly rate for the relevant support item.

7. THERAPY REPORTS

Now We're Talking Speech Pathology and Psychology will be expected to provide progress reports to the participant and NDIS at agreed times. Now We're Talking Speech Pathology and Psychology will charge for the time taken to write a therapy report that is requested by the NDIA, and claim this against the appointment at the hourly rate for the relevant support item. A report requested by the NDIA is considered a report that is required at the commencement of a plan which outlines plan objectives and goals, and at plan review which measures against the originally stipulated goals. Now We're Talking Speech Pathology and Psychology will also charge for any other NDIA-requested therapy report that is stipulated as being required in a participant's plan.

8. TYPES OF SUPPORTS

Now We're Talking Speech Pathology and Psychology services are generally a combination of both direct therapy services and indirect therapy supports. Direct therapy services are times when the therapist is interacting with the client, family or yourself, working with you towards your short and long-term goals. For example, this includes assessments, provision of therapy, problem solving, formal or informal discussions, phone calls and emails with the participant/participants representative.

Indirect therapy services are times when the therapist is working with you towards your short and long-term goals, without interacting directly with the client, family or yourself. For example, this includes individual planning, reporting and the administrative requirements associated with the provision of items funded under the Capital Support Domain (assistive technology (equipment), vehicle modifications or home modifications) or other appropriate third parties.

9. METHOD OF PAYMENT FOR NOW WE'RE TALKING SPEECH PATHOLOGY AND PSYCHOLOGY SERVICES

Now We're Talking Speech Pathology and Psychology is a Registered NDIS provider and as such billing of supports will occur under the following conditions:

- A. Now We're Talking Speech Pathology and Psychology will declare the cost of the request support before the delivery of any supports. You are not bound to engage in Now We're Talking Speech Pathology and Psychology services after the price has been declared.
- B. Supports funded by the NDIS will be billed after the service has occurred.
- C. Now We're Talking Speech Pathology and Psychology will only charge for supports accessed.
- D. For clients electing to have NDIA manage their plan, supports fund by NDIS will be claimed directly from the NDIS portal within 28 days of the service provision. For clients electing to self- manage or are

plan managed, Now We're Talking Speech Pathology and Psychology terms of payment are 10 business days. If you have concerns that you cannot provide payment within this time frame, please contact us as soon as possible.

- E. If the NDIA deems that services are outside the reasonable and necessary classification and are unwilling to fund them, Now We're Talking Speech Pathology and Psychology is willing to provide the service on the condition that the service(s) can be funded by other means – health insurance, private payment, etc.
- F. It is the family or NDIS case worker's responsibility to ensure that there are adequate funds within their plan to meet the services and to track this throughout the annual plan period.

10. CANCELLATION POLICY

We need to know you are coming to your appointments. If you can't make your appointment, we need to know, so we:

- Don't spend time preparing your session
- Can have that time free for someone else
- You do not get charged a cancellation fee

For NDIS participants, the LATEST TIME to cancel is 3pm the DAY BEFORE your appointment.

Participant need to keep track of the appointments and let us know if you need to cancel or reschedule. We will send you a reminder SMS/text ONE to TWO DAYS BEFORE your appointment.

Please reply with:

- YES - you are coming
- NO – you need to cancel

If you are required to cancel your appointment, Now We're Talking Speech Pathology and Psychology offer free Late Cancellation if you cancel 24 hours before your booked in time. Now We're Talking Speech Pathology and Psychology can assist you in rescheduling your appointment.

If you do not cancel, are are a 'No show', you will be charged 60% of the agreed booking fee in accordance with the NDIS pricing Guild.

11. CHANGES TO / ENDING OF THIS SERVICE AGREEMENT:

This service agreement can be reviewed at any time at the request of either yourself or Now We're Talking Speech Pathology and Psychology, with the view of modifying or ending this service agreement.

At any stage, you feel that the service you are currently receiving is failing to meet your family's needs and/or you wish to alter your family service plan and the provision of supports (adding or removing services), please approach Now We're Talking Speech Pathology and Psychology's Therapist/ Director, or fill in our feedback/complaints form located on our website.

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. This service agreement will be reviewed every year and on the date of your 12 monthly plan. Should either party wish to end this Service Agreement they must give 4 weeks notice. If either party seriously breaches this Service Agreement the required period of notice will be waived.

12. CLIENT RIGHTS AND RESPONSIBILITIES

- A. Access – a right to access Now We’re Talking Speech Pathology and Psychology services. This includes assistance to access community services, equipment and funding.
- B. Safety - a right to receive safe and high quality personalised service and support.
- C. Respect - a right to be shown respect, and to be treated with dignity and consideration. To receive care in a way that respects your culture and values.
- D. Communication – a right to be informed about individual plans of service, equipment options and costs in a clear and open way including the right to an interpreter where required.
- E. Participation - a right to be included in decisions, ask questions and to make choices about the priorities of the client.
- F. Privacy – a right to privacy and confidentiality of personal information, except where it is required by law to provide it. A right to decide whether to be included in photographic, educational or promotional material, if asked.

13. RESPONSIBILITIES OF NOW WE’RE TALKING SPEECH PATHOLOGY AND PSYCHOLOGY

Now We’re Talking Speech Pathology and Psychology and its representatives agree to:

- A. Review the provision of supports at least every twelve months with the participant – this is a costed item.
- B. Once agreed, provide supports that meet the participant’s needs at the participant’s preferred times
- C. Communicate openly and honestly in a timely manner.
- D. Treat clients with courtesy and respect
- E. Consult the participant on decisions about how supports are provided.
- F. Provide the participant with information about managing any complaints or disagreements and details of Now We’re Talking Speech Pathology and Psychology’s cancellation policy.
- G. Listen to the participant’s feedback and resolve problems quickly.
- H. Endeavour to provide the participant at least 24 hours’ notice if Now We’re Talking Speech Pathology and Psychology has to change a scheduled appointment to provide supports. However, if this is not reasonably achievable, Now We’re Talking Speech Pathology and Psychology will contact the participant as soon as possible.
- I. Provide the participant the required notice if Now We’re Talking Speech Pathology and Psychology needs to end the Service Agreement (see ‘Ending this Service Agreement’ below for more information).
- J. Protect the participant’s privacy and confidential information.
- K. Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the participant.
- L. Issue regular invoices and statements of the supports delivered to the participant as per the Terms of Business for Registered Providers.

14. RESPONSIBILITIES OF ALL CLIENTS

Clients and associated others agree to:

- A. Inform Now We’re Talking Speech Pathology and Psychology about how they wish the supports to be delivered to meet the participant’s needs.
- B. To be courteous and respectful to all staff, volunteers, visitors and other families regardless of age, ethnicity, experience, culture, religion, or other human rights factors.

- C. Talk to Now We're Talking Speech Pathology and Psychology if the participant has any concerns about the supports being provided.
- D. Give Now We're Talking Speech Pathology and Psychology a minimum of 24 hours' notice if the participant cannot make a scheduled appointment; and if the notice is not provided by then, Now We're Talking Speech Pathology and Psychology's cancellation policy will apply.
- E. Give Now We're Talking Speech Pathology and Psychology the required notice if the participant needs to end the Service Agreement (see 'Changes to / Ending this Service Agreement' section above for more information)
- F. Let Now We're Talking Speech Pathology and Psychology know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS.
- G. To be considerate and respectful of the confidentiality, privacy and wellbeing of everyone involved in the services supplied by the therapist. This includes the use of social networking sites and other information technology mediums.
- H. To respect the boundaries of the therapist/s involved in the support of the client in particular, the therapist's case load and working hours.
- I. To be an active participant in the sharing of information with the therapist/s involved in the support of the client To be an active participant in the consultative decision making processes regarding the client. Parents/caregivers should also inform the therapist if the client is receiving any other therapy from other therapists, to assist collaborative information sharing.
- J. To be aware that the approach Now We're Talking Speech Pathology and Psychology recommends will be about embedding strategies into everyday life and routines to achieve best outcomes for the client.
- K. To utilise the strategies learned from Now We're Talking Speech Pathology and Psychology in all settings the client attends, such as home, kinder, school, work or social settings and to raise any concerns with the team supporting the client.
- L. To commit to training others involved in the client's care, for example other family members, educational staff, colleagues or caretakers not already directly involved with the therapy services.
- M. To contribute to providing a safe environment within in the centre.
- N. To ensure payment of fees to Now We're Talking Speech Pathology and Psychology is completed by its due date, regardless of whether you pay directly to Now We're Talking Speech Pathology and Psychology or through the NDIS, a Case Manager, insurance company, or external body.
- O. To actively participate in the learning opportunities provided by Now We're Talking Speech Pathology and Psychology.
- P. To look after Now We're Talking Speech Pathology and Psychology owned equipment and return it clean and with all parts intact.
- Q. To ensure that in exercising your rights, you do not restrict the rights of others.

15. PAYMENT OPTIONS

When signing this agreement, please select one of the payment options below:

1. NDIA Managed

If you have chosen to have NDIA to manage the funding for supports provided under this Service Agreement, after providing those supports, Now We're Talking Speech Pathology and Psychology will claim payment for those supports directly from the NDIA.

2. Use of a Financial Nominee or Registered Plan Management Provider

If you have chosen to use a financial nominee to manage the funding for supports provided under this Service Agreement, Now We're Talking Speech Pathology and Psychology will send your financial nominee an invoice for those supports. The nominee will pay the invoice by cash, EFT (bank account transfer or debit/credit card at Now We're Talking Speech Pathology and Psychology) within 10 business days.

3. Self-Managing

If you have chosen to self-manage the funding for NDIS supports provided under this Service Agreement, Now We're Talking Speech Pathology and Psychology will send you an invoice for those supports. You agree to pay the invoice by cash, EFT (bank account transfer or debit/credit card at Now We're Talking Speech Pathology and Psychology) within 10 business days.

16. FEEDBACK, COMPLAINTS AND DISPUTE RESOLUTION

Please note that Now We're Talking Speech Pathology and Psychology is a safe and respectful environment and any forms of aggressive, abusive or bullying behaviour will not be tolerated.

If you wish to provide feedback to Now We're Talking Speech Pathology and Psychology, you may:

- a) Complete a feedback form and hand over it to the Director- Olivia O'Hare, or you can hand it to the LFK Dance and Gym reception on a day that Now We're Talking is closed.
- b) Contact the Director, Olivia O'Hare via email or phone.

If you have any concerns or issues, regarding the therapy services, please approach the therapist in question first. If you have any concerns or issues, regarding your service agreement with Now We're Talking Speech Pathology and Psychology, please approach the director first.

Furthermore, if you are not satisfied or do not wish to raise your concerns with the director, you can contact the National Disability Insurance Agency by calling 1800 800 110, visit one of their offices in person, or visit ndis.gov.au for further information.

QUESTIONS OR CONCERNS RELATED TO THIS SERVICE AGREEMENT

If you have any questions or concerns related to your service agreement, please contact Olivia O'Hare at 0417246867 or via email at nowweretalkingspeech@gmail.com.

Participant details:

Surname:	First name:	Date of birth
Address:		
Suburb:	State/ Postcode:	

Participant Representative Contact Details

Name:	
Address:	
Phone Number:	
Email address:	

Emergency Contact Details

In the event of an emergency where either parents or guardians are non-contactable, please contact either:

Contact 1:	Name:	Number:
Contact 2:	Name:	Number:

Payment Option

NDIA Managed

Self-manage

Use of a Financial Nominee or Registered Plan Management Provider Please provide details of provider below:

Contact name:	Company name:
Address:	
Phone:	Email address

18. PERIOD OF SERVICE AGREEMENT

As outlined on Page 1, this service agreement will commence on Commencement Date for the duration of your current NDIS Plan.

19. SERVICE AGREEMENT SIGNATURES

The parties signature confirming the support arrangement and services agreement with Now We're Talking Speech Pathology and Psychology:

I, _____ understand, accept and agree to the information outlined in this Service Agreement and Schedule(s)

Participant / Participant's Representative

Name Signature Date

Therapist on behalf of Now We're Talking Speech Pathology and Psychology Services:

Name Signature Date