**Terms of Service**

The following sets out the expectations for clients and the provider:

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| --- | --- |
| Client | *(child’s name)* |
| Parent | (name) |
| And | |
| Provider | Cathryn Grubb (Chatter Cat Speech Pathology) |
|  | *(date)* |

The agreement will continue in effect unless revised or ended.

**Appointments**

Clients will be offered an ongoing appointment time, made under negotiation with the client and their family. Sessions will continue within the usual work pattern of the provider and will change or cease only after consultation.

**Reports and Goals**

At Chatter Cat Speech Pathology, it is a strong belief that client’s need to understand what is being worked on. For this reason, annual updates are completed to assess the client’s abilities. Similarly, goals are reviewed after 6 months to ensure their accuracy. It is an expectation of this clinic that clients will agree to and pay for 2 assessment reports/goal summaries per year. This equates to 2 hours of service and will be charged accordingly.

**Schedule of Fees**

If you are plan managed under NDIS, you will be asked to sign a running sheet at the end of each session. It is the client’s responsibility if payments cannot be made by the plan manager (i.e. due to plans running out of funds).

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| --- | --- |
| Therapy session (45 minutes) | $140.00 per session |
| Reports (including summary/goal reports) (allocation of 2 hours per year) \* | $187.00 per report ($374.00 total).  Please note, reports requested by NDIS directly will be charged per hour and may be an addition to this costing. |

All prices are GST inclusive (if applicable) and include the cost of providing the supports. Prices are subject to change without notice.

**Payments**

The Provider will seek payment for their provision of supports after completion of services (eg. direct therapy, completion of reports and other services that have been negotiated).

* For clients that are self-managing their NDIS funds or paying privately, payments are due on the day of service. However, clients may also choose to claim for services before paying for sessions. In this scenario, payments are due within 3 days of service.
* For clients that use a plan management provider, an invoice will be sent to both the participant and plan manager by email. Payments are due within 5 days of invoice.

**Video recording**

Occasionally, video recordings will be made of clients. This is done to assist with assessments or within therapy to assist the client to see what they are doing. When videos are taken, permission will be sought prior to recording and the videos will either be deleted after the session or forwarded to the client and their family (if the client asks).

Sometimes parents wish to take video recordings of their child within therapy. It is asked that permission is sought before this occurs and that videos are not shared on social media without express permission of the clinician.

**Cancellation Policy**

As a family centered practice, it is understood that clients can get sick. Notification of non-attendance is required by 7.00am on the day of the appointment. If the notice is not provided by 7.00am on the day of the appointment, 90% of the hourly fee will be charged.

If a client is unable to make 5 consecutive appointments either due to illness or other reasons (eg. holidays), it will be understood that the appointment time may be forfeited. The client’s name will then be entered on the waiting list.

**Ending Services**

Services typically end when: the client meets their goals and it is recommended that therapy end, client’s move to a new setting (eg. start school), mutually agreeable appointment times cannot be found, therapy is not recommended or if the client is unhappy with the service. On rare occasions, the provider may recommend that services end due to a poor fit between the provider and client. Services will end after a discussion between both parties.

Any outstanding invoices will be paid by the client before the end of services. Reports or summaries will only be forwarded after outstanding invoices are paid.

**Feedback, complaints and disputes**

If the client wishes to give the provider feedback, or if the client is not happy with the provision of supports and wishes to make a complaint, the client or their representative can talk to Cathryn Grubbon0401 519 370 or via email: [cathryngrubb@gmail.com](mailto:cathryngrubb@gmail.com)

**Goods and services tax (GST)**

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

* a supply of supports under this Term of Service is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the [*National Disability Insurance Scheme Act 2013*](http://www.comlaw.gov.au/Current/C2014C00149) (NDIS Act), in the Participant’s NDIS plan currently in effect under section 37 of the NDIS Act;
* the client’s NDIS plan is expected to remain in effect during the period the supports are provided; and
* the client/ client’s representativewill immediately notify the Provider if the client’s NDIS Plan is replaced by a new plan or the client stops being a participant in the NDIS.

**Changes to this Terms of Service**

If changes to the supports or their delivery are required, the Parties agree to discuss and review this Terms of Service.

**Agreement signatures**

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|  |  |
| Name of Client/Representative | Name of Provider |
| Date: | Date: |