



Our Super Simple Service Agreement

Our NDIS Service Agreement is designed to make engaging with supports easier. This agreement is straightforward, minimising the confusion that long agreements can cause.

www.allianceclinics.com.au/sssa

Super Simple Service Agreement

In this service agreement, “we”, “us” and “our” is a reference to Alliance Rehabilitation Pty Ltd (trading as Alliance Clinics), the provider, while “you” and “your” is a reference to the party who made this service agreement with us, the participant.

1. Our Super Simple Service Agreement

This is our service agreement for us to provide supports to you.

2. What are supports?

In this agreement, “supports” refers to the services, goods, therapies, aids, equipment, and any other forms of assistance provided by us to you.

3. When does this agreement commence?

This service agreement commences as soon as you accept this service agreement.

4. How is this service agreement accepted?

You accept this service agreement upon requesting or receiving any supports from us, such as by scheduling or attending appointments or requesting a report.

5. Can someone agree on your behalf?

A person can agree to this service agreement on your behalf by requesting supports for you. The person agreeing to this service agreement on your behalf warrants that they have the authority to do so and agrees to show you this service agreement before supports are provided.

6. When does this service agreement end?

This service agreement continues until it’s ended.

You can end this service agreement by contacting our coordination team and telling us you would like to end this service agreement.

We can end this service agreement with the approval of one of our directors or managers.

When this agreement ends, you are still responsible for the payment of all provided supports and cancellation fees. You consent to us claiming payment from your NDIS plan and service bookings, regardless of this agreement’s conclusion.

7. What if you need something after this agreement ends?

If you require supports from us after this service agreement ends you will have to obtain a new service agreement.

8. Can we change this service agreement?

We can change this agreement by providing you with notification, you agree to the changes by requesting or receiving any supports from us after such notification.

9. What supports do you receive from us?

You receive the supports that you request from us and that we agree and are able to provide. Supports can be requested by asking one of our coordinators.

10. What do you pay for supports?

The price of supports provided to you by us will be the price limit the National Disability Insurance Agency (NDIA) has set for the provision of the support for participants in the National Disability Insurance Scheme (NDIS) as at the time and place the support is provided. For supports without a price limit determined by the NDIA, we will notify you of the applicable price prior to providing the support. Our prices are set by us, not the NDIA.

You agree that we can charge you and claim payment from your NDIS plan and service bookings for direct service provision, telehealth, non-face-to-face support provision, provider travel, provider travel labour costs and non-labour costs, short notice cancellations, NDIA requested reports, other reports, and any other fees or charges or claims applicable to the supports you request or are provided.

11. Quotes and budgets

Quotes are subject to change by us, such as due to changes in the price and availability of supports. If we have set a budget for your supports, we may cease providing supports once the budget is used up.

12. How do you pay?

Payment for a support or invoice is due on the day it is provided. You consent to us claiming payment from your NDIS plan and service bookings if you have one. If payment is not made for a support or cancellation fee, we may cease providing supports to you.

If you are portal managed, we will make service bookings and claim payments on the NDIS portal reflective of the supports that you request or are provided.

If you are plan managed, we will contact your plan manager for payment. We may ask your plan manager to confirm that you have sufficient funding for the supports that you have requested.

If you are self managed, you must pay for supports when they are provided. You must pay us even if the NDIA has not paid you. Payments are to be made through our reception.

13. What happens if the NDIS does not pay?

You are ultimately responsible for paying for all supports provided to you by us and any applicable cancellation fees.

14. Cancellation Fees

A fee of 100% of the support price will apply for supports cancelled with less than two business days' notice, or if you miss or arrive late for a scheduled support session. For supports scheduled for delivery outside Townsville or Mackay, a minimum of seven days' notice for cancellations is required to avoid this fee.

If you need to cancel a support or are unable to attend an appointment, please contact and notify our coordination team during business hours.

15. Consent to contact

You agree that we can contact you and others who help with your care – like your carers, referrers, GP, or plan manager – by phone, text, email, or other methods about our services and anything relevant to your supports.

This consent lasts until you tell us to not contact someone – but we may still contact someone if required by law, if a person's safety is at risk, or to carry out our responsibilities under this agreement, or in any situation where we could ordinarily contact someone without your consent.

16. Emergency, Disaster, and Disruption

If our service is disrupted, we will try to reschedule your appointments to maintain continuity of care. Appointments may be rescheduled to prioritise the urgent needs of other participants affected by the disruption, emergencies, or disasters. We may contact you about disruptions, emergencies, or disasters even if you are no longer a participant.

17. Our directions

You agree to comply with and abide by all reasonable directions given by our team and representatives.

18. Other things you have to tell us

You need to tell one of our coordinators or a clinician anything that could affect how we support you. This includes giving us all the information we need to provide you with safe and effective supports, letting us know if your contact details or health change, and telling us if there's anything that could put you, us, or others at risk.

For pricing visit www.allianceclinics.com.au

19. Intellectual Property

All intellectual property created by us becomes our exclusive property. All intellectual property owned by us remains exclusively ours. You do not acquire any rights or ownership to our intellectual property.

We will withhold access to assessments, documents, files, records, reports, and information when we deem reasonable or if you have unpaid fees or charges.

20. Key worker for Early Childhood Early Intervention (ECEI)

If you would like a key worker for an ECEI participant, please contact our coordination team. We will review your needs and suggest suitable clinicians from our team to act as your key worker. Please note that fees apply for key worker supports.

21. Governing Law

This agreement is under the laws of Queensland. If there's a disagreement about this agreement, Queensland law applies.

22. Feedback, Complaints, and Disputes

It is important to us that you feel comfortable and supported in providing us with feedback, making complaints, and seeking solutions to disputes. You can give feedback or make complaints by contacting our coordination team or our quality management team.

Our coordination and quality management teams have the authority to discreetly discuss matters if you wish your feedback or concerns to remain anonymous or not be relayed to another team member.

If you are still not satisfied or do not want to talk to our team, you can contact the NDIA by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

23. Contact Information

You can contact our coordination team by calling (07) 4772 1219 and asking to speak to "Coordination" or by emailing coordination@allianceclinics.com.au.

You can contact our quality management team by calling reception on (07) 4772 1219 and asking to speak to "Quality Management", or by emailing feedback@allianceclinics.com.au. or sending a letter by post to PO Box 1247, Townsville QLD 4810 addressed to "Alliance Clinics Quality Management".

About Us

Alliance Clinics is a leading private, interdisciplinary health team in North Queensland.

From health and wellbeing to disability and support, we provide diverse services, both public and private, to help you achieve your goals and attain quality of life.

Our multidisciplinary allied health clinicians, supported by a coordination team, are ready to assist you today.

Allied Health Under One Roof

Our services include Physiotherapy, Occupational Therapy, Speech Pathology, Social Work, Psychology, Dietetics & Nutrition, and Diabetes Education.

Quality Assured Service

We are committed to providing the highest standard of treatment in a friendly and caring environment.

Alliance Clinics is both an NDIS Registered health provider under the NDIS Quality and Safeguards Commission & ISO 9001 certified, maintaining an international standard for quality management.



**A REGISTERED
NDIS PROVIDER**



Alliance
Rehabilitation

HEAD OFFICE TOWNSVILLE
703 Ross River Rd,
Kirwan QLD 4817

☎ 07 4772 1219
🖨 07 4771 6971
✉ hello@allianceclinics.com.au