



**Willow Tree Group PTY LTD trading as
Willow Tree Psychology and Wellbeing**
ACN: 650 566 564 ABN: 59 650 566 564
Practice Address: 416 Magill Road
Kensington Gardens, South Australia, 5068
Postal Address: PO Box 2132, Magill North, SA, 5072
P: 8233 0828 F: 8180 1725
E: info@willowtreepsychology.com.au
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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, and is made between **First Name:** _____
Middle Name: _____ **Last Name:** _____
who is a participant in the NDIS - **NDIS Number:** _____
NDIS Plan Start Date: ____/____/20____ **NDIS Plan Review Due Date:** ____/____/20____

Who is supported by (Participant's Representative - 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.

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

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:

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

Responsibilities of the Provider

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/ 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



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- 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 48-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.

Fee Schedule

NDIS Item and Description	Fee Per Hour	Report Writing Fee
15_054_0128_1_3 (Capacity Building Supports) Improve Daily Living Assessment, recommendation, therapy and/or training (incl. AT). To be delivered by a psychologist.	\$234.83 (50 minutes face to face plus 10 minutes for writing case notes)	\$234.83 (Charged at one hour rate)
NDIS Item and Description	Fee Per Hour	Report Writing Fee
15_001_0118_1_3 (Capacity Building Supports) Improve Daily Living Capacity Building Supports for Early Childhood Interventions (under 6) To be delivered by a psychologist.	\$234.83 (50 minutes face to face plus 10 minutes for writing case notes)	\$234.83 (Charged at one hour rate)

Travel Fee

For all appointments outside of the clinic a travel fee will be charged at the hourly fee of \$234.83 – charged per minute (\$3.92 per minute), however, claimable travel is capped at 30 minutes each way, with a maximum 60-minute travel time both ways.

Cancellation and DNA Fees

Cancellations or rescheduling an appointment at short notice, where the participant / participants representative has given less than 48-hours' notice will be charged at 100% of the total appointment cost including travel if applicable. Non-attendance / DNA will be charged as a cancellation.



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Payments

There are 3 different ways NDIS plan funds can be managed:

Self-managed: The Participant, or the participants plan nominee or child representative claims funding from the participants NDIS plan to pay providers themselves/on the participants behalf. Providers will invoice the participant directly for supports the participant has agreed they will provide.

Plan-managed: The participants plan management provider will make claims and pay providers on the participants behalf for supports the participant has agreed they will provide.

NDIA-managed: Providers will claim payment directly from the participants NDIS plan based on active service bookings. Where supports are NDIA-managed, the participants can only use an NDIS registered provider.

Willow Tree Psychology and Wellbeing are not an NDIS registered provider – we will not be able to see NDIA-managed/portal managed participants.

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.

Changes to this 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 this Service Agreement

If either party wish to end this Service Agreement, they must give 1 months' 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 treating psychologist of Willow Tree Psychology and Wellbeing via phone 08 8233 0828 or info@willowtreepsychology.com.au.

If the participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk to Rocco Luppino (Principal Clinical Psychologist - Willow Tree



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Psychology and Wellbeing; Director – Willow Tree Group PTY LTD) by phone 08 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 (NDIA) 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

Mobile Number

Email address (for sending invoices)

Plan-Managed Details (If Applicable)

Plan Manager Name

Contact Person Name

Plan Manager Email (for sending invoices)

Plan Manager Fax (if applicable)