



Service Agreement for Self and Plan Managed NDIS Clients

Side by Side Psychology Therapist agrees to provide intervention and supports that are in line with their goals for:

Client Name _____

Client NDIS Number _____

This capacity building and support will occur at _____ frequency, unless circumstances change to increase or decrease to meet therapeutic goals and to provide a safe and ethical service. This will be done in full communication with the client and their immediate support people/family. The content of these sessions will be to work directly on the goals the client and their supports have identified.

The therapist will also provide a Review Report at the conclusion of the yearly plan that will be charged at the hourly session rate for a maximum 2 hours writing/preparation time.

Payment Agreement

Current capacity building session fee is \$220 per 60 minutes, which includes 50 minutes face-to-face delivery and 10 minutes to document case notes on the session and session preparation. This fee is current until the 30th June 2022. An initial consultation will be \$240 to cover initial file preparation and planning time.

For Plan Managed clients, an invoice will be sent for payment to be made directly to Side by Side Psychology accounts. There is an expectation that these should be paid within 7-14 working days.

Should there be any gap between the session fee and the NDIS payable amount limit, then this is for the client to pay on the day. Current maximum for Capacity Building (Psychology) is \$214, so a gap of \$6 per session is required per session which is payable by the client.

Email Fee Schedule

Reading email updates from client and other practitioners will not be charged, however if there is an expectation for a lengthy update (one that will take more than five minutes), then the following fee schedule will apply (with client agreement).

- Emails that take under 5 minutes to complete will continue to be free (valued at \$20)
- Emails that take between 0-15 minutes will be charged at \$40 per email.
- Emails, reports and brief update letters that take up to between 30 and 60 minutes to complete, will be charged at \$120 per item.
- Review reports will be charged at the session rate of \$220 per 50 minutes
- Emails and general update letters to General Practitioners/Paediatricians will continue to be free of any charge.

Additional Phone call fee Schedule (addition to appointment)

Phone call consults will be need to be scheduled in with parents or the third party professionals (such as school staff, other allied health staff) and written consent will be required before they commence (email agreement is sufficient).

Phone calls in between sessions are unlikely to happen without an allotted appointment time. You will be sent an email asking that a time for this phone call can take place and to agree to the fees set out below.

Phone calls will be charged in 15 minute allotments:

5-15 min: \$60

30 min: \$120

45min: \$180

60 min: \$250

Plan Manager Details

Location of Services

Capacity building services will be provided at the current Side by Side Psychology offices at 161 Lime Avenue, Mildura, Victoria, Australia. Sessions that are required to occur outside of this location will incur travel time charged at the pro-rata of the session fee. Sessions may occur off-site if this is determined to be required to best meet the goals of the session for the client. The client may also request Telehealth sessions and be provided these as needed. The secure Zoom platform is used for these sessions.

Cancellation Policy

The client is required to inform Side by Side Psychology of inability to attend as soon as they are aware. The policy for all clients of the practice stipulates that the client will be asked to pay for the allocated appointment time if the cancelled appointment cannot be filled. Staff make every attempt to fill cancelled appointments and the following guidelines around timelines exist:

If 0-24 hours notice is given, the full session fee will be charged, including GST (as it is no longer a health service being delivered, but a Late Cancellation/Did not Attend Fee).

If between 24 and 48 hours notice is given, 50% of the session fee will be charged (plus GST).

If the appointment is cancelled more than 48 hours before the appointment, then no fee will be charged. This is detailed in the Explanation of Service document that clients are also asked to sign and also retain a copy of.

Codes of Conduct

The therapist agrees to provide therapy in accordance with the rules Psychologists are bound to under the Allied Health Regulation Agency and the Psychology Board of Australia. The therapists also abide by the Charter for the Australian Psychological Society.

This agreement is made between the client (if over 18) or a Parent/Guardian for those under 18 years of age.

This agreement is also made in conjunction with the Consent Form and the Explanation of Service document being agreed to and signed.

If there is any disagreement or concerns the client and their supports have, they are encouraged to raise these directly with the therapist.

The therapist is also able to end therapy sessions with the client if they are certain that they have met their goals on their plan or they are not complying with the agreement regarding attendance and payment of sessions and work undertaken including email, phone calls and reports.

Parent/Guardian Name _____

Parent/Guardian Signature_____

Therapist Name_____

Therapist Signature_____

Date_____