

Service Level Agreement

Terms and Conditions

The Service Level Agreement is made according to the rules and goals of the National Disability Insurance Scheme (NDIS).

Rehab Alive's undertaking to you as a Participant:

1. Confidentiality and Privacy

Rehab Alive and its employees will endeavour to keep your personal and treatment information private and confidential. Maintenance of your confidence in our service is important to us and should you have any questions or concerns regarding our confidentiality or privacy obligations to you please do not hesitate to contact us.

2. Service Standards

Rehab Alive endeavours to provide a high quality, evidence based Occupational Therapy Service. Rehab Alive is dedicated to treating all persons with respect and deserving the right to make their own health care choices. We work within the scope of the NDIS mandate of "reasonable and necessary" and "choice and control" and strive to act with integrity, honesty and fairness at all times within the limits of our professional code of ethics.

(<http://www.otaus.com.au/onlinestore/free-resources/occupational-therapy-australia-national-code-of-ethics>).

3. Service Timeframes

Rehab Alive provides professional services to many individuals. At times we will be required to prioritise clients according to urgency and need. We understand that your needs are important to you and will aim to progress and pursue your requirements in a timely manner. Your cooperation and engagement in this is important. Rehab Alive does limit the intake of referrals to ensure that our caseload is as manageable as possible, however from time to time demand will exceed capacity. Should you be dissatisfied with service timeframes please do not hesitate to contact us to discuss.

What is Expected of the Participant?

- We request that as much notice as possible is provided for appointment cancellations. We will charge \$153 (or 90% of our hourly rate) for cancellations occurring after 3pm the day before the scheduled appointment, so please discuss your need to change your appointment with us as soon as you can to avoid this cost.
- Co-operation and collaboration will be sought in the setting of goals and objectives.
- We aim to work **with** our participants and will seek engagement, input and decision making (within the limits of the participant's ability) in all activities undertaken.
- Should you believe that treatment provided is not in your best interests (or that of your loved one/ person under your guardianship) please discuss your concerns with the therapist allocated so that alternatives can be identified, and re-direction can occur.
- Verbal and/or physical abuse will not be tolerated and will impact on our ability to continue to provide services.

Ending a Treatment Relationship

Participant: Ending service provision

Participants and their guardians are entitled to end a treatment relationship with us at any time, however please be aware that we are entitled to bill all unbilled costs accrued to that date. The outstanding figure will be reported to you.

Notification of intent to end the treatment relationship is required in writing or in the presence of or through an objective witness (case coordinator, medical or other treating professional or legal nominated guardian) and will be accepted immediately.

Service Provider: Withdrawing from service provision

Should we determine that we are no longer able to provide services to you during the course of a service level agreement we will provide you with 14 days written notice of our intention to withdraw.

Physical abuse by a participant or a significant other will not be tolerated and will result in service provision being ceased immediately.

How will payments be made

Agency Managed: By providing us your participant details and signing this agreement you agree that we are able to obtain payment through the NDIS Provider Portal. Invoices will be sent for your approval on a monthly basis (or as negotiated) prior to claiming.

Plan Managed: We will seek approval of costs and payment via your plan manager.

Self Managed: Invoices will be sent directly to you and payment will be expected within 14 days unless a dispute is raised about costs noted on the invoice.

GST

Most services under the NDIS will not incur GST. However GST may apply to some goods and services and these will be identified by the service provider and notified to the participant accordingly.

How to make changes

Either you as the participant, or us as Rehab Alive, are entitled to request a change to this service agreement at any time. A suitable time to meet and discuss will be identified at the earliest available opportunity and may prompt the completion of a new agreement.

What to do if there is a problem or you have a complaint?

Please do not hesitate to discuss this directly with your treating therapist. If this does not resolve the situation or, if you feel that an inequitable service continues to be provided, please liaise directly with the Director of Rehab Alive, Daniella Polita on 0428 547 000 or via email at daniella@rehabalive.com.au. Alternatively, you can contact the agency or individual that referred you to our service. Please be advised that Rehab Alive do take complaints seriously and will attempt to find an agreeable solution for all parties.