

Service Agreement Terms and Conditions

This document should be read prior to signing any Service Agreement for supports to be provided by Complete Disability Services (CDS) Staff. A copy of this document is available at any time from the CDS website www.cdssa.com.au, or is available on request via email contact@cdssa.com.au.

Terms and Conditions

Pricing

The schedule of Supports outlines the service type and total amount of NDIS funds you have agreed to allocate for CDS's services. The NDIA reviews the Price Guide throughout the year. If the NDIA price increases, you agree that we may charge up to the new price. We will inform you of any price changes. If your NDIS plan dates or funding is reviewed before the plan review date, you are to notify CDS to update the current service agreement.

Claim Types

To ensure a comprehensive and high-quality service, Complete Disability Service staff may provide support in various ways. Below are examples of how your agreed therapy hours may be utilised and billed:

Therapy Hours (based on the relevant services line item):

- Face-to-face sessions.
- Non-face-to-face sessions; for example, telehealth, phone calls, documentation
- Communication with the NDIS participant and/or their service providers, including phone calls, emails, and meetings.
- Report writing and the preparation of recommendation letters.
- Session planning and development of resources.

Entrance or Equipment Access Fees

When appointments take place in locations requiring paid entry (e.g., gyms, swimming pools, or community groups), the entry fees for both the participant and the service provider will be billable to the participant's NDIS plan.

Travel

Travel may be charged at rates up to and including what is allowed under the NDIS Price Guide.

Labour Costs:

- up to 30 minutes each way in MMM 1-3 areas (includes Adelaide Metro area, Gawler, Mount Barker, Murray Bridge, Goolwa, Victor Harbor & Aldinga)
- up to 60 minutes each way in MMM 4-5 areas (includes Tanunda, Nuriootpa, Kadina, Moonta, Burra & Clare)

Non-Labour Costs – up to \$0.95 per kilometre as measured by Google Maps from the CDSSA Office (Marden) to the home, school, workplace, or location of meeting and return (if applicable).

Cancellation

Where services are no longer required, as much notice as possible is appreciated. The schedule below outlines the charges applied in the event of a cancellation. It is understood that emergencies may arise where a participant may not be able to notify CDS within the required period and an exemption from cancellation payments may be approved on a case-by-case basis.

Notice Given	Hours Charged
More than 48 hours	Nil
Less than 48 hours	One hour, unless we are able to find alternative billable work for the relevant worker.

Payments

If Plan Managed:

- We will send an invoice to your Plan Manager after you have received your supports. The Plan Manager will claim from the NDIA and pay us from your plan via electronic transfer.

If Self-Managed:

- We will send an invoice to you after you have received your supports. You need to pay us within 7 days via electronic transfer, cash, or cheque. You can claim the amount from the NDIA.

If Agency Managed,

- We will create a service booking through the NDIS portal that reflects the total dollar amount outlined in this agreement.

If services are provided without adequate funding being available, the client is responsible to pay for these services. CDS will act to the best of their ability to only provide services within the available funding; however, this is ultimately the client's or advocate's responsibility. CDS reserves the right to cancel any services without notice if there is no confirmation of NDIS funding being available.

Once your NDIS plan has ended, CDS may continue providing services prior to you receiving your new plan and charge for these services. If adequate funding is not provided in the new plan the participant will be responsible to pay for these services. Both the client and CDS can suspend services during the rollover period without notice.

Emergency and Disaster Management

In the event of any unavoidable changes to the provision of supports to you due to an emergency or disaster occurring, such that the regular Worker providing supports to you is unavailable, we will follow the following care continuity plan to ensure that supports continue to be delivered to you:

- (1) We will attempt to find a suitably qualified and/or experienced Worker at Complete Disability Services to fill in on a temporary basis to provide support to you while your regular Worker is absent.

- (2) Should the unplanned absence become permanent - Recruit a new Worker to act in the role.

Where changes or interruptions are unavoidable, we will explain and agree the next steps with you.

Appointments will be offered via telehealth or by phone in the event if face to face sessions are not possible or appropriate for continuity of service, for example during a Covid-19 lockdown for continuity of service.

Further information on our arrangements for providing support in the event of an emergency or disaster are set out in our Continuity of Supports Policy and Procedure, Business Continuity policy, and procedure, and Emergency and Disaster policy and procedure.

Changes to this Service Agreement

Any changes to this Service Agreement will be in consultation and in writing, signed, and dated by the parties.

What can you expect of us?

We agree to always act in your best interest and to deliver high-quality person-centered services to you. We will be honest and transparent about the work we do and what is expected from you.

What we ask of you?

We ask you to be open and transparent about our services and how best you would like to receive them. If there are any issues or concerns, we ask that you bring them to our attention and give us an opportunity to rectify it.

Ending a service agreement

If for any reason that our services are not the best fit for you, we ask that you give us two weeks' notice to end a service agreement.

If you repeatedly cancel appointments or fail to show up without adequate notice, Complete Disability Services reserves the right to terminate services. This policy ensures fairness to both you and other service recipients. Complete Disability Services will attempt to discuss concerns and explore potential solutions with you before considering termination.

Feedback, complaints, and disputes

You can give us feedback anytime or tell us if you are not happy with our services by talking to Kelly or Cathy on (08) 8166 1820

Further to this, you may contact the NDIS Commission by calling 1800 035 544.

Personal information collection statement

You may contact us by email, mail or phone using the details provided at the bottom of this page. You have the right to gain access to the information we hold about you.

Our privacy policy (available upon request) contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

We need to collect information about you for the primary purpose of providing quality supports and services. In order to fully provide these services, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through the NDIS. Information will be used within the service for planning and managing your plans and supports.

We may disclose information regarding you to other service providers or health professionals only with your consent. We will not disclose your information to commercial companies; however, specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct us not to forward this type of information. Your written consent will be obtained at the start of any new planned activities. We do not disclose your personal information to overseas recipients.

File information is stored securely and accessed only by our workers. We take all reasonable steps to ensure that information collected about you is accurate, complete and up to date. You may have access to your information on request and if you believe that any of the information is inaccurate, we may amend it accordingly. If you do not provide relevant personal information, in part or in full, this may result in the provision of incomplete supports or services which may impact on your plans and goals.



Any concerns you may have about this statement or the information we store about you can be directed to the contact listed below.

Contact details:

Kelly Lambert

Complete Disability Services

contact@cdssa.com.au

08 8166 1820

Wellington Centre, 2/2 Portrush Road

PAYNEHAM SA 5070.