

## NDIS for ME

At ME Physio, our NDIS for ME program aims to provide a supportive, transparent and collaborative approach to your support services under the National Disability Insurance Scheme (NDIS) plan. We're all about helping you to be your best.

### The NDIS and Terms of Service

#### Parties

Terms of service apply between a participant of the National Disability Insurance Scheme (their guardian, and/or plan nominee), and ME Physio (the provider)

Terms of service (also known as Service Agreements) are made for the purpose of providing supports under the Participant's NDIS plan.

The parties agree that these terms of service are 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 disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

### Responsibilities of ME Physio

ME Physio agrees to:

- Review the provision of supports at least annually with the participant.
- Once agreed, provide supports that meet the Participant's needs and the Participant's preferred times.
- Communicate openly and honestly in a timely manner.
- Treat the participant with courtesy and respect.
- Consult the participant on decisions about how supports are provided.
- Give the participant information about managing any complaints or disagreements and details of the provider's cancellation policy
- Listen to the participant's feedback and resolve problems quickly
- Give the participant a minimum of 4 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.
- 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 Australian Consumer Law, keep accurate records on the supports provided to the participant, and
- Issue regular invoices and statements of the supports delivered to the participant.

## **Responsibilities of the Participant/Participant's parent or guardian**

The participant 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 4 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 and
- 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.

## **Schedule of Supports**

The supports and their prices are discussed and agreed at the initial assessment and appointment. These budgets and funding can be progressed and updated as the plan progresses between the participant and provider.

The prices per hour are as follows:

*Physiotherapy – \$193.99/hr*

*Podiatry – \$193.99/hr*

## **Schedule of Reporting**

In addition to provision of supports, our team at ME Physio report and re-assess regularly to ensure that support services continue to meet the participant needs.

ME Physio will provide reporting for the following:

Initial Report following the Participant's Initial appointment.

End of plan Report at the end of the Participant's NDIS Review.

Quarterly Report following re-assessment and review.

The prices per hour for reporting are as follows:

*Physiotherapy Reporting – \$193.99/hr*

*Podiatry Reporting – \$193.99/hr*

## Cancellation Policy

The participant must give 4 hours notice if they cannot attend a scheduled appointment. If the participant fails to give 4 hours notice the scheduled appointment will be billed from the supports on the participant's NDIS plan.

## Payments

The provider will seek payment for their provision of supports after the provision of services.

Payments are applied depending on how the plan categories are managed, being either one, or a combination of the below:

1. If the participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement, the provider will send the participant an invoice for those supports for the participant to pay. The participant will pay the invoice on the day of supports provided.

And/or

2. If the participant has chosen a nominee to manage the funding for supports provided under this service agreement, the provider will send the participant's nominee an invoice for those supports for the participant's nominee to pay. The participant's nominee will pay the invoice on the day of supports provided.

And/or

3. If the participant has chosen a registered plan management provider to manage the funding for supports provided under this service agreement, the participant is required to provide the details to ME Physio at the time of booking. After providing those supports, the provider will claim payment for those supports from the plan management provider.

## Declined Funds

Should funds be declined due to exhausted funds or expired plans, the participant acknowledges they are liable for payment of the services rendered. Please note, the provider does not have visibility over the allocation or usage of funds to manage budgets.

Payment terms will be 7 days after issuing the invoice (for plan managed clients only). Self managed payment terms is 2 days after receiving the service.

## Changes to our Terms of Service

If changes to the supports or their delivery are required, the parties agree to discuss and review the Service Agreement. The parties agree that any changes to the Service Agreement will be in writing, signed and dated by the parties.

## Ending Services

Should either party wish to end their service delivery, they must give one month notice. If either party seriously breaches these terms of service, the requirement of notice will be waived.

## Feedback, complaints and disputes

If the Participant and/or the Plan Nominee wishes to provide feedback, complaints or suggestions for improvements, they can contact ME Physio via;

Phone: (03) 9571 6888 or

Email: [info@mephysio.com.au](mailto:info@mephysio.com.au)

If the Participant is not satisfied with their response from ME Physio, 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](http://ndis.gov.au) for further information.

I,

declare that I have read and understand the Terms of service and accept them fully.

Signed:

Date:

Signed:  
(On behalf of ME Physio)

Date: