



NDIS Service Agreement

People

This service agreement is between **Expressions Play Therapy** and _____ (on behalf of _____)

Purpose

The purpose of this agreement is to outline the supports provided by Expressions Play Therapy under your NDIS plan. This agreement is in the context of the NDIS, which aims to:

- Support the independence and social and economic participation of people with disabilities.
- Enable people with disabilities to exercise choice and control in pursuing their goals and in the planning and delivery of supports.

Responsibilities

Expressions Play Therapy's Responsibilities

Expressions Play Therapy agrees to:

- Treat you with courtesy and respect.
- Communicate openly and honestly, in a timely manner.
- Work with you to provide services that suit your needs.
- Provide information about managing complaints or disagreements.
- Inform you on how to change or cancel supports.
- Plan and coordinate transitions to and from our services.
- Listen to your feedback and resolve problems quickly.
- Protect your privacy and confidential information.
- Comply with all Expressions Play Therapy policies and procedures.
- Follow all relevant laws, including the National Disability Insurance Scheme Act 2013, Australian Consumer Law, and the Privacy Act 1988.
- Give you a minimum of 24 hours' notice, where possible, if a service needs to be canceled or changed.
- Keep accurate records and issue regular invoices and statements for supports provided.

Participant's Responsibilities

_____ agrees to:

- Work with Expressions Play Therapy to ensure services meet your needs.
- Treat Expressions Play Therapy staff with courtesy and respect.

- Communicate openly and honestly, discussing any concerns about the services provided.
- Provide any necessary plans or assessments to deliver safe and quality services.
- Pay all invoices for agreed services and/or other expenses within 28 days.
- Inform Expressions Play Therapy of any changes to your NDIS plan.

Supports and Payments

Expressions Play Therapy will provide services identified in your NDIS plan. Details are in **Attachment 1: Schedule of Supports**. All prices are inclusive of GST and cover the cost of providing services.

For self-managed and plan-managed funds, Expressions Play Therapy will invoice you or your nominated plan manager for services delivered after each session.

If the NDIS changes service pricing or rules, Expressions Play Therapy will adjust charges accordingly and inform you in writing. The NDIS will automatically increase your support budget to cover any price increases.

Non-Face-to-Face Supports

Expressions Play Therapy can claim for non-face-to-face activities, such as report writing or parent meetings, only if agreed upon in **Attachment 1: Schedule of Supports**. Administrative tasks like scheduling or submitting claims will not be claimed.

GST

For GST purposes, Expressions Play Therapy and _____ confirm:

- The participant has an active NDIS plan.
- The plan is expected to remain in effect during service provision.
- Supports provided are reasonable and necessary, as described in the NDIS plan.
- There is a written agreement for the delivery of supports.
- The participant will inform Expressions Play Therapy of any changes to their NDIS plan.

Cancellations

If a service is canceled at short notice or there is a no-show, Expressions Play Therapy may charge 100% of the agreed support fee. A short notice cancellation is defined as less than 24 hours' notice.

To cancel a support, please call **0482 037 571** or email **naomi@expressionsplaytherapy.com.au**.

Changes to This Agreement

Any changes must be agreed upon, documented in writing, and signed by both parties. If changes to regular services are required, at least one week's notice should be provided.

Ending This Agreement

Either party wishing to end this service agreement must provide one week's notice. If the agreement is seriously breached, it may be terminated without notice. You must inform Expressions Play Therapy if your NDIS plan is suspended or replaced.

Feedback, Complaints, and Disputes

Expressions Play Therapy welcomes feedback, compliments, and complaints. For feedback, contact info@expressionsplaytherapy.com.au. For complaints, contact the same email. If unsatisfied with the outcome, you may reach out to the NDIS Quality and Safeguards Commission at **1800 035 544** or visit www.ndiscommission.gov.au/about/complaints.

Attachments

- **Attachment 1:** Schedule of Supports
- **Attachment 2:** Amendment Sheet (if required)
- **Attachment 3:** Copy of Participant's NDIS Plan

Terms and Conditions

At Expressions Play Therapy, we aim to provide quality play therapy services designed to support the emotional, behavioural, and developmental needs of children. These Terms and Conditions outline mutual expectations and responsibilities to ensure a safe and effective therapeutic environment. By utilising our services, you agree to these Terms and Conditions.

Definitions

- **Therapy Services:** Therapeutic interventions, treatments, assessments, and consultations provided by Expressions Play Therapy.
- **Client:** The child receiving therapy services, including their parent(s), guardian(s), or authorised representative(s).
- **Therapist:** A qualified professional employed or contracted by Expressions Play Therapy.
- **Confidential Information:** Sensitive information shared during therapy sessions.
- **Consent:** Agreement by the client and/or their guardian for the provision of therapy services.
- **Guardian:** A person with legal authority to care for the child receiving therapy.
- **Assessment:** Process to identify the child's developmental and emotional needs.
- **Intervention:** Specific therapeutic approach implemented by the therapist.
- **Therapy Plan:** Individualised plan outlining therapy services.
- **Session Notes:** Written records documenting session progress and outcomes.

Acceptance of Terms

By accessing and using our services, clients and their guardians acknowledge their agreement to these Terms and Conditions.

Services

Expressions Play Therapy is a private provider of child play therapy services, with treatment provided via scheduled appointments. Services will only be provided within the therapists' professional capabilities.

Fees and Payment

Payment is required at the time of your session unless prior arrangements are made. Invoices will be generated following a referral, with payment terms set at 14 days. Late payments may incur fees.

Cancellations and Refunds

Clients must provide at least 24 hours' notice for cancellations. Late arrivals may reduce session duration, with full fees still applicable.

Privacy and Confidentiality

Expressions Play Therapy commits to handling client data in compliance with Australian Privacy Principles.

Contact Information

For enquiries or further information, please contact us at: info@expressionsplaytherapy.com.au

Signatures

The parties agree to the terms and conditions of this service agreement:

_____ (Caregiver/Participant's Signature)

_____ (Date)

_____ (Expressions Play Therapy Representative)

_____ (Date)