



Physio by Design
 ABN: 21 617 813 180
 Shop 1/139 Margate Pde, MARGATE
 QLD 4019
 T: 0402491439
 E: admin@physiotherapybydesign.com
 W: www.physiobydesign.com.au

Date

Name
 Address
 Suburb QLD Australia Postcode

Service Agreement

This Service agreement is for in the National Disability Insurance Scheme and is made between and Physio by Design.

Service Provider : Physio by Design
 Contact Number: 0402491439
 Email Address: admin@Physiotherapybydesign.com.au
 Business Address: Shop 1/139 Margate Pde Margate

This agreement is made according to the rules and goals of the NDIS.

The participant and Physio by Design agree that this 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

Physio by Design agrees to provide physiotherapy . The price is set out in the attached Schedule of Supports. All prices are GST inclusive . Additional expenses [eg things that are not included as part of a Participant's NDIS support] are the responsibility of the participant and are not included in the cost of the support.

Physio by Design's Responsibilities

Physio by design agrees to:

- Review the provision of support at least quarterly with the participant;
- once agreed, provide support that meets the participant's needs at the participant's preferred times;
- Communicate openly and honestly in a timely manner;
- Explain things clearly;
- Treat the client politely and with respect;
- Consult with the participant on decisions about how support is provided;
- Provide participant with information about managing any complaints or disagreements along with details of Physio by Design cancellation policy;
- Listen to participant's feedback and resolve any problems quickly;
- Give the participant a minimum of 24 hours notice if Physio By Design has to change a scheduled appointment;
- Give the participant the required notice if Physio by Design needs to end the Service Agreement;
- Protect the participant's privacy and confidential information;
- Provide support in a manner consistent with all relevant laws. This includes the National Disability Insurance Scheme Act 2013 , National Disability Insurance Scheme Rules, and Australian Consumer Law;
- Keep accurate records on the support provided to the participant and
- Issue regular invoices and statements of the support delivered to the participant as per the NDIS terms of Business for Registered Providers.

Participant Responsibility

- Inform physio by Design about how they wish the support to be delivered to meet their needs;
- Treat Physio by Design staff with courtesy and respect;
- Advise Physio by Design staff of any concerns regarding the support provided;

- Provide 24 hours' notice if the participant cannot make a scheduled appointment;
- Advise Physio by Design the required notice if the Service agreement needs to be cancelled;
- Let Physio by Design know if the participant's NDIS Plan changes or if the participant stops being a participant in the NDIS.

Payments

Physio by Design will seek payment for their service after each physiotherapy session .

The participant has chosen to plan-manage the funding for NDIS supports provided under this Service Agreement. After providing therapy , Physio by Design will send the participants selected organisation an invoice for payment.. Payment will be made by direct debit within 7 days.

Changes to the Service Agreement

If changes to the support 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

Should either party wish to end this Service Agreement they must give 1 month notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

Feedback, complaints and disputes

If the Participant wishes to give Physio by Design feedback or is not happy with the provisions of support and wishes to make a complaint, the participant can talk to Fabian Tjin.

If the participant is not satisfied or does not want to talk to this person, the participant can contact the National Disability Insurance Agency by calling 1800800110, visiting one of their offices in person or visiting www.ndis.gov.au for further information.

Cancellation Policy

Out of consideration and respect for Physio by Design, the participant must provide Physio by Design with at least 24 hours notice of the scheduled appointment. Where multiple cancellations or no shows occur in a 12 month period, Physio by Design will notify the NDIS as a review of the participant's NDIS Plan may be required.

Where Physio by Design cancels a support due to operational reasons, the service will be rescheduled at no penalty to either party.

Contact Details

The participant's details:

Name
Phone
Email
Address, Suburb, QLD, Australia, Post Code

Physio by Design contact details:

Fabian Tjin
0402491439
admin@physiotherapybydesign.com
Shop 1, 139 Margate Pde Margate Qld 4019

Agreement Signatures

By signing this agreement, both parties agree that will be provided with Physiotherapy at the cost of \$179 (60min) / \$130 (40min) \$90 (30min) . This will be provided at Physio by Design, 139 Margate Parade, Margate Qld 4019.

_____ Patient
Signature of Participant/ Representative

____ / ____ / ____
Date

_____ Fabian Tjin
Signature for Physio by Design Name

____ / ____ / ____
Date

Schedule of Support

Provider name: Physio by Design
ABN 21617813180
Participant name: Name
NDIS #:

Participant's Representative Signature _____

_____/_____/_____

Date

Client Goals

Service Plan

Frequency of sessions:

Duration of service:

Reassessment Date:

NDIS Reference No:

NDIS Support item:

Rate /session: \$179 (60min) / \$130 (40min) \$90 (30min)

Total hours requested:

Total funds required:

Start date:

End date: