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*Improving lives by providing health, education and disability services to people from all backgrounds.*

## **Service agreement terms and conditions**

### **Responsibilities of the Provider**

Range Allied Health agrees to:

- Review supports provided at least annually
- Provide supports that meet your needs at a time that suits you
- Communicate with you in a clear and timely manner
- Provide services that you have asked for and include you in all decisions about your supports
- Treat you with courtesy and respect, listen to your feedback and resolve problems quickly
- Protect your privacy
- Give you information about managing any complaints or disagreements
- Give you a minimum of 24 hours notice if we have to change a scheduled appointment
- Give you the required notice if we need to end this Service Agreement
- Provide supports in a manner consistent with all relevant laws, including the NDIS Act 2013 and the Australian Consumer Law
- Keep accurate records on the supports provided
- Issue invoices and statements of the supports delivered to you as per the NDIA Terms of Business for Registered Providers as requested.

### **Responsibilities of the participant and/or their representative**

The participant agrees to:

- Inform Range Allied Health about how they wish the supports to be delivered
- Treat Range Allied Health staff with courtesy and respect
- Talk to Range Allied Health if you have any concerns about the supports being provided
- Give Range Allied Health 48 hours notice if you cannot make a scheduled appointment, noting that if the notice is not provided, Range Allied Health's cancellation policy will apply
- Give Range Allied Health the required notice if you need to end this Service Agreement
- Let Range Allied Health know immediately if your NDIS plan is suspended or replaced by a new NDIS plan, or if you stop being a participant in the NDIS
- Understand that supports provided are required to be reasonable and necessary, in accordance with subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act)
- Understand that all participants have the right to an advocate. Please ask your service provider if you need assistance to source an advocate.

### **Payments**

Range Allied Health will seek payment for supports once they have been delivered. The client has nominated either a Self Managed or a Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Range Allied Health will issue an invoice and claim payment for those supports from the nominated plan manager. Payment terms will be 7 days.

## Ending or changing the Service Agreement

If changes to the supports or their delivery are required, the parties agree to discuss and review the Service Agreement. Both parties agree that any changes to this service agreement will be in writing, signed and dated by the parties. Should either party wish to end this Service Agreement they must give 2 weeks notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

## Feedback, Complaints and Disputes

If you wish to give Range Allied Health feedback please call Melody Shepherd on 0491 047 391 or email [admin@rangealliedhealth.com.au](mailto:admin@rangealliedhealth.com.au). At any time, you can make a complaint to the NDIS Commission.

Complaints to the NDIS Commission can be lodged:

- online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); or
- by phoning: 1800 035 544.

## Goods and Services Tax

For the purposes of GST legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS Act, in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS Plan is expected to remain in effect during the period the supports are provided; and
- the participant/participant representative will immediately notify the provider if the NDIS Plan is replaced by a new plan or if they stop being a participant in the NDIS.