

LPF Service Agreement 2023-2024



This Service Agreement explains how the services provided at LPF Centre for Autism will be in line with NDIS support categories and approved budgets. Our aim is to support the independence, social and economic participation of our clients by providing services and support meet the participant's NDIS goals. The completion of a service agreement will enable participant's and their representative to exercise informed choice and control in the pursuit of goals by being involved in the planning and delivery of services.

Responsibilities of the Provider

LPF Centre for Autism agrees to:

- Provide information about the support and services we can provide.
- Treat the participant and their representative with courtesy and respect.
- Provide support by qualified staff registered with the appropriate professional body.
- Communicate openly, honestly and in a timely manner.
- Work in partnership with the participant and their representative regarding how supports will be provided based on the participant's needs and assessment results.
- Regularly review NDIS goals and supports.
- Work collaboratively with other service providers, such as medical and allied health.
- Keep accurate records on supports provided to the participant.
- Provide the participant as much notice as practically possible of any changes to scheduled appointments.
- Listen to the participant's feedback and make appropriate changes.
- Provide participant's with information about managing any complaints or disagreements.
- Protect the participant's privacy and confidentiality in accordance with the NDIA policy.
- Provide supports in accordance with the NDIA Commission and current legislation.
- Review the provision of supports on a regular basis with the participant and their representative.
- Issue regular invoices and statements of the supports delivered to the participant as per the Terms of Business for Registered Providers.
- Cooperate with circumstance changes that may require different approaches for the participant.

Please note: Staff at LPF Centre for Autism are mandatory reporters where the safety and wellbeing of a child under 16 years is determined to be at risk.

Responsibilities of the participant and participant's representative

The participant and the participant's representative agree to:

- Inform the provider about how they wish the supports to be delivered to meet the child's needs.
- Treat the provider with courtesy and respect.
- Communicate to the provider if the participant has any concerns about the supports being provided.
- Ensure accounts are paid on time.
- Give the provider as much notice as practically possible if the participant cannot make a scheduled appointment. See cancellation policy for applicable fees.
- Abide by the cancellation policy.
- Notify LPF team immediately if there is any change of address, contact phone numbers (including emergency contact) support or medical needs.
- Notify LPF team immediately if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.
- Supply copies of medical or health care action plans that have been completed by a medical professional to the provider.
- Acknowledge that support is provided based on this agreement and the information provided to LPF for the individual identified in this agreement.

Personal Information

As part of providing a service, LPF staff will need to collect and record personal information that is relevant to the participants current situation. This information is a necessary part of the assessment and support process. This information will be confidentially stored. A consent form will need to be completed prior to the commencement of services.

NDIS Plan

Providing LPF with the participant's NDIS plan will allow staff to plan goals and report on the participant's progress in relation to planned NDIS goals.

Payments

The supports and their prices are listed in the schedule of fees section of this service agreement. Fees will be adjusted annually in line with the current NDIS price guide. Any services that are provided and are not included in NDIS funding will need to be covered by the participant's representative. If Private payment, EFTPOS or Direct Deposit payment is required at the conclusion of the session. If Medicare rebated session, EFTPOS payment is required at the conclusion of the session then the participant's representative is responsible for claiming the funds from Medicare.

Support

LPF staff agree to provide the appropriate supports for the duration of this service agreement. The supports may be provided: weekly, fortnightly, or as needed. Supports may include individual assessment, therapy and or training, group therapy, report writing, preschool/ school/community or home visit, travel, observations, phone calls, resource development and emails.

Sessions

The length of sessions will be determined and agreed upon by the participant, the participant's representative and service provider. The breakdown of a 60-minute session would include: 40 minutes intervention, 10 minutes discussion with therapist and 10 minutes for note writing. Or a 30-minute session would include: 20 minutes intervention, 5 minutes discussion with therapist and 5 minutes for note writing.

Travel

If services are provided outside of the LPF office, a maximum travel allowance of 30 minutes each way, charged at the NDIS provider rate, to and from the location may be claimed per off-site session that is mutually agreed upon prior to the session and outlined in the schedule of supports. If LPF staff member is visiting multiple clients at the same location, the travel cost incurred will be split evenly between the clients.

Home practise

The participant is required to bring a folder or book (A4 or larger) that resources can be kept in. Please bring this each week. Home practise is an extremely important part of the intervention process. It is the participant's responsibility to practise skills in other contexts to ensure learning of that skill and generalisation.

Amendments and Additional Service Agreements

If service agreements need to be changed then amendments to the service agreement or additional service agreements can be completed. Please communicate to LPF staff if any changes are required.

NDIS Review

NDIS plans are reviewed annually, or sooner if short plans. Any reports needed to support review meetings need to be completed in advance and will be discussed with the participant and their representative 8 weeks prior to plan review dates.

Cancellation policy

If LPF clinician is not available (e.g., due to illness), you will be notified as soon as possible and offered to reschedule the appointment. There is no charge to the participant if the LPF clinician has cancelled the session.

If the participant cancels the session, the cancellation policy will apply. **The participant will be charge 100% of the fee associated with the planned therapy, assessment, or service.** As per the NDIA guidelines, a short notice cancellation (or no show) is less than 2 full business days. This also applies to private patients. If the participant needs to cancel the appointment, LPF will work with you to deliver the appointments more flexibly (e.g., via telehealth), review the participant's program, complete resources and reports or provide supports including training and support to other parties in accordance with the participant's goals and needs.

For all off-site visits, LPF staff members will wait a maximum of 10 minutes following session start time before no show cancellation policy will be enacted, including therapeutic time and travel costs. The participants' representatives must pay the associated cancellation fees within 7 days of the cancellation. Failure to pay cancellation fees may result in services being suspended until outstanding fees are settled. Please note that all fees, charges and policies are subject to change in-line with the NDIA schedule of fees, policy and procedures. In the event of future changes during the period of an active service agreement, you will be provided with 7 days' notice, with the respective changes made accordingly.

Cancellations can be made by contacting the reception team during business hours on 02 4736 2202 or email reception@lukepriddisfoundation.com

Ending this Service Agreement

We understand there may be reasons why this service agreement may need to be ceased prior to the end date. In the event you would like to end the Service Agreement, one month's written notice is required. If either party commits a serious breach of this Service Agreement the notice period will be waived. If the participant's NDIS plan is suspended or replaced by a new NDIS plan, this Service Agreement will be ceased. Services will be recommenced once a new Service Agreement is enacted. If funds are exhausted before the service plan is completed a participant's representative will be liable for the cost of therapy until a new service plan is in place.

NDIA Audit Opt Out: The LPF is subject to regular NDIA Surveillance Audits. As part of this process, the auditors will randomly select participants to be interviewed. Participation is not mandatory so if you do not agree to participate in the interview process please tick the box below.

Feedback, complaints and disputes

If you wish to provide feedback, or submit a complaint, you can speak directly to the management on **(02) 4736 2202** or email us at **reception@lukepriddisfoundation.com**. If you are not satisfied with the outcome, you can contact the NDIA on 1800 800 110 or visit their website **ndis.gov.au** for further information.

LPF Schedule of Fees 2021-2022

Support	LPF Service Cost
Speech Language Pathology and Occupational Therapy Early Childhood Intervention 15_005_0118_1_3	\$193.99 per hour (\$96.99 – 30 min service)
Speech Language Pathology and Occupational Therapy Improved Daily Living Skills (over 7yr) 15_056_0128_1_3	\$193.99 per hour (\$96.99 – 30 min service)
Speech Language Pathology and Occupational Therapy- Assessment 15_005_0118_1_3 and 15_056_0128_1_3	Based on hourly rate of service - \$193.99 Estimated at 3-10 hours (AX price differs due to assessment required. Clinician will discuss before commencement)
Speech Language Pathology and Occupational Therapy Travel 15_005_0118_1_3 and 15_056_0128_1_3	Based on hourly rate with a maximum travel time of 30 min each way \$96.99-\$193.99
Speech Language Pathology and Occupational Therapy NDIS Progress Report 15_005_0118_1_3 and 15_056_0128_1_3	Based on hourly rate - \$193.99 Estimated 1-2 hours (\$193.99 - \$387.98)
Psychology- Early Intervention 15_001_0118_1_3	\$214.41 per hour (\$107.21 – 30 min service)
Psychology – Improved Daily Living Skills (over 7yrs) 15_054_0128_1_3	\$214.41 per hour (\$107.21 – 30 min service)
Psychology - Assessment 15_001_0118_1_3 and 15_054_0128_1_3	Based on hourly rate of service - \$214.41 Estimated at 3-12 hours (AX price differs due to assessment required. Psychologist will discuss before commencement)
Psychology – Travel 15_001_0118_1_3 and 15_054_0128_1_3	Based on hourly rate with a maximum travel time of 30 min each way \$107.21-\$214.41
Psychology NDIS Progress Report 15_001_0118_1_3 and 15_054_0128_1_3	Based on hourly rate - \$214.41 Estimated 1-2 hours (\$214.41-\$428.82)
Allied Health Therapy Assistant – Level 1 Early Childhood Intervention 15_007_0118_1_3	\$56.16 per hour
Allied Health Therapy Assistant – Level 1 Improved Daily Living Skills (over 7yrs) 15_052_0128_1_3	\$56.16 per hour
Support Coordination – Level 2 07_002_0106_8_3	\$100.14 per hour