



Our Terms of Service



Terms of Service

Our Terms of Service outline how we provide services. It includes our rights and responsibilities as a service provider, and your rights and responsibilities as a customer.

These form part of the agreement with Addlife Health. Failure to meet your responsibilities as listed in the Terms of Service may result in withdrawal of services.

Please note: Our Terms of Service are subject to change. We will provide four weeks' notice before any changes take effect. If you have any questions, please contact us on **08 9021 8863**.

Rights and Responsibilities

We both have rights and responsibilities. They are:

- Be polite and respectful
- Communicate openly and honestly
- Provide regular updates
- Keep safe
- Tell each other when we need to change or cancel an appointment

- Tell each other when we need to change or cancel an appointment
- Tell each other if there are changes to your NDIS plan
- Keep all information private unless there are safety concerns
- Work together to resolve problems quickly

Addlife Physiotherapy is responsible for providing services that meet your needs. We are also responsible for working within the law, including the National Disability Insurance Act 2013 and Rules, and Australian Consumer Law.

Please note:

As part of service delivery, our therapists might refer you to other service providers for support to achieve your goals. In these instances, Addlife Health is not responsible for the quality of products or services provided.

Charges

You can request a hard copy of current pricing and hourly rate from one of our team members.

The following activities will be charged to your NDIS Plan

All appointments with your therapy team. If there is more than one therapist at an appointment, you will be charged for each therapist.

- Working with others to make sure therapy happens in your everyday life
- Talking with you in person, by phone, text message and email
- Travel
- Time spent helping you with Assisstive Technology
- Completing assesments and reports (with your consent)

- Making resources that help you achieve your goals
- Your therapy team talking to one another about your therapy and goals
- Writing a Therapy Service Plan and a Therapy Service Summary. We will charge up to 1 hour for a Therapy Service Plan and 2 hours for a Therapy Service Summary
- Going to your home, school or workplace to check that everyone is safe to work there
- Completing mandatory reports required by other professional bodies under our duty of care

- Writing notes after an appointment or phone call. We will charge upto 10 minutes and will only do this if we didn't have time to write notes together at the end of an appointment

We don't charge for the following activities:

- Booking appointments with you
- Updating you and other people about how things are going by phone or email (less than 10 minutes)
- Preparing for your therapy sessions
- Settings up your NDIS services
- Completing invoices and payments
- Therapists or students who attend appointments for learning purposes

Cancellations

If you need to cancel an appointment, we ask that you give us 1 business days' notice, and let us know within regular business hours.

For example, if your appointment is at 11 AM on a Monday, you need to let us know by 11 AM the Friday before.

To cancel or change an appointment, call the office phone shown in the contact details .

Please do not contact your therapist directly, as they may not receive your message in time.

We won't charge you the first time you miss an appointment or cancel with late notice. After this, if you miss an appointment

Cancel within 1 business day, we will charge you the cost of your appointment. This includes the cost of travel.

If you cancel often, we will discuss your therapy goals and what help you might need to attend appointments. If we can't find a solution, then we may decide to stop services until you are able to attend your appointments.

Travel

We can provide services in a number of locations. This can include your home, school, workplace and in the community. You can also choose to come into one of our offices.

We will calculate the time it takes to travel directly to each of your chosen locations from the office where your therapy team is based. We will record these times in this Service Agreement (Page 7).

We will never charge you more than what is stated in this Service Agreement. If the actual travel time is less than the agreed time, then we will charge you the smaller amount.

If possible, we will book appointments with other clients in your area on the same day. We will share the travel time between other clients in your area and charge you the smaller amount.

Travel in the Kalgoorlie Area and some regional centres

- The maximum travel time we will charge is 30 minutes
- We will not charge more than 20% of your NDIS budget for travel

Travel in regional areas

- The maximum travel time we will charge is 60 minutes
- We will not charge more than 40% of your NDIS budget for travel



Travel in remote and very remote areas

- If we have an office in your area, the maximum travel time we will charge is 60 minutes. We will record the maximum time per visit on Page 7
- If we don't have an office in your area and it will take more than 60 minutes for us to travel there, we will discuss this with you and provide you a quote for travel (Page 10)

Travel for special services

Our specialist teams may need to charge travel from a different office. We will discuss this with you and agree on a maximum amount to charge.

Terms of Trade

You have chosen to manage all or part of your NDIS funding, or you may be using a Plan Manager. This means that we will send invoices to you or your Plan Manager after we have provided services.

Invoices will be issued each month for the services provided in the previous month. Payment is required within 14 days of the invoice date. Invoices can be paid by direct deposit or credit card. Please use your customer number on your invoice as the reference when making a payment. A receipt will be sent to you once the payment has been cleared.

You have 7 days from the date of invoice to raise any issues with your Team Leader.

- If payment isn't received within 14 days we will send you a reminder email/letter.
- If payment isn't received within 21 days our team will follow up with you again.
- If payment isn't received within 28 days we will notify you thatg your services have been suspended.
- If payment isn't received within 42 days we will refer your case to a debt collection agency.
- If payment isn't received within 49 days you will be discharged from services.

We do not accept part payments for NDIS services and have the right to suspend services until the amount is paid.

A final invoice will be sent within 10 business days of your service end date.

Changes to this Service Agreement

If you would like to make changes to the services you are receiving, please check with your therapy team or Team Leader.

Requests to change this Service Agreement must be made in writing by email or letter, and may result in us having to make changes to your service booking.

Ending this Service Agreement

Requests to end this Service Agreement must be made in writing with 1 month's notice. Any services provided during this notice period will be charged. If agreed the notice period will be waived.

Storage, Access, and Correction:

All Disability Professional Service Providers are bound by the Privacy Act 1988. Addlife Physiotherapy undertakes to adhere to the Australian Privacy Principles, which regulates how we may collect, use, disclose and store

personal information and how individuals may access, and correct personal information held about them.

For more information about how privacy is managed at Addlife Physiotherapy, please visit our website at

www.addlifephysio.com.au

All prices are GST inclusive (if applicable) and include the cost of providing the support.

Note: Additional expenses (i.e., things that are not included as part of your NDIS support) are your responsibility and not included in the cost of the supports. Examples include entrance fees, transport costs, meals, etc.

Feedback, complaints and disputes

We want to know when therapy is going well and when there may be issues.

You can give us feedback by:

- Contact your therapy team or Team Leader
- Contacting our Quality Officer on (08) 9021 8863 or emailing reception@addlifehealth.com.au

Once we have received your feedback, a staff member will review your comments and take care if

appropriate. We will contact you within a week to discuss your feedback and update you of any actions taken.

If you would prefer to speak with someone outside of Addlife Physiotherapy you can contact these organisations

National Disability Insurance Agency (NDIA)

Phone 1800 800 110, email feedback@ndis.gov.au or visit one of their offices

Health and Disability Services Complaints Office (HaDSCO)

Phone 1800 813 583, email mail@hadsco.wa.gov.au or visit their office

People with Disabilities Western Australia (PWDWA)

Phone 1800 193 331, email info@pwdwa.org or visit their office

Incident Management

Our goals are to provide a safe quality service. If an incident occurs, during or as a result of our service, we will:

- make sure you and everyone involved is safe
- involve other organizations if required
- record details about the incident on our systems
- find out the cause of the incident

- make changes so our service is improved
- provide you with ongoing support and keep you updated on changes we have made
- contact the NDIS Quality and Safeguards Commission if this is a reportable incident

If you feel unsafe or unhappy with our service, you can tell us by:

- contacting our Clinic on 08 9021 8863

If you prefer to speak to someone outside of Addlife Health you can contact:

- NDIS Quality and Safeguards Commission Phone 1800 035 544 or visit ndiscommission.gov.au

If you need help to report an incident you can use an advocate. This can be a family member, friend, support worker or another agency, for example:

People with Disabilities WA

Phone: 1800 193 331

E: info@pwdwa.org or visit their office

Privacy

At Addlife Health, we do our best to:

- Follow Australian privacy laws
- Answer any questions you have about privacy

- Address any complaints you have about privacy
- Improve how we manage and store personal information

All Disability Service Providers are bound by the Privacy Act 1988. Addlife Health works to adhere to the Australian Privacy Principles, which regulate how we collect, use, disclose and store personal information, and how individuals may access, and correct personal information held about them.



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