



Agreement of Responsibilities

- (a) This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).
- (b) The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.
- (c) 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 participation 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.

<p>Responsibilities of Service Provider</p> <p>Melinda Metaxas & Associates Pty Ltd</p> <p>The Provider agrees to:</p>	<p>Provide therapy support or assessment consistent with your needs and goals (as set out in the plan attached).</p> <p>Review the provision of supports at the frequency agreed with you or your Representative.</p> <p>Provide review reports when requested/required.</p> <p>Communicate openly, honestly and in a timely manner.</p> <p>Treat you with courtesy and respect.</p> <p>Consult you or your representative on decisions about how supports are provided.</p> <p>Listen to your feedback and resolve any problems quickly.</p> <p>Provide you with information about managing complaints or disagreements.</p> <p>Give you as much notice as possible if the Provider has to change a scheduled appointment to provide supports.</p> <p>Protect your privacy and confidential information.</p> <p>Keep you safe and ensure the safety of others.</p> <p>Give you the required notice if the Provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information).</p> <p>Provide supports in a manner consistent with all relevant laws, including the <u>National Disability Insurance Scheme Act 2013</u> and <u>rules</u>, and the Australian Consumer Law;</p> <p>Keep accurate records on the supports provided to the Participant.</p> <p>Issue regular invoices and statements of the supports delivered to the Participant.</p> <p>Melinda Metaxas has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation or discrimination are made, Melinda Metaxas employs a Zero Tolerance policy.</p>
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<p>Responsibilities of Participant</p> <p>The Participant agrees to:</p>	<p>Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.</p> <p>Abide by the terms of your agreement with the Provider.</p> <p>Understand that your needs may change and with this, your services may need to change to meet your needs.</p> <p>Accept responsibility for your own actions and choices even though some choices may involve risk.</p> <p>Inform the Provider about how you wish the supports to be delivered to meet your needs.</p> <p>Give your Provider enough information to develop, deliver and review your support plan.</p> <p>Care for your own health and wellbeing as much as you are able.</p> <p>Provide us with information that will help us better meet your needs.</p> <p>Talk to the Provider if you have any concerns about the supports you are receiving.</p> <p>Treat the Provider with courtesy and respect.</p> <p>Provide at least two weeks prior notice of when a written report is required.</p> <p>Give the Provider a minimum of 24 hours' notice if you cannot attend a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply.</p> <p>Pay the agreed amount for the services provided.</p> <p>Give the Provider the required notice if you need to end the Service Agreement (see 'Ending this Service Agreement' below for more information), and</p> <p>Let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan, or if the Participant stops being a participant in the NDIS.</p> <p>Let the Provider know immediately <i>prior</i> to a scheduled session if funding has run out, is about to run out, or if there is insufficient budget left to pay for the service or appointment. The Participant may be charged privately for any sessions/services unable to be claimed through NDIS if notice of such changes are not provided.</p>
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Privacy and Consent

<p>Privacy of your Information</p>	<p>The personal information that we collect about you remains confidential and secure and your information will not be released to any other professional, service or family member without your consent. You will be asked to sign a Privacy Agreement Form to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988.</p>
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Changes or Termination of Service Agreement

Service Agreement Changes	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.
Ending Service Agreement	Should either Party wish to end this Service Agreement they must give two weeks notice. If either Party seriously breaches this Service Agreement the requirement of notice will be waived.
Feedback, Complaints and Disputes	If a Participant wishes to give the Provider feedback, the Participant can talk to their treating clinician during scheduled appointments. If the Participant is not happy with the provision of supports and wishes to make a complaint, the Participant can call the Maryborough Psychology Clinic on 0417 441 700. If the Participant is not satisfied or does not want to talk to anyone at the clinic, including management, the Participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.
Clinic Cancellation Policy	A Participant will need to give the Provider a minimum of 24 hours notice to cancel an appointment. This then gives the Provider enough notice to offer the appointment time to other participants who also want support. If a Participant fails to provide sufficient notice, or does not attend, they will be charged the full cost of the session. If a Participant does not turn up for appointments, it is up to the Participant to organise another appointment. If a Participant does not attend two scheduled appointments without sufficient notice of nonattendance and/or cannot be contacted, then the service may be terminated and the appointment offered to other Participants.