



**Service Agreement  
for  
Plan Managed NDIS Clients**

Bright Side Learning and Therapy therapists agrees to provide intervention and supports to:

Client Name \_\_\_\_\_

NDIS Number \_\_\_\_\_

This intervention and support will occur in the form of termly delivered group programs. The intensity and frequency of programs will only change if circumstances are required 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. The content of these sessions will be to work directly on the goals the client has identified in their plan.

Payment Agreement-Current school holiday group intervention sessions are usually \$750 (unless otherwise specified) for a 10 hour program with approximately 10

children with at least two therapists. This fee is current until January 2022.

Westmead Feelings Program is costed at \$800 for 5 child sessions and 2 parent/teacher sessions. This fee is current until December 2021. The entire program consists of Modules, 1, 2 and 3, which each Module costed separately.

For clients that are PLAN MANAGED, an invoice will be sent for payment to be made directly to Bright Side Learning and Therapy accounts within 7 days of the program being completed.

#### Plan Manager Details -

Contact and Email Address for Invoices to be sent to:

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For clients that are SELF MANAGED they are to pay for therapy provision on the day and they reimbursed by the NDIS through their own arrangements. The receipt will be emailed to the client following payment. For groups payment needs to be made before commencement of the group.

Service Provision-These services will be provided at Side by Side Psychology/Bright Futures Mildura offices at 161 Lime Avenue, Mildura, Victoria. Sessions that are required to occur outside of the therapy session and incur travel

time will be also charged at the pro-rata the session fee outlined above.

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

The therapist is also able to discontinue therapy sessions with the client if they ascertain that they have met their goals on their plan or are not complying with the agreement regarding attendance and payment of sessions.

Cancellation Policy - As per the Cancellation policy, the client is required to inform of inability to attend as soon as they are aware. The Cancellation policy described in the Explanation of Service form outlines that the client will be asked to pay for the appointment time allocated if the cancelled appointment cannot be filled. Reception staff make every attempt to fill these appointments.

*If 0-24 hours notice is given the full session fee will be charged for the entire group*

*If between 24 and 48 hours notice is given, 50% of the session fee will be charged for the cost of the entire group if their place in the group cannot be filled.*

The therapist agrees to provide therapy in accordance with the rules Psychologists are bound to under the Allied Health Regulation Agency and Psychology Board of Australia rules. The therapist also abide by the Charter for APS Psychologists (copy can be provided upon request).

This agreement is made between the Client (if over 18 years of age) 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 which outlines other conditions of engagement which both need to be completed and signed.

Parent Guardian Name \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_

Therapist Signatures

Kate French \_\_\_\_\_

Danielle O'Brien \_\_\_\_\_

Date \_\_\_\_\_