MCKINNON PSYCHOLOGY SERVICE AGREEMENT

McKinnon Psychology
Suite 3A, 2 New McLean St,
Edgecliff, NSW, 2027
Tel: 02 9066 3070
Fax: 02 8456 6097
Web: www.mckinnonpsychology.com.au

Parties

This Service Agreement (Agreement) is for a participant in the National Disability Insurance Scheme (NDIS) and is made between:

Participant name: _____, NDIS registration number: _____

and

McKinnon Psychology (ABN: 15 650 446 049) of (Suite 3A, 2 New McLean St, Edgecliff, NSW, 2027) (Provider), (collectively the Parties).

This Agreement will commence from __/___/___for a period of a year. This agreement is renewed once per year for continuing clients.

The NDIS and this Agreement

This Agreement is made for providing support services under the Participant's NDIS plan (**NDIS Plan**).

The Parties agree that this Agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic participation of people with disability; and
- enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their support services.

Schedule of support services

McKinnon Psychology is an allied health psychology service supporting the emotional health and wellbeing of individuals across the lifespan. McKinnon Psychology is not a registered NDIS Service Provider. McKinnon Psychology is able to offer services to Participants with funding for psychology sessions under a self-managed plan.

Your psychologist Kahala Dixon agrees to provide the Participant the support services (**Services**) at the cost (**Cost**) of $280 per 50-minute session. Prices are subject to a yearly increase on January the 1st of each year.

Payments

McKinnon Psychology is a cashless service. Payments can be made for sessions via stripe or via funds transfer. The participant will be asked to pay for their psychology session upfront. After the payment has been made, the service will issue a receipt to the participant that can then be used to claim payment for those Services from the NDIS.

Responsibilities of McKinnon Psychology

McKinnon Psychology agrees to:

- review the provision of Services at least 6-monthly with the Participant;
- once agreed, provide Services that meet the Participant's needs at the Participant's preferred times;
- communicate openly and honestly in a timely manner;
- treat the Participant with courtesy and respect;
- consult the Participant on decisions about how Services are provided;
- give the Participant information about managing any complaints or disagreements and details of the Service's cancellation policy (if relevant);
- listen to the Participant's feedback and resolve problems quickly;
- give the Participant as much notice as possible to change a scheduled appointment to provide Services;
- give the Participant the required notice to end the Agreement (see 'Ending this Service Agreement' below for more information);
- protect the Participant's privacy and confidential information;
- provide Services in a manner consistent with all relevant laws, including the *National Disability Insurance Scheme Act 2013* and rules, and the Australian Consumer Law; keep accurate records on the Services provided to the Participant; and
- issue regular invoices and statements of the Services delivered to the Participant.

Responsibilities of the Participant/Participant's Representative

The Participant/Participant's Representative agrees to:

- inform the psychologist about how they wish the Services to be delivered to meet the Participant's needs;
- treat the psychologist with courtesy and respect;
- talk to the psychologist if the Participant has any concerns about the Services being provided;

- give the psychologist a minimum of 24 hours' notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Service's cancellation policy will apply;
- give McKinnon Psychology the required notice if the Participant needs to end the Agreement (see 'Ending this Service Agreement' below for more information); and

Changes to this Agreement

If changes to the Services or their delivery are required, the Parties agree to discuss and review this Agreement. The Parties agree that any changes to this Agreement will be in writing, signed, and dated by the Parties.

Ending this Agreement

The participant can end this agreement at any time. If the clinic needs to end this agreement, we will endeavour to give at least 2-weeks' notice (where possible).

Feedback, complaints and disputes

If the Participant wishes to give McKinnon Psychology feedback, the Participant can talk to our reception staff on 02 9066 3070 or email admin@mckinnonpsyhcology.com.au.

If the Participant is not happy with the provision of Services and wishes to make a complaint, the Participant can talk to Dr Anna McKinnon on 02 9066 3070.

If the Participant is not satisfied or does not want to talk to this person, the Participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Cancellation Policy:

Cancellations made within less than 24 business hours before your appointment will be charged 100% of the consultation fee, i.e., cancellations for Monday morning must be made on or before Friday morning. Cancellation fees will be charged to the card you have on file. Where an NDIS client has had a short notice cancellation or a no-show, they are able to claim a reimbursement from the NDIS (https://www.ndis.gov.au/).

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Agreement signatures

The Parties agree to the terms and conditions of this Agreement.

Signature of *name* or Participant representative	Name of [Participant / Participant's representative]
Date	

Signature of authorised person from McKinnon Psychology	Name of authorised person from McKinnon Psychology
Date	