



PHYSIOTHERAPY FOR THE HYPERMOBILE  
Ph 07 3342 4284 Fax 07 3342 4204  
PhysioTec Building 23 Weller Rd  
Tarragindi Brisbane Qld 4121  
ndis@notjustbendy.com  
www.notjustbendy.com

## NDIS Service Agreement - 2021

### 1. Who is making this Agreement?

The Participant:

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

NDIS No.: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Tel: \_\_\_\_\_

Details of Guardian (if applicable):

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Mobile: \_\_\_\_\_

The Service Provider:

Not Just Bendy Hypermobility Services

23 Weller Road, Tarragindi, QLD 4121

Tel: 07 3342 4284

### 2. How does this Agreement fit in with the NDIS?

This Agreement is made in accordance with the rules and goals of the National Disability Insurance Scheme (NDIS).

### 3. Supports to be provided:

Support Item: Assessment, Recommendation, Therapy and/or Training - Physiotherapy

Item No: 15\_055\_0128\_1\_3

Support Period: From \_\_\_\_\_ to \_\_\_\_\_.

### 4. Costs:

#### Consultations: In Clinic, Telehealth and Home Visit

Please note: The Service Provider reserves the right to automatically claim the annual indexed price limits without the need to update the existing Service Agreement. New NDIS price guides for supports usually come into effect on 1 July each year.

**Initial Consultation** - (up to 1hr 15 mins) \$242.49

(NB: This includes up to 60 mins with the therapist and additional time of 15 mins for notes/plan outside of your treatment time)

<b>Subsequent Consultation - Short</b> (up to 30 mins)	\$97
<b>Subsequent Consultation - Medium</b> (up to 45 mins)	\$145.49
<b>Subsequent Consultation - Extended</b> (up to 60 mins)	\$193.99

(NB: Your consultation time with your therapist may be less than the maximum time listed to allow your therapist to develop your exercise program, send emails and complete your clinical notes. Extra time may need to be charged for additional time spent on your case as listed below).

## Miscellaneous Charges

**Additional time** \$48.50/15 mins

**Team Liaison** \$48.50/15 mins

**Travel to / from participant:** \$3.17/minute (up to a maximum of 30 mins each way)

(A quote for expected travel charge can be given, but this amount is subject to change depending on the location of other clients that are being seen on the same day or due to unusual traffic conditions)

**Report Writing** \$48.50 / 15 mins

Simple reports – Approximately 60 minutes

Complex reports – Priced based on time spent

**Supply of Products:** All products will need to be invoiced and payment received before they will be supplied to clients.

## 5. Responsibilities of the Participant

- The Service Provider requires a minimum 24 hours' notice for any cancellations, please call (07) 3342 4284 to cancel. A cancellation fee of 50% of the treatment charge will apply for cancellations of less than 24 hours' notice.
- Failure to attend an appointment or cancellations on the day of treatments will attract a non-attendance fee equivalent to 100% of the full treatment charge.
- Notify us immediately if your NDIS Plan changes, is suspended or if you stop using NDIS.
- Due to the time taken for reports, plan review reports should be commenced no later than 10 weeks prior to the end of your plan.
- Not Just Bendy Hypermobility Services has a zero-tolerance policy for abusive language, aggressive or manipulative behaviour towards our therapists and administrative staff. Behaviour of this type from the participant or their guardian will lead to discontinuation of our agreement, at our discretion.

## 6. Responsibilities of the Service Provider

- Provide supports as detailed in this agreement
- Provision of invoices and statements as required

- Compliance with the rules and laws of the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Rules
- The supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's ndis.gov.au Sample Model Service Agreementv2.0 4 NDIS Plan currently in effect under section 37 of the NDIS Act.

## 7. Payments

Self-Managed Participants

- After provision of supports, the participant is able to pay for treatment charges in full at the time of service and will be provided with an itemised receipt for claiming purposes. Otherwise, an itemised invoice will be provided, with full payment required within **7 days. of service date.** The Service Provider, at its discretion, may refuse the provision of supports should the Participant's account remain unpaid.
- In the event of the account remaining unpaid and being referred to a debt collection agency and/or law firm, all collection and legal demand costs will be added to the account.

Registered Plan Managed Provider

Invoices will be sent to:

Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

- All invoices are to be paid within 7 days of invoice date.
- The Service Provider, at its discretion, may refuse the provision of supports should the Participant's account remain unpaid.
- The Service Provider must be notified immediately if the Participant's NDIS Plan changes, is suspended or ceased.

## 8. Details of Support Co-ordinator/Advocate

Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_



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## **9. Changes to the Agreement**

- The provider reserves the right to alter the agreement based on NDIS service agreement guidelines
- The Participant and the Service Provider need to agree on any changes to the agreement
- All changes must be included as an amendment to the Agreement and signed by all parties

## **10. Ending the Service Agreement**

- If either the Participant or Service Provider want to end the Agreement, a notice period of 2 weeks must be given
- The Agreement will be terminated without a notice period should either party break the terms set out in this Agreement

## **11. Complaints**

If there is a problem with your service or Agreement, please contact:

Not Just Bendy Hypermobility Services

Phone: 07 3342 4284

Email: NDIS@notjustbendy.com

If your complaint is not resolved, you can contact the NDIA on 1800 800 110.

## **12. Signatures**

By signing this Agreement, you agree to the aforementioned conditions and that all information provided is accurate.

Participant (Or Nominee)	Service Provider Representative
Name:	Name:
Signature:	Signature:
Date:	Date: