



**Service Agreement - Speech Pathology - Must be signed before services commence**

**Client Name:**

**Client's DOB:**

**Client's NDIS number (if applicable)**

**Date Signed:** This agreement is made between the client and their Speech Pathologist, connected by The Speech Path Platform.

The Service Agreement is made for the purpose of providing a quote for supports provided for the client, from their Speech Pathologist. Please note, this is a generalised quote and Speech Pathology rates are charged at \$3.33 per minute. The cost of the actual service provided may be more or less depending on the duration of each individual session.

The Speech Pathologist will provide services as per the price guide outlined below. These prices may change throughout the service period or as the NDIA releases updated pricing guides. By signing this agreement, you are acknowledging that the following rates apply.

**60 minute Speech Pathology Services (45 minutes face to face service, 15 minutes note writing, planning time) @ \$193.99 per hour = \$193.99**

**45min Speech Pathology Services (30 minutes face to face service, 15 minutes note writing, planning time) @ \$193.99 per hour = \$145.49**

**Any necessary report writing or phone conversations with outside providers or caregivers specific to the clients' care is charged @ \$193.99 per hour.**

**Services can be terminated at any time by either party as per the termination of services agreement outlined in terms and conditions.**

**Any additional services not mentioned above, but required to assist with therapy progression will be negotiated at the time as required, and will be charged at the rate of \$193.33 per hour, and the time to complete these services will be agreed upon in writing by email, or through the messaging section of the Speech Path Platform. Examples of additional services can include:**

## **Therapy Assistant Plans**

### **Reports**

**Parent Reporting etc.**

**Resource development**

### **Service Provider Responsibilities**

- Work with the participant/ client and their family to provide services to meet the participant's needs.**
- Treat the participant and their family with courtesy and respect.**
- Consult the participant if decisions need to be made about how services are provided.**
- Listen to all feedback and resolve any issues quickly.**
- Protect the participant's privacy and confidential information.**
- Holding appropriate licenses and insurances.**
- Keep clear records around services provided.**
- Comply with NDIS requirements and regulations.**
- Review this service agreement with the participant at the end of each funding period, or as required.**

### **Participant Responsibilities**

- Work with the service provider to ensure that services meet their needs.**
- Treat the service provider with courtesy and respect.**
- Discuss any issues with services, to the service provider.**
- Inform the service provider of any changes to the NDIS Plan, or service period.**
- Inform the service provider if any contact details change.**
- Give the service provider as much notice as possible if an appointment needs to be rescheduled or cancelled.**

### **Non Face-To-Face Support**

**Any support done over the phone or via video conference, is billed under the same category as regular support and is done so in negotiation and approval prior to commencing.**

### **Allied Health Therapy Assistants**

If you require the services of an Allied Health Therapy Assists, under the supervision of a supervising Speech Pathologist, services will be provided as per the price guide outlined below. These prices may change throughout the service period or as the NDIA releases updated pricing guides. By signing this agreement, you are acknowledging that the following rates apply.

60 minute Speech Pathology Therapy Assistant Services (45 minutes face to face service, 15 minutes note writing, planning time) @ \$86.79 per hour = \$86.79

45min Speech Pathology Therapy Assistant Services (30 minutes face to face service, 15 minutes note writing, planning time) @ \$86.79 per hour = \$65.09

Any necessary client planning, set up, assessment, report writing or phone conversations with the supervising Speech Pathologist or outside providers or caregivers specific to the clients' care will be charged @ \$193.99 per hour.

### Termination of Services

Services can be terminated at any time by either party as per the termination of services agreement outlined in terms and conditions.

### Cancellation Policy

Where possible, you must advise The Speech Pathologist (via the Speech Path platform, phone, text, or email - as preferred by the Speech Pathologist enlisted) if you require to cancel an appointment with a minimum of 48hrs notice, this will not incur any fees.

Cancellations with less than 48hrs notice will incur the full cost of the session excluding non labour costs.

If you are running late for your appointment, we may not be able to accommodate you, and in this case, you will miss your session. The above cancellation fee will be charged.

If you cancel OR fail to attend 3 consecutive sessions, this will result in the removal of services. If you wish to re-engage with The Speech Boutique, you will be put on the wait list.

The enforcement of this Cancellation Policy is at the sole discretion of The Speech Pathologist.

### Amendments

Any changes that either The Speech Pathologist, or the participant want to make to this agreement, must be in writing, then dated and signed by both parties.

### Termination of Agreement

If either the participant or The Speech Pathologist wish to terminate the agreement they can do so at any time. However, the cancellation fee will be charged if there is not 48 hours notice before the next session.

### **Feedback / Complaints**

If at any point, a client, participant or their nominee wishes to give feedback or complaints regarding The Speech Pathologist they should contact their Speech Pathologist directly via the Speech Path platform to see if the issue can be resolved. If still not satisfied, then they can contact the NDIA safeguard commission or Speech Pathology Australia with your complaint. Any legal action is subject to the terms and conditions are set out in The Speech Path policies section of the platform.

### **Payment**

If a participant is plan-managed or self-managed, it is their responsibility to ensure they have adequate funding to cover the agreed upon services. If NDIS funding runs out / expires, guardians / parents are liable for the full cost of therapy. Failure to pay invoices may result in service being suspended.

If a client is not under the NDIS - i.e. is full fee paying - the quoted service amount outlined above will be held on their card prior to the session commencing. The exact amount will be debited upon completion of the service. Payment terms are immediate.

Sessions will be invoiced directly after occurring.

### **Contact**

The Speech Pathologist can be contacted in the following ways:

Via the messaging service on the Speech Path app or Platform.

Email:

By signing below, you agree to the above Service Agreement in full.

Signature