

Service Agreement

This is a copy of the information in our Service Agreement. When you start services with Murrumbidgee Allied Health Services (MAHS) we ask you to read and sign a copy of this agreement. Your clinician will help you understand the agreement, and can answer any questions or concerns you may have.

Purpose

This service agreement outlines the expectations of what supports will be delivered and how they will be delivered by Murrumbidgee Allied Health Services (MAHS) (ABN 93 643 685 394) to you under the National Disability Insurance Scheme (NDIS). Any changes to the services or supports listed in this agreement will require prior authorisation from all parties.

Parties Involved

This Service Agreement is for you, a participant in the National Disability Insurance Scheme, and is made between you and MAHS.

This Service Agreement will start on the date this document is signed. This agreement can last for the duration of your services with MAHS.

Expectations

You can expect MAHS to:

- treat you with dignity and respect
- give you choice and control over the supports you receive
- include you in decisions about your supports
- provide you with the supports outlined in the schedule of service (below)
- be open and honest about the work we do and explain things clearly
- give you information about how to give feedback or make a complaint
- listen to your feedback and resolve issues quickly
- protect your privacy and confidential information

- provide supports in a way that is consistent with relevant laws including the National Disability Insurance Scheme Act (2013) and Australian Consumer Law.
- keep accurate records of the supports provided to you.
- provide regular invoices and statements of the supports delivered.

MAHS expects you to:

- treat MAHS staff with respect
- inform MAHS about supports you would like to receive and how you would like those supports to be delivered
- inform MAHS if you have any concerns about your supports
- inform MAHS if your NDIS plan changes or if you receive a new NDIS plan
- inform MAHS if your nominee, chosen representative, advocate, or NDIS Support Coordinator changes (if you have one)
- pay for supports using your NDIS plan. If you do not have any NDIS funds available in your plan, payment will be expected on a fee for service arrangement.

Privacy and Confidentiality

MAHS will collect and store information which is reasonably necessary for us to carry out our role in line with our Privacy and Confidentiality Policy and associated Guideline. We give you a copy of this Guideline when you start services with MAHS, and a copy is also on our website: www.mahs.com.au. All information collected is private and confidential and will not be shared unless you give permission.

Fees and Charges

The hourly rates for MAHS services are:

- Speech Pathology is \$193.99 / hour
- Dietetics is \$193.99 / hour
- Psychology is 214.41 / hour

This includes face-to-face services, telepractice, planning for sessions, researching appropriate assessment and intervention, creating resources, writing clinical case notes after a session, phone calls to other service providers, family members, schools, or medical professionals, and travel time.

Clinical case notes are written as part of every session, and this time will be charged. For example, if you have a 1 hour session, you may have 50 minutes face-to-face with the clinician, and then 10 minutes for the clinician to write up case notes and prepare for the next session.

Payments and Pricing

MAHS will seek payment for provision of supports after completion of service delivery. Invoices will be sent to your nominee (if you are self-managed) or your Plan Management Provider (if you are plan managed). Payment is expected within 7 days from the date of invoice.

NDIS services will not be charged at a higher rate than outlined in the current NDIS Price Guide. If there are changes to the current NDIS Price Guide including pricing or supports, MAHS may choose to alter pricing or service delivery. Any changes will be discussed with you, and agreed to in writing.

If you would like to receive more supports from MAHS than are funded in your NDIS plan, you may pay a fee for service which will align with NDIS pricing.

Most services delivered under the NDIS are GST free. For the purposes of GST legislation, the parties confirm that the supply of supports in this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement of supports included, under Section 33(2) of the NDIS Act (2013), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act (2013).

Reports provided as part of the NDIS review process are not considered to be GST free. For NDIS Review Reports, GST will not be added to current NDIS prices in the Pricing Guide. For NDIS Review Reports, the total hourly rate includes GST and is not added on to the cost of supports that are not GST free.

Cancelling and Rescheduling Appointments

You may cancel or reschedule appointments by contacting your clinician or MAHS 2 business days before your appointment. You will not be charged for the service if

you give at least 2 business days' notice. If you miss an appointment without giving notice, or if you cancel an appointment without giving 2 business days' notice, you may be charged a cancellation fee of up to 100% of the hourly rate specified in this service agreement. You will not be required to pay a fee if the service is cancelled or rescheduled by your clinician or MAHS.

Changes to the Service Agreement

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.

Ending the Service Agreement

We support your right to choose the service providers who suit you best. If you would like to end this Service Agreement with MAHS, you must give 14 days' notice in writing or via email. This time period will allow MAHS to claim for supports already provided. You will not be charged any exit fees.

If any party seriously breaches the terms of the Service Agreement, the notice requirement will be waived.

Feedback, Complaints, and Disputes

We want to learn from your experience and we welcome your feedback. We take complaints seriously and will strive to find a resolution. If you would like to provide feedback or make a complaint, please call (02) 6963 9377 or email admin@mahs.com.au.

You can also contact NDIS Quality and Safeguards Commission on 1800 035 544, or visit their website: www.ndiscommission.gov.au