

Strong Minds Psychology (SMP) Service Agreement for Services

Client Name _____

Parent/Guardian/Support Person Name (if applicable) _____

Address _____

Email _____

Phone _____

SERVICE ENGAGEMENT

Service provision at SMP may be held in the clinic, via phone or video, or in a mobile setting. For continuity of care, if a clinician is unable to fulfil the originally scheduled booking, the session will be conducted via phone or video. If this is not possible, an alternative form of service will occur - e.g. non face to face or parent/carer session.

SMP are a team of clinicians, all trained & prepared to work with our community. If a regular clinician is unwell or on annual leave, bridging appointments will be offered with another clinician to help you continue to work towards your goals, & maintain continuity of service.

Support & Planning bookings are one off intake sessions conducted with a Senior Psychologist to review you / your child's needs. Following the session a report is provided, which can be used by clients to request bookings with SMP and / or to assist in booking with another service provider.

Regular attendance at scheduled therapy bookings is likely to lead to improved outcomes & progress in achieving goals. Frequent modifications of bookings will decrease the opportunity for therapy goals to be achieved.

Engagement in at-home tasks between sessions will assist with generalisation of skills, and increase the likelihood of effective & sustainable change. If additional consultations, strategies, resources or activities are requested, these can be booked into clinician calendars for development to support you / your child.

Click on the link for [information](#) about SMP Service Provision & Fees, including the full list of the services available to be booked with our team.

In order to work towards positive outcomes for clients & families, a session involving re-evaluation of goals, strengths & risks is required **at least once** per year. This may be linked to your funding arrangements (e.g. NDIS plan dates, Medicare referrals, etc), & needs involvement of a parent/carer if the client is under 18.

Only 1 start or end of day booking (e.g. 9am, 3:45pm) can be allocated per client per month when available.

Cancelling/rescheduling 3 bookings in a 6 month period with a fully booked clinician will lead to future bookings offered with an alternative clinician if available, or a break from services.

Cancelling/rescheduling 3 after school or first bookings of the day within 6 months will lead to future bookings offered at alternative times if available, or a break from services.

Bookings will be offered by our team when there is availability appropriate to provide support for you / your child.

COMMUNICATION

SMP is not an emergency service provider. Customer service staff are available during office hours to assist with enquiries, payments, & scheduling of sessions.

Therapy support is provided during scheduled bookings - in person, on video consult, or via telephone.

Emails sent to clinicians may not be responded to; however, the information contained within the email can be discussed during the next scheduled booking.

In the event of an emergency or disaster for you in the community, an emergency management plan may be developed for your family, & SMP may reach out to you during this time unless you prefer us not to.

MODIFICATIONS OF BOOKINGS / CANCELLATIONS

**** Business days do not include Saturdays, Sundays or public holidays ****

Bookings at SMP can be modified without fees being charged when 2 or more full business days' notice is provided.

1-2 Business days' notice = 50% of fee charged

Less than 1 day business days' notice or non-attendance = 100% of fee charged

If you cancel within the cancellation fee period & the booking time can be filled, you will not be charged a fee. Filling a cancellation is at the discretion of SMP.

If you cannot attend your booking as originally scheduled, clinicians will provide a telephone or video session, letter, or non face to face work during the time of your scheduled booking, all of which contribute to your therapy goals.

Cancellations are not eligible for Medicare or insurance rebates; however, are eligible to be paid by NDIS funding.

COMPLIMENTS, COMPLAINTS & FEEDBACK

SMP are committed to continuous improvement. If you have a compliment, complaint or feedback, please speak with your clinician or a customer service team member.

If you do not feel comfortable raising your feedback with your clinician or CS team member, you can make a formal complaint to the SMP Complaints Team by emailing feedback@strongminds.net.au.

If you are unhappy with the outcome of your complaint through SMP you can contact the following governing bodies:

- a) Australian Health Practitioner Regulation Agency (AHPRA) - Telephone: 1300 419 495 - www.ahpra.gov.au/About-AHPRA/Complaints.aspx
- b) NDIS: You can contact the NDIS Quality & Safeguards Commission - 1800 035 544 or TTY 133 677, or go to the NDIS website Complaints & Feedback Form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

CONFIDENTIALITY

Assessment & Intervention support can only be provided upon receipt of the completed Consent Form, with signature of adult client, or parents/guardians of the minor. A Confidential File will be commenced & kept in a secure filing cabinet &/or in our practice management software. Access to client information is restricted, & maintenance of file security remains the responsibility of the clinician.

Consent can be changed at any point with regards to collection & use of your / your child's information.

Client files contain information that is relevant to the services being requested (e.g. intervention, assessment). Collecting information about you/your child may involve - observations & discussions during sessions, completion of questionnaires & background information forms, interviewing relevant support people, reviewing previous school &/or professional reports, & collecting information relevant to the case from those who have had responsibility for the care of your child (e.g. paediatricians, audiologists, medical specialists, other educational settings, etc).

Client files will be kept securely for a minimum of seven years after clients finish with SMP, or until a child is 25 years old. The file will be kept longer if legally required.

Limits of confidentiality - information is only disclosed under the following circumstances:

- a) with the consent of the client or the client's parent/guardian if the client is a child;
- b) where there is a legal obligation to do so;

- c) if there is an immediate & specified risk or harm that can be averted only by disclosing information;
- d) in the course of supervision or professional training.

FEES & SETTLING ACCOUNTS

All referral & funding documentation must be provided to SMP on or before bookings in order to obtain funding/rebates. This includes Medicare referrals or re-referrals, NDIS plans, endorsement to provide NDIA managed services, TAC/WorkCover claim details, VOCAT Tribunal Award Letter, etc.

Payment is due on or before date of booking. If payment has been made off site, text or email the office the bank deposit receipt as confirmation of payment.

NDIS self-managed participants are also required to pay invoices on the day of service provision, & then claim back through NDIS. If payment cannot be made on the day, participants can consider speaking with the NDIA about transferring to plan management.

All NDIS participants/representative are required to sign a schedule of supports detailing the below points

- The participant/representative confirms the supports that SMP are providing are stated in the NDIS plan.
- The participant/representative confirms that the NDIS budget aligns with the amount in the Schedule of Supports.
- If services are used over your NDIS budget you agree to fund the difference.
- The participant or representative will inform SMP of any changes to your NDIS plan.
- The schedule of supports is an estimate and you may choose to end services as stated in our service agreement.
- The participant/representative has notified NDIS that SMP are a endorsed provider.
- This consent is valid for the current Schedule of Supports for the current NDIS plan and any amendments.

GST does not apply for services that will be provided to a client, unless paid for by a third party funding organisation (e.g. Anglicare, DFFH, school).

The party who signs the SMP service agreement is ultimately responsible for the payment of services.

A late payment fee of **\$29.15 (including GST)** is applied if payment is not made on the day. Late fees are not eligible for rebates & remain the responsibility of the client/family.

Mobile & Telehealth sessions require secured credit card details to ensure payment. These will be stored in an encrypted format & a payment authority will need to be completed. Additional costs are included in mobile visits for travel & preparation. **Payment authority stores your credit card details in our system. Once provided, payment authority is given until this is retracted or at the expiry date of the card. Payment will be processed on the day of service unless requested to before the appointment.**

Payment of invoices & communication with our finance team is required to ensure ongoing therapy bookings.

Failure to pay invoices incurred during engagement within the service agreement leads to:

- a) 1 week - SMP send a reminder email/text.
- b) 2 weeks - SMP will make contact to discuss a payment plan & assist to resolve the matter.
- c) 3 weeks - If invoices remain unpaid after multiple attempts of contact from SMP we will forward the invoice to a debt collection agency.
- d) The Service Agreement is then terminated & all ongoing bookings cancelled.
- e) All late fees & debt collection costs remain the responsibility of the client / client family.
- f) Future bookings are unable to be made until 12 months (1 year) following payment to the debt collection agency.

Fees at SMP are subject to an annual increase on July 1st each year.

Assessments: 50% deposit required to secure booking by private paying & self-managed clients, balance required at first client session (e.g. Cognitive Assessment / Observation). NDIS Plan or Agency managed clients are required to provide up to date NDIS information including confirmation that there are accessible funds available for the service requested. All other third party funded clients require full payment in advance for the service requested before a booking can be made.

Support & Planning: Payment for support & planning intake sessions is required on booking. Pre payments of Support & Planning sessions can be refunded with more than 2 Full Business days notice, minus an Administration fee of **\$23.10 (including GST)**. Please allow up to 10 working days for refunds to be processed.

NDIS Plan Managed or Agency Managed clients can call & secure available bookings by providing a current NDIS plan that is valid past the period of the appointment, as well as plan manager details. VOCAT clients can call & make bookings by providing VOCAT tribunal details & report stating funding is allocated to our service.

Funding Type

Please complete the information for the type of funding that will subsidise services. Other relates to third party funders (e.g. Anglicare, Orange Door). If they do not have a reference number leave this blank.

Client Medicare card number / Exp _____

Claimant (e.g. parent) Medicare card number / Date of Birth _____

NDIS / TAC / Workcover Claim number _____

Dates of current funding plan/referral/claim – Start Date: _____ End Date: _____

VOCAT - Tribunal Ref Number _____ Venue _____ Date _____

Other / Notes: _____

Details of Case Manager (if applicable) – include name, email & phone if possible _____

CHANGES TO THIS SERVICE AGREEMENT

SMP may revise & amend this service agreement, in which all clients will be notified of changes which would take immediate effect. [Recent changes are highlighted](#) in our publicly available server.

ENDING THIS SERVICE AGREEMENT

Should either party wish to end this Service Agreement they must give the other party one month (or 28 days) written notice.

SMP reserves the right to terminate or withdraw supports under the following conditions:

a) If SMP Policies are not adhered to by clients and/or family members.

- a) Failure to pay for services provided or expenses incurred.
- b) A client or family member carries out an illegal activity within a therapeutic or disability location, which may include (but is not limited to) theft or damage of property, or use of alcohol or illicit drugs on the premises
- c) A client no longer has third party funding (including NDIS), & opts not to fund the full cost of services privately.
- d) If we are unable to continue to support a client without serious risk or harm to yourself, other people or staff, or a breach of our workplace health & safety obligations.

SERVICE AGREEMENT CONSENT

I agree to the Service Agreement Terms & Conditions

Client Signature (if over 16): _____ **Date:** _____

Please print name: _____

Parent/Guardian Signature: _____ **Date** _____

Please print name: _____