

## NDIS Service Agreement

### For:

Name of participant:	
Date of Birth	
NDIS Number:	
Address:	

### Who is involved in this service agreement:

Participant representative:	
Provider:	Hiskins Arts Therapy & Counselling
NDIS provider Registration Number:	405-0055-567

### NDIS plan

Start date of the NDIS plan:	End of the NDIS plan:

### Service- '**Arts Therapy & Counselling**'

Start of the service (Arts Therapy)	End of the service (Arts Therapy)

### Purpose of this service agreement:

<ul style="list-style-type: none"> <li>To provide supports under the person's National Disability Insurance Scheme (NDIS) plan</li> <li>To ensure that Hiskins Arts Therapy &amp; Counselling and the participant/parent/carer have an agreed set of expectations of what supports will be delivered and how they will be delivered</li> <li>To set out each party's responsibilities and obligations</li> <li>To set out how to resolve any problems that may arise</li> </ul>
---

### What Support will be provided:

Core- Improved daily living Therapeutic supports	<b>Individual Counselling</b>
Line item:	<b>15_043_0128_1_3</b>
Hourly rate:	<b>\$152.95</b>
One to one sessions	1 hour Art materials included

- To facilitate self-knowledge, emotional acceptance and growth and the optimal development of personal resources on a one to one basis.
- To assist participants to work towards their personal goals and gain greater insight into their lives.

**Where** support will be provided:

Disclosure:

- There is no wheel chair access ;(
- There are stairs to the Arts Therapy room

Address:	275 High Street, Northcote, VIC, 3070
Contact Person:	Rachel Hiskins
Contact details:	0455-374-288 <a href="mailto:rachel@hiskinsartstherapy.com">rachel@hiskinsartstherapy.com</a>
Office hours	9:00-5:00pm

**Expectations**

In signing this agreement, you agree that the following are **your responsibilities:**

- To advise Hiskins Arts Therapy & Counselling about the supports that you are seeking and how you would like to receive them
- To be **polite and respectful** to the people from Hiskins Arts Therapy & Counselling
- **To advise** Hiskins Arts Therapy if you have **any problems or concerns** about the service or supports you are receiving
- **Cancellation Policy- Advise** Hiskins Arts Therapy if you **can't make an appointment**
- Where participants make short-notice cancellations for therapy services, the therapist can charge a cancellation fee up to 90% of the agreed price for the cancelled appointment.
- The Short notice cancellations is after 3pm the day before
- **Advise** Hiskins Arts Therapy if you would **like to end the agreement**
- Advise Hiskins Arts Therapy if your **NDIS plan changes** or if you stop using the NDIS plan

Hiskins Arts Therapy & Counselling, **our responsibilities:**

- Protect the participant's **privacy and confidential** information.
- **Provide the service** that you have asked for
- Be **open and honest** about the work we do and support we provide
- Explain things clearly

- **Treat you respectfully and compassionately**
- **Collaborate** with you in your decision about your supports
- **Let you know what to do** if you have a problem or **want to complain**
- **Listen** to your feedback and fixing any problems quickly
- Tell you if they want to end the agreement
- Make sure your **information is correct and up to date**
- **Abide** by The **Code of Ethics and Practice**
- Obey all the rules and laws that apply- this includes the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme rules
- Provide **invoices and statements** for your supports
- Therapist can claim up to a maximum of 6 hours per service booking regarding cancellation sessions.

**How to pay** for your supports:

The NDIS will pay for my supports <b>(NDIA managed)</b>	
I will pay for my supports at each session <b>(Self-managed)</b>	
Somebody else will pay my invoices through <b>(Plan management)</b>	(please provide details)

How to **end the service agreement**:

- If you want to end the service agreement, you must tell Hiskins Arts Therapy & Counselling
- You must give notice of 1 booked sessions i.e.: one sessions must be delivered and paid for after notice has been given
- If Hiskins Arts Therapy & Counselling wants to end the agreement, we will give notice of 14 days

What to do if you have **a problem**:

Talk to your therapist about it if you can	If not, you do not want to, or if your problem is not being fixed, you can contact the NDIA	NDIA number is: 1800 800 110 or you can visit an NDIA office
--	---	--



**Agreement Signature:**

<ul style="list-style-type: none"> <li>I/We confirm that this agreement has been explained to me/us, and that I/we understand.</li> <li>The parties agree to the terms and conditions of this service agreement.</li> </ul>	
<b>Name</b> of the participant Participants representative	
<b>Signature</b> of participants Signature Participants representative	
<b>Date:</b>	
Name of Authorised Person from Hiskins Arts Therapy & Counselling	
Signature of Authorised Person from Hiskins Arts Therapy & Counselling	
<b>Date:</b>	