



Willow Tree Psychology and Wellbeing
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Willow Tree Psychology and Wellbeing
ABN: 32 717 797 118

National Disability Insurance Scheme (NDIS) Service Agreement

A NDIS Service Agreement can be made between a participant and a provider, or a participant's representative and a provider. A participant's representative is someone close to the participant, such as a family member, or friend, or someone who manages the funding for supports under a participant's NDIS plan.

This Service Agreement is for _____,
who is a participant in the National Disability Insurance Scheme, and is made between

First Name: _____ Middle Name: _____ Last Name: _____
NDIS Number: _____

Who is supported by (*Participant's Representative, such as a family member, or friend, if applicable*)

First Name: _____ Middle Name: _____ Last Name: _____

and Willow Tree Psychology and Wellbeing.

This Service Agreement will commence on ____/____/20____ for the period of _____ months.

Purpose of this Service Agreement

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan. The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

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

Schedule of Supports

The provider agrees to provide the participant relevant support services outlined within the participants NDIS plan and goals. Relevant supports include:

- Specialised Individual Therapy for Early Childhood
- Individual Assessment, therapy and/or training
- Behaviour Management plan, training in behaviour management

The supports prices are set out below and do not include GST:

- 60 minutes- \$234.83 (50 minutes face to face plus time for writing case notes)
- Please note that any reports required for NDIS reviews etc will incur a service fee equivalent to one sixty minute session.

The provider agrees to provide up to ____ sessions to the participant during the time of this agreement. The frequency of sessions provided may change as the participant's needs change.

Responsibilities of the Provider



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The provider agrees to:

- Provide supports that meet the participant's needs at the participant's preferred times
- Communicate openly and honestly in a timely manner
- Treat the participant with courtesy and respect
- Consult the participant/participants representative on decisions about how supports are provided
- Give the participant a minimum of 24-hours-notice if the provider has to change a scheduled appointment to provide supports
- Give the participant the required notice if the provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Protect the participant's privacy and confidential information
- 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

Responsibilities of the participant/participant's representative

The participant/participant's representative agrees to:

- Inform the provider about how they wish the supports to be delivered to meet the participant's needs
- Treat the provider with courtesy and respect
- Talk to the provider if the participant has any concerns about the supports being provided
- Give the provider a minimum of 24-hours-notice if the participant cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy will apply
- Give the provider the required notice if the participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information.
- Let the provider 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.

Payments

The provider will seek payment for their provision of supports after the satisfactory delivery of an NDIS session.

Please tick select a management option below;

Self-Managed

The Participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will send the participant (*or representative*) an invoice for those supports for the participant to pay. The participant will pay the invoice by Direct Bank Deposit within 5 business days.

Plan Managed

The participant has nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from the nominated Plan Manager via invoice. The plan manager will pay the invoice by Direct Bank Deposit within 5 business days.

Willow Tree Psychology and Wellbeing are not an NDIS registered provider. Our Psychologists / Mental Health Social Workers will not be able to see portal managed clients.

Changes to this Service Agreement



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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 this Service Agreement

Should either party wish to end this Service Agreement they must give one month's notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

Feedback, complains and disputes

If the participant wishes to give the provider feedback, the participant can talk directly to the Psychologist / Mental Health Social Worker of Willow Tree Psychology and Wellbeing via phone or email.

If the participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk to the principal clinical psychologist at Willow Tree Psychology and Wellbeing on 8233 0828 or via info@willowtreepsychology.com.au

If the participant is not satisfied or does not want to talk to anyone from Willow Tree Psychology and Wellbeing to resolve the problem, the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Agreement Signatures

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

Signature of participant/participants representative

Date

Name of participant/participants representative

Signature of provider

Date

Name of provider

Self-Managed Details (If Applicable)

Name of person managing plan

Email to send invoices to

Plan-Managed Details (If Applicable)

Name of plan manager

Plan Manager Fax (if applicable)

Plan Manager Email