



NDIS SERVICE AGREEMENT

1. Parties

This Service Agreement is for:

Participant First Name

Participant Last Name

Participant Date of Birth

NDIS Number

a participant in the National Disability Insurance Scheme, and is made between:

Participant\Participant Representative Name

and the Provider (**Optimise Health and Wellness**)

Commence Date

End Date

2. The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the Participant's NDIS plan.

A copy of the clients NDIS Plan is/is not attached to this Service Agreement. The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic client of people with disability; and
- enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.
- NDIS plan to be provided to Optimise Health and Wellness

3. Schedule of Supports

Optimise Health and Wellness agrees to provide the Participant services outlined in the Schedule of Supports. The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports. Additional expenses (i.e. things that are not included as part of a client NDIS supports) are the responsibility of the Participant/ Participant's representative and are not included in the cost of the supports.

4. Optimise Health and Wellness responsibilities

Optimise Health and Wellness agrees to:

- review the provision of supports at least 3 monthly with the Participant
- once agreed, provide supports that meet the Participant's needs at the Participant's preferred times
- communicate openly and honestly in a timely manner
- treat the Participant with courtesy and respect
- consult the Participant on decisions about how supports are provided
- give the Participant information about managing any complaints or disagreements and details of Optimise Health and Wellness cancellation policy
- listen to the Participant's feedback and resolve problems quickly
- give the Participant a minimum of 24 hours notice if Optimise Health and Wellness has to change a scheduled appointment to provide supports
- give the Participant the required notice if Optimise Health and Wellness needs to end this Service Agreement (see "Ending this Service Agreement" below for more information)
- protect the Participant's privacy and confidential information
- provide supports in a manner consistent with all relevant laws, including the *NDIS Act 2013* and Rules, and the Australian Consumer Law
- keep accurate records on the supports provided to the Participant
- issue invoices and statements of the supports delivered to the Participant as per the *NDIA Terms of Business for Registered Providers* as requested

5. Responsibilities of the Participant/Participant Representative

The Participant / Participant representative agrees to:

- inform Optimise Health and Wellness about how they wish the supports to be delivered to meet the Participant needs
- treat Optimise Health and Wellness workers with courtesy and respect
- talk to Optimise Health and Wellness if the Participant has any concerns about the supports being provided
- give Optimise Health and Wellness the required notice if the Participant cannot make a scheduled appointment, noting that if the notice is not provided, Optimise Health and Wellness cancellation policy will apply

- give Optimise Health and Wellness the required notice if the Participant needs to end this Service Agreement (see 'Ending this Service Agreement' below for more information)
- let Optimise Health and Wellness know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan, or the Participant stops being a participant in the NDIS.

6. Payments

Optimise Health and Wellness will seek payment for their provision of supports after the supports have been delivered. Please select one of the following:

- PARTICIPANT SELF MANAGED** - The Participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Optimise Health and Wellness will send the Participant an invoice for those supports for the Participant to pay. The Participant will pay the invoice by direct debit / EFT within 7 days.
- PARTICIPANT REPRESENTATIVE SELF MANAGED** - The Participant / Participant Representative has chosen the Participant Representative to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Optimise Health and Wellness will send the Participant Representative an invoice for those supports for the Participant representative to pay. The Participant Representative will pay the invoice by direct debit / EFT within 7 days.
- NDIA MANAGED** - The Participant has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, Optimise Health and Wellness will claim payment for those supports from the NDIA.
- PLAN MANAGED** - The Participant has nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement.

If Plan Managed:

Plan Manager Provider Name

Plan Manager Email Address

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Start Date

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7. Changes to this Service Agreement

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed and dated by the parties.

8. Ending this Service Agreement

Should either party wish to end this Service Agreement they must give 1-month notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

9. Feedback, complaints, and disputes

If the Participant wishes to give Optimise Health and Wellness feedback or is not happy with the provision of supports and wishes to make a complaint, the Participant can talk to the Practice Manager on (07) 4423 7662, email: practicemanager@optimisehealthandwellness.com.au or visit the office at 87 Cartwright Street, Ingham.

If the Participant is not satisfied or does not want to talk to this person, at any time, they can make a complaint to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au; or
- by phone on: 1800 035 544.

10. Goods and Services Tax (GST)

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

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS Act, in the client's NDIS Plan currently in effect under section 37 of the NDIS Act;
- the Participant's NDIS Plan is expected to remain in effect during the period the supports are provided; and
- the Participant / Participant representative will 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.

11. Cancellation Policy

Where a provider has a Short Notice Cancellation (or no show), they are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant. A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support, or
- Has given less than seven (7) days" notice for a support

And

- The Provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support

As per NDIS terms of business above, in the event of a missed appointment, a cancellation fee will be charged to the NDIS plan up to 100% of the scheduled service fee.

Consideration and exception may be granted for exceptional circumstances as deemed appropriate by provider management. If the therapist cancels appointment, nil charge to the NDIS Plan to be made.

For supports delivered to a group of participants, if a participant cancels their attendance and if the provider is unable find another participant, cancellation fee at the group rate will be applied in terms of the above policy @ 100% of the agreed fee associated with the activity.

In the occurrence of uncontrolled events, we will continue to monitor and make all attempts to have supports continue as usual. Should these be required to be cancelled as a result of an uncontrolled event, the cancellation fee as stated above will be charged.

If your plan ends and you still require supports to continue with Optimise Health and Wellness, we will continue to charge at the normal rate unless the participant stipulates those services cease until the New Plan is received. Should you wish to cease services until the new plan is received, please contact the Practice Manager to discuss.

Participant has read and understood the cancellation policy

12. Contact details

The Participant / Participant Representative can be contacted on:

Participant / Participant Representative name

Address

Phone

Email address

Optimise Health and Wellness can be contacted on:

Phone

(07) 4423 7662

Email

hello@optimisehealthandwellness.com.au

Postal Address

87 Cartwright Street, Ingham, Qld, 4850

13. Schedule of Supports

I/we agree to pay for treatment/ therapy sessions provided by Optimise Health and Wellness through claiming against the National Disability Insurance Scheme (NDIS) service plan.

Start Service Date

End Service Date

Assessment Recommendation, Therapy and / or Training (Incl. AT) – Other Therapy

Description of the Support	Price and Payment Information	How the Support will be Provided
<p>Assessment, therapy, training, fitting and any approved travel to deliver support. Home assessment and recommendation of modifications and equipment required to achieve participants goals within NDIS plan. This specifically includes: Wheelchair and pressure relieving cushion trial, hoist trails, bed trail, Hi Low Chair trail / recommendation and training. Reports / recommendations for above for approval, set up and training of the same. Reports / facilitation and training of required equipment. 3 monthly review of participants ongoing needs and therapy planning / intervention as necessary.</p>	<p>Services will be provided in conjunction with NDIA pricing guidelines. Services are completed at cost of \$193.99 per hour plus relevant travel to complete assessment, trial, and training in appropriate environment – service charged at time taken. \$271.59 per hour for Remote \$290.99 per hour for Very Remote Price per hour applies for time taken for planning, researching of resources and reporting</p>	<p>This process will take place at an agreed time (appointment scheduled) by Optimise Health and Wellness.</p>

- Yes
- No

- Frequency
- Weekly
 - Fortnightly
 - Monthly
 - As Scheduled

- Where support will be provided
- Home
 - School
 - Preschool
 - Clinic

Capacity Building Supports for Early Childhood

Description of the Support	Price and Payment Information	How the Support will be Provided
Individual specialist interventions to assist a child with disability or developmental delay and their family in home, care, community and education settings	\$193.99 per hour plus relevant travel associated with the same time. Services provided in Remote areas is \$271.59 per hour \$290.99 per hour for Very Remote Price per hour applies for time taken for planning, researching of resources and reporting	This process will take place at an agreed time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

- Frequency
- Weekly
 Fortnightly
 Monthly
 As Scheduled

- Where support will be provided
- Home
 School
 Preschool
 Clinic

Multi-Disciplinary Team Input

Description of the Support	Price and Payment Information	How the Support will be Provided
To communicate with MDT involved with care as necessary – including EP, PT, GP	\$193.99 per hour plus relevant travel associated with the same time.	Assessment processes and therapy will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

- Frequency
- Weekly
 Fortnightly
 Monthly
 As Scheduled

- Where support will be provided
- Home
 School
 Preschool
 Clinic

Therapy Assistant Level 1

Description of the Support	Price and Payment Information	How the Support will be Provided
Allied health assistant working under the delegation and direct supervision at all times of a therapist. The allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's employing provider).	\$56.16 per hour Plus, relevant travel associated with the same time. \$78.62 per hour for remote \$84.24 per hour for very remote	Assessment processes and therapy will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

- Frequency
- Weekly
 Fortnightly
 Monthly
 As Scheduled

- Where support will be provided
- Home
 School
 Preschool
 Clinic

Therapy Assistant Level 2

Description of the Support	Price and Payment Information	How the Support will be Provided
Allied health assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the allied health assistant is able to work independently without direct supervision at all times. The allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's employing provider).	\$86.79 per hour plus relevant travel associated with the same time. \$121.51 per hour for remote \$130.19 per hour for very remote	Assessment processes and therapy will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

Frequency

- Weekly
 Fortnightly
 Monthly
 As Scheduled

Where support will be provided

- Home
 School
 Preschool
 Clinic

Personal Training

Description of the Support	Price and Payment Information	How the Support will be Provided
Personal training provided to the participant due to the impact of their disability	\$62.42 per hour plus relevant travel associated with the same time. \$87.39 per hour remote	Training will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness

- Yes
 No

Frequency

- Weekly
 Fortnightly
 Monthly
 As Scheduled

Where support will be provided

- Home
 School
 Preschool
 Clinic

Dietician

Description of the Support	Price and Payment Information	How the Support will be Provided
Assessment, therapy and/or training provided by an Accredited Practising Dietitian including any approved travel to deliver support as required. Reports / recommendations for above for approval, provision of services and training of the same if applicable. Reports / facilitation and training as required	Services will be provided in conjunction with NDIA pricing guidelines. Services are completed at cost of \$193.99 per hour plus relevant travel to complete assessment and training in appropriate environment – service charged at time taken. \$271.59 per hour for Remote \$290.99 per hour for Very Remote	Assistance Provision provided by an Accredited Practising Dietitian with the Dietitians Association of Australia – to take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness or as instructed by Support Co-Ordinator and/or Plan Manage

3 monthly review of participants ongoing needs and therapy planning / intervention as necessary	Price per hour applies for time taken for planning, researching of resources and reporting.	
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- Yes
- No

- Frequency
- Weekly
 - Fortnightly
 - Monthly
 - As Scheduled

- Where support will be provided
- Home
 - School
 - Preschool
 - Clinic

Capacity Building Support for Early Childhood – Group up to 4 – Other Therapy 0-7 years

Description of the Support	Price and Payment Information	How the Support will be Provided
Group based specialist interventions to assist a child with disability or development delay and their family in home, care, community and education settings. Maximum group of 4.	<p>Services will be provided in conjunction with NDIA pricing guidelines.</p> <p>Weekday \$65.47 each. Remote \$91.66 Very Remote \$98.21</p> <p>Weekday Evening \$73.21 each Remote \$102.49 Very Remote \$109.82</p> <p>Saturday \$93.50 Remote \$130.90 Very Remote \$ 140.25</p> <p>Sunday \$120.56 Remote \$168.78 Very Remote \$180.84</p> <p>Public Holiday \$147.62 Remote \$206.67 Very Remote \$221.43.</p>	Therapy will be provided by Optimise Health and Wellness

- Yes
- No

- Frequency
- Weekly
 - Fortnightly
 - Monthly
 - As Scheduled

- Where support will be provided
- Home
 - School
 - Preschool
 - Clinic

Group Therapy – Group of 3 – Other Therapy 8yrs and Older

Description of the Support	Price and Payment Information	How the Support will be Provided
Provision of interventions by more than one professional in a group session towards the participants agreed goals. Group of 3	Services will be provided in conjunction with NDIA pricing guidelines. Weekday \$65.47 each. Remote \$91.66 Very Remote \$98.21 Weekday Evening \$73.21 each Remote \$102.49 Very Remote \$109.82 Saturday \$93.50 Remote \$130.90 Very Remote \$ 140.25 Sunday \$120.56 Remote \$168.78 Very Remote \$180.84 Public Holiday \$147.62 Remote \$206.67 Very Remote \$221.43	Therapy will be provided by Optimise Health and Wellness

- Yes
- No

- Frequency
- Weekly
 - Fortnightly
 - Monthly
 - As Scheduled

- Where support will be provided
- Home
 - School
 - Preschool
 - Clinic

RN or EN Nursing Care

Description of the Support	Price and Payment Information	How the Support will be Provided
Delivery of Health Supports by a Registered or Enrolled Nurse.	<p>Registered Nurse \$115.21 per hour + relevant Travel associated with the same time service Remote \$161.29 per hour Very Remote \$172.28 per hour</p> <p>Enrolled Nurse \$93.06 per hour + relevant Travel associated with the same time service Remote \$130.28 per hour Very Remote \$139.59 per hour</p> <p>This is based on standard weekday costing. Additional charges will occur for evenings, weekends or Public Holidays.</p>	Therapy will be provided by Optimise Health and Wellness

- Yes
 No

- Frequency
- Weekly
 Fortnightly
 Monthly
 As Scheduled

- Where support will be provided
- Home
 School
 Preschool
 Clinic

Coordination of Supports Level 2

Under agreement from Participant to charge to the Core budget

Description of the Support	Price and Payment Information	How the Support will be Provided
Further qualifications/experience required to strengthen a participant's ability to design and the build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services. This may include resolving points of crisis and developing resilience in the participant's network.	<p>Services will be provided in conjunction with NDIA pricing guidelines. \$100.14 per hour</p> <p>Services provided in National Remote area MM6 \$140.19 per hour</p> <p>Services provided in National Very Remote area MM6 \$150.21 per hour</p>	Coordination support will be provided by Optimise Health and Wellness.

- Yes
 No

Specialist Support Coordination Level 3

Description of the Support	Price and Payment Information	How the Support will be Provided
<p>Generally delivered in a time limited, outcomes focused manner and by an appropriately qualified and experienced practitioner to meet the individual needs of the participant's circumstances. Necessitated by specific high complex needs or high-level risks in a participant's situation, to reduce complexity in the participant's support environment in the context of broader systems of support, whilst also assisting the participant to connect with NDIS supports, negotiate solutions with multiple stakeholders and build capacity and resilience.</p>	<p>Services will be provided in conjunction with NDIA pricing guidelines. \$190.54 per hour</p> <p>Services provided in National Remote area MM6 \$266.75 per hour</p> <p>Services provided in National Very Remote area MM6 \$285.80 per hour</p>	<p>Coordination support will be provided by Optimise Health and Wellness.</p>

- Yes
 No

CB Training in Plan and Financial Management by a Plan Manager

Description of the Support	Price and Payment Information	How the Support will be Provided
<p>Capacity building and training in plan administration and management with a participant to strengthen their ability to undertake tasks associated with the management of their supports. Providers of this support are to assist the participant to build capacity to undertake all aspects of plan administration and management, including engaging providers; developing service agreements; maintaining records; claiming payments from the NDIA; and paying providers..</p>	<p>Services will be provided in conjunction with NDIA pricing guidelines.</p> <p>\$74.63 per hour Remote \$104.48 Very Remote \$111.95</p>	<p>Training and planning will be provided by Optimise Health and Wellness</p>

- Yes
 No

- Where support will be provided
- Home
 Clinic

Plan Management and Financial Capacity Building – Setup Costs

Description of the Support	Price and Payment Information	How the Support will be Provided
A one-off (per plan) establishment fee for setting up of the financial management arrangements for managing funding of supports.	Services will be provided in conjunction with NDIA pricing guidelines. \$232.35 each. \$325.29 Remote	Planning will be provided by Optimise Health and Wellness

- Yes
 No

Plan Management – Financial Administration

Description of the Support	Price and Payment Information	How the Support will be Provided
A monthly fee for ongoing maintenance of the financial management arrangements for managing of funding of supports.	Services will be provided in conjunction with NDIA pricing guidelines. \$104.45 per month. Remote \$146.23	Planning will be provided by Optimise Health and Wellness.

- Yes
 No

Transport

Description of the Support	Price and Payment Information	How the Support will be Provided
Travel in which support is necessary and agreed by the Participant and Optimise Health & Wellness	\$1.00 per Klm for relevant travel associated with support services provided.	Assistance provision will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

- Frequency
 Weekly
 Fortnightly
 Monthly
 As Scheduled

Assistance with Personal and Domestic Activities

Description of the Support	Price and Payment Information	How the Support will be Provided
Assist participant to undertake and/or develop skills to maintain their home environment where the participant owns their own home and/or has sole or substantial responsibility for its maintenance. Includes assisting participant to do basic house and yard work	<p>\$55.03 per hour plus relevant travel associated with the same time. Remote \$77.04 per hour Very Remote \$82.55 per hour</p> <p>This is based on standard weekday costing. Additional charges will occur for evenings, weekends or Public Holidays.</p>	Assistance provision will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

Frequency

- Weekly
 Fortnightly
 Monthly
 As Scheduled

Assistance to Access Community-Based Social and Recreational Activities and Daily Activities

Description of the Support	Price and Payment Information	How the Support will be Provided
<p>Supports for participation in skills-based learning to develop independence in accessing the community.</p> <p>Can involve activities such as art classes, sports coaching, tuition fees and similar activities that build skills and independence. Can also include assistance to establish volunteer arrangements in the community, mentoring, peer support or individual skills development.</p>	<p>\$66.45 per hour for standard weekday. Remote \$93.03 Very Remote \$99.68</p> <p>\$73.21 per hour for weekday evening. Remote \$102.49 Very Remote \$109.82</p> <p>\$93.50 per hour for Saturday. Remote \$130.90 Very Remote \$140.25</p> <p>\$120.56 per hour for Sunday. Remote \$168.78 Very Remote \$140.25</p> <p>\$147.60 per hour for Public Holidays. Remote \$206.67 Very Remote \$221.43</p> <p>Night-time sleepover (per night) \$276.27 Remote \$386.78 Very Remote \$414.41</p>	Assistance provision will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

	<p>All charges plus relevant travel associated with the same time.</p> <p>Prices are based on one-on-one support provided.</p> <p>All charges plus relevant travel associated with the same time.</p> <p>Prices are based on one-on-one support provided.</p>	
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- Yes
 No

- Frequency
 Weekly
 Fortnightly
 Monthly
 As Scheduled

House and / or Yard Maintenance

Description of the Support	Price and Payment Information	How the Support will be Provided
Performing essential house and/or yard activities the participant is not able to undertake.	<p>\$53.09 per hour plus relevant travel associated with the same time.</p> <p>Remote \$74.33 per hour</p> <p>Very Remote 79.64 per hour</p>	House and/or yard maintenance will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

- Frequency
 Weekly
 Fortnightly
 Monthly
 As Scheduled

House Cleaning and other Household Activities

Description of the Support	Price and Payment Information	How the Support will be Provided
Performing essential house cleaning activities, that the participant is not able to undertake.	<p>\$54.07 per hour plus relevant travel associated with the same time.</p> <p>\$75.70 per hour Remote</p> <p>\$81.11 per hour Very Remote</p> <p>This is based on standard weekday costing. Additional charges will occur for evenings, weekends or Public Holidays.</p>	House cleaning and other household activities will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness.

- Yes
 No

- Frequency
 Weekly
 Fortnightly
 Monthly
 As Scheduled

Psychosocial Recovery Coaching

Description of the Support	Price and Payment Information	How the Support will be Provided
Further qualifications/experience required to build capacity and resilience through strong and respectful relationships to support participants to live a full and contributing life. It is designed to maintain engagement through periods of increased support needs due to the episodic nature of mental illness. Recovery coaches work collaboratively with participants, families, carers and other services to identify, plan, design and co-ordinate supports	Services will be provided in conjunction with NDIA pricing guidelines. Weekdays Daytime \$98.30 Weekdays Daytime – Remote \$137.62 Weekday Evening \$108.31 Weekday Evening Remote \$151.63 Weekday – Night \$110.31 Weekday Night Remote \$ 154.43 Saturday \$138.33 Saturday Remote \$193.66 Sunday \$178.36 Sunday Remote \$237.23 Public Holiday \$218.38 Public Holiday Remote \$ 305.73	Psychosocial Recovery Coaching supports will be provided by Optimise Health and Wellness

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|---|---|---|
| <input type="checkbox"/> Yes
<input type="checkbox"/> No | Frequency
<input type="checkbox"/> Weekly
<input type="checkbox"/> Fortnightly
<input type="checkbox"/> Monthly
<input type="checkbox"/> As Scheduled | Where support will be provided
<input type="checkbox"/> Home
<input type="checkbox"/> School
<input type="checkbox"/> Preschool
<input type="checkbox"/> Clinic |
|---|---|---|

Exercise Physiologist

Description of the Support	Price and Payment Information	How the Support will be Provided
An accredited Exercise Physiologist supports the client to maintain or increase mobility or well-being through exercise physiology.	Services will be provided in conjunction with NDIA pricing guidelines. Services are completed at cost of \$166.99 per hour plus relevant travel associated with the same time \$233.79 remote \$250.49 very remote	Training will take place at agreed place and time (appointment scheduled) by Optimise Health and Wellness

- | | | |
|---|---|---|
| <input type="checkbox"/> Yes
<input type="checkbox"/> No | Frequency
<input type="checkbox"/> Weekly
<input type="checkbox"/> Fortnightly
<input type="checkbox"/> Monthly
<input type="checkbox"/> As Scheduled | Where support will be provided
<input type="checkbox"/> Home
<input type="checkbox"/> School
<input type="checkbox"/> Preschool
<input type="checkbox"/> Clinic |
|---|---|---|

Total Funding

Please note that this Service Agreement allows us to know what services will be required, while also informing you of the costs and some details of the service. **The initial quote for any clinical services in this Service Agreement will be for 10 hours**, this will enable our clinicians to make the relevant assessments. After these assessments, Optimise Health and Wellness will provide a new quote and an amended Service Agreement that is tailored to your specific needs.

All prices will be adjusted if there is any change in the NDIS price guide during the service agreement period.

Consent for Auditor to contact Participant as per NDIS Quality Assurance Guidelines

Opt in

Opt out

Participant has received a list of NDIS providers in the region

14. Agreement Signatures

The parties understand and agree to the terms and conditions of this Service Agreement

Signature of Participant/Participant Representative

Name of Participant/Participant Representative

Date