

Service Agreement

Speech Pathology

NDIS Client Details to complete

Client's Name	Name: Guardians:
NDIS Number	
NDIS Plan Dates	
Address	
Date of Birth	

NDIS Payment Options (please tick and option and add relevant information)

- Self Managed** (NDIS pays funds into your bank account and you are responsible for payments)

Person responsible for payment	
Telephone	
Relationship to client	
Email	
Address	

- Agency managed** (Providers claim for services through the NDIS Portal on your behalf). Please provide updates on 84311166 or email Alisonmarriottspeech@gmail.com if plans are extended or a new plan is ratified. Alison Marriott will not be responsible for any incorrect drawdowns or misallocation of funding if NDIA funding information is not shared with her.

- Plan managed** (A private agency is managing your accounts)

Plan Manager & Agency	
Telephone	
Email address for invoices	

This Service Agreement will commence on the date of your signature. This agreement does not expire and will continue until cancelled. If you are mailing this agreement as a representative of a client, you agree that you are authorised to complete the agreement and the information provided is true and correct.

If you have a current NDIS Plan at the time of entering into this service agreement, it is expected to remain in effect during the period the supports are provided. However, it is your / your representative's responsibility to immediately notify me if your NDIS Plan is replaced by a new plan or you stop being a participant in the NDIS.

Supports & Fees

You are expected to pay me for the Speech Pathology service provided. Check the scope of your plan before signing the agreement. Fees are subject to change depending on any changes to the NDIS Price Guide, or other market conditions where applicable. All prices are GST inclusive. Additional expenses (i.e. things that are not included as part of your NDIS supports) are your responsibility and are not included in the cost of the supports.

Complaints

I am committed to ensuring that all clients can register complaints when necessary. Each complainant has a right to have their complaint investigated without fear of reprisal and my Complaints Management Policy at <http://marriott.net.au> details this process. It's important that you inform me when you have concerns. This helps me make changes that may improve services for everyone. In the first instance raise your concerns with me. Sometimes, it may be easier to initially convey this through an email or text. It is important to act on these concerns sooner rather than later.

Changes to Service Agreements

If changes to your supports or their delivery are required, we both agree to discuss and review this Service Agreement. We both agree that any changes to this Service Agreement will be in writing, signed and dated by both of us.

Should either of us wish to end this Service Agreement we must give 30 days' notice however this timeframe can be negotiated if both parties agree. If either of us seriously breaches this Service Agreement the requirement of notice will be waived.

Cancellation Policy

For clients covered by an NDIS Plan, I abide by the NDIS cancellation guidelines. As of May 2019, this means that a cancellation fee will be charged if a participant makes a short-notice cancellation, which is after 3pm the day before the service, I may charge up to 90% of the agreed price for the cancelled appointment. Please ring 84311166 and leave a message if the phone is not attended.

Safe Environments

All children and young people have a right to be safe and protected at all times. I comply with the Children's Protection Act 1993. Various documents listed on my website at <http://marriott.net.au> outline the safeguards and procedures that are in place to promote a safe environment for children.

Service Agreement

Goals

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- .
- .
- .

Service Provision:

- @ NDIS rate
- Reports charged at an hourly rate capped at 1 hr 30 minutes.
- Additional documentation requested by NDIS charged at the hourly rate capped at 1 hr 30 minutes.

Additional Requests by parents:

Agreement Signatures

The parties agree to the terms and conditions of this service agreement

Signature of client or client representative

Alison Marriott, Speech Pathologist

Contact Details

Telephone: (08) 84311166

Office Fax: (08) 84311102

Mobile: 0418 808 301

Mailing Address:

Kensington Osteopathy

291 Kensington Road

Kensington Park SA 5068