



Real Therapy Solutions Service Agreement (NDIS)



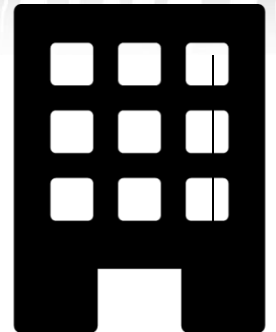
Who is this Service Agreement for?

Name	
DOB	
NDIS Number	
Address	



Who are involved in this Service Agreement?

Participant/Participant's Representative	
Key Services Involved (school, day placement, carers, etc)	
Provider	Real Therapy Solutions
NDIS Provider Registration Number	4050000837





When Does the NDIS plan start/end?

When does this service start/end?

Start 		Start 	
End 	TBA	End 	

What is the purpose of this Service Agreement?

1. To provide Supports under the Person’s National Disability Insurance Scheme (NDIS) plan



2. To ensure that Real Therapy Solutions and the Parent/Carer or person have an agreed set of expectations of what Supports will be delivered and how they will be delivered



3. To set out each party’s responsibilities and obligations, and



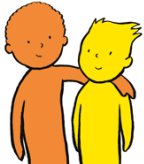





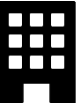


4. To set out how to resolve any problems that may arise.





What supports will be provided?

Therapy	Detail
Occupational Therapy 	
Speech Pathology 	
Behaviour Support 	
Psychology 	

Where support is to be provided	
ADDRESS 	
Contact person: 	
ADDRESS 	
Contact person: 	
ADDRESS 	



Contact person:



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INTERVENTION AND ASSESSMENT RATES

\$175.57 per hour. (applies to all aspects of support provided)

Travel is billed at the same rate, with no charge for the first 10km. Per NDIA Price Guide, effective 1 July 2016



PAYMENT and COMMUNICATION with NDIA

- | | |
|----------------|--------------------------------|
| Payment | <input type="checkbox"/> NDIA |
| | <input type="checkbox"/> Other |

REPORTS

The NDIA require that therapists complete reports at the end of all services provided.



TOTAL HOURS AND SUPPORTS

Hours included here are for reference and are flexible throughout the service delivered.





TOTAL HOURS AND SUPPORTS FOR SPEECH THERAPY

Speech Therapy services	Hours	COST
Assessment Intervention, reports and travel*	0	\$0.00
	0	\$0.00
	0	\$0.00
	0	\$0.00
		0
TOTAL	0	\$0.00

NOTES:

- Therapist to discuss speech needs and to develop therapy goals at the initial session.
- Travel will be billed within these hours as agreed at the first consultation.
- Written therapy goals to be developed after initial consultation.

TOTAL HOURS AND SUPPORTS FOR OCCUPATIONAL THERAPY

Occupational Therapy services	Hours	COST
Assessment Intervention, reports and travel*	0	\$0.00
	0	\$0.00
	0	\$0.00
	0	\$0.00
		0
TOTAL	0	\$0.00

NOTES:

- Therapist to discuss speech needs and to develop therapy goals at the initial session.
- Travel will be billed within these hours as agreed at the first consultation.
- Written therapy goals to be developed after initial consultation.

TOTAL HOURS AND SUPPORTS FOR BEHAVIOUR SUPPORT

Behaviour Support services	Hours	COST
Assessment Intervention, reports and travel*	0	\$0.00
	0	\$0.00
	0	\$0.00
	0	\$0.00
		0
TOTAL	0	\$0.00

NOTES:

- Initial session with therapist to determine behaviour goals, conduct behaviour assessment and develop clear outline of how intervention and assessment hours will be used.
- Travel will be billed within the allocated hours as per NDIA price guide.

*Travel where applicable under NDIS price guide



Expectations

In signing this Service Agreement, you agree to following these expectations:

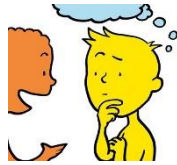
1. Advising Real Therapy Solutions about the supports that you are seeking, and how you would like to receive them.



2. Being polite and respectful to the people from Real Therapy Solutions.



3. Advising the Real Therapy Solutions if you have any problems or concerns about the service or supports you are receiving.



4. **CANCELLATION POLICY** - Advising Real Therapy Solutions if you can't make it to an appointment - you must give them at least 48 hours' notice. If you cancel within 24 hours or do not show for your appointment Real Therapy Solutions will claim this session against your NDIS funding. After two cancellations of this kind you must pay this fee yourself.



5. Advising the Real Therapy Solutions straight away if you want to end the agreement.



6. Advising Real Therapy Solutions if your NDIS Plan changes or if you stop using the NDIS.



What you can expect from us

Real Therapy Solutions have responsibilities too.

Our responsibilities include:

1. Providing the services that you have asked for.
2. Being open and honest about the work we do and support we provide.
3. Explaining things clearly.
4. Treating you politely and with respect.
5. Including you in all decisions about your supports.
6. Letting you know what to do if you have a problem or want to complain.
7. Listening to your feedback and fixing any problems quickly.
8. Telling you if they want to end the Agreement.
9. Making sure your information is correct and up to date.
10. Storing your information carefully and making sure it is kept private.
11. Obeying all the rules and laws that apply. This includes the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Rules.
12. Providing invoices and statements for your supports.



How to pay for your supports

THE NDIS will pay for my supports. Real Therapy Solutions will claim for my supports from NDIA directly. (NDIA MANAGED) *Hourly rate is \$175.57*

OR

I will pay for my supports at each session (SELF MANAGED). *Hourly Rate is \$170.00*

OR

Somebody else will pay my invoice such as a PLAN NOMINEE (please provide details)

_____ *Hourly rate is \$175.57*

OR

Somebody else will pay my invoice such as a PLAN MANAGER (please provide details)

_____ *Hourly rate is \$175.57*





How to change a Service Agreement

1. Any changes need to be in writing.
2. Both you and Real Therapy Solutions must agree on the changes.

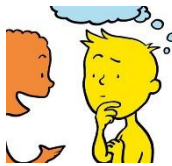


How to end a Service Agreement



1. If you want to end the Service Agreement, you must tell Real Therapy Solutions.
2. You must give notice of 1 booked session ie; one session must be delivered and paid for after notice has been given.
3. If Real Therapy Solutions wants to end the Agreement we will give notice of 14 days.

What to do if you have a problem




1. If you have a problem you should talk to your therapist about it if you can.
2. If not, you can talk to Real Therapy Solutions' Manager, Amanda Wood on 1300 856 617 or at amanda@realtherapysolutions.com.au
3. If you don't want to talk to this person, or if your problem is not being fixed, you can contact the NDIA. They can give you information about what you can do. NDIA phone number is 1800 800 110 or you can visit an NDIA office



Your Contact Details



Our Contact Details





REAL Ph #	1300 856 617
REAL Email	amanda@realdisabilitycare.com.au
REAL Address	Suite 203/ 4 Hyde Parade Campbelltown NSW 193 Church Street Wollongong NSW
Clinician	
Clinician's Ph #	
Clinician's Email	





Agreement signatures

I/We confirm that this agreement has been explained to me/us, and that I/we understand.

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

Name of Participant/Participant's Representative 	
Signature of Participant/Participant's Representative 	
Date	

Signature of Authorised Person from Real Therapy Solutions 	
Name of Authorised Person from Real Therapy Solutions 	
Date	