



Information about making a Service Agreement

When you start receiving support from Concept Psychology Services, a Service Agreement will be developed in consultation with you that sets out some goals that you want to achieve, and how and when your services will be delivered.

Things you can put in your Service Agreement include:

- The supports provided under the Service Agreement
- The cost of those supports
- How, when and where you would like your supports to be provided
- How long you need the supports to be provided
- When and how your Service Agreement will be reviewed
- How any problems or issues that may arise will be dealt with
- Your responsibilities under the Service Agreement, such as letting your psychologist know if you can't make an appointment
- Our responsibilities under the Service Agreement, such as working with you to deliver your supports in the right way
- How you or your psychologist may change or end the Service Agreement



Service Agreement **Template**

Name of Participant

Name of Psychologist providing the service

The participant and service provider agree that this Service Agreement is in line with the funding principles of the NDIS/ TAC/ WorkCover/ Medicare. These principles include things like having more choices, achieving your goals and taking part in the community.

What are your goals?

This section outlines some things you want to achieve that Concept can help you with.

What support services will be provided?

- How services will be provided.
- When and where they will be provided.
- Who will provide them.
- How long services will be provided for.
- What service fees will apply.

What is expected of the participant?

This section explains your responsibilities:

- Tell us about the supports you want.
- Let us know if you have any concerns.
- Be polite and respectful to the staff who work with you.
- Give us at least 24 hours notice if you can't make it to an appointment, otherwise a cancellation fee may apply.
- Tell us if your circumstances change (e.g., change of address or funding program).

What is expected of the service provider?

This section explains the service provider's responsibilities. Concept staff will:

- Deliver high-quality psychology services and maintain ethical standards.
- Comply with applicable rules and laws such as the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Rules, and uphold the Human Services Standards and the National Standards for Disability Services.
- Treat you politely and with respect. Explain things clearly.
- Include you in all decisions about your supports.
- Ensure your information is correct and up to date. Store your information carefully and securely, and make sure it is kept private.

Participant rights

We respect your right to choice and empowerment, service access and engagement, community participation, effective service management, wellbeing and positive outcomes



Confidentiality

Your personal information will remain confidential except where:

1. Your consent has been obtained to:
 - a. provide information to another professional or agency, such as your doctor, lawyer, or another service provider; or
 - b. obtain information or discuss relevant issues with other people, e.g., a service provider or family member
2. Information is subpoenaed by a court, or if disclosure is required or authorised by law; or
3. Failure to disclose information would place you or another person at serious and imminent risk.

Access to Personal Information

You have the right to request access to the information in your file, unless the relevant legislation provides otherwise. You may request that we correct or update your personal information. Information is kept for a minimum of 7 years.

How will payments be made?

This section details any fees that apply for goods and services, and the processes for payment (who makes the payments, and how this is done).

How to make changes or end the Service Agreement

Talk to us if you would like to make changes to the Service Agreement. We can review and update the written Agreement. Let us know with one week's advance notice if you want to end the Agreement.

Feedback

We welcome feedback and suggestions. Let us know if you have any complaints. We will listen and work through your concerns to help resolve them.

What to do if there is a problem

This section explains who to talk to if there is a problem.

Contact person:

Phone number:

Email address:

Other Agency:

A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included under subsection 33(2) of the [National Disability Insurance Scheme Act 2013](#) (NDIS Act) in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act.



Participant contact details

Your phone number:

Your email address:

Your home address:

The name of someone we can contact if we can't get in touch with you:

Their phone number:

Service provider's contact details

Mobile phone number:

Email address:

Business address:

Signatures

By signing this Agreement, you agree to all of the information included.

Participant name:

Signature:

Date:

Service provider name:

Signature:

Date: