



Service Agreement

Early Access to Early Intervention

Approved Parties:

This **Service Agreement** is for _____ a Participant in the National Disability Insurance Scheme, and is made between the parties of:

Address of Participant _____

and

All Abilities Mackay Inc, of Summer House Mackay – 2-4 Casey Ave, South Mackay QLD 4740

ABN: 95 202 714 205

- **Obligations of this Service Agreement and the NDIS Scheme:**

This Service Agreement is made for the purpose of providing supports to the Participants under the Participant's National Disability Insurance Scheme (NDIS) plan.

We as the Service Provider and You as the Participant agree that this Service Agreement is made under the objectives of the NDIS Act, which is a scheme that aims to:

- Support the independence and social and economic participation of people with disability.
- Provide reasonable and necessary supports, including early intervention supports, for participants.
- Enabling people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.
- Facilitating the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability.
- Promoting the provision of high quality and innovative supports to people with a disability
- Keep a record/register of sight of vaccination status... date, time, staff sighted.
- Adhere to all Queensland Health Mandates in relation to Covid-19 for Disability Support Services as applies to the type of service we deliver.



All Abilities Mackay Inc



Provider Responsibilities: All Abilities Mackay inc

All Abilities Mackay inc agrees to:

- Review the provision of supports with you once a year or when your NDIS Plan has changed or if you have a change of circumstance. Once agreement has been made from both parties, provide supports that meet your needs at the preferred times if available.
- Treat you with courtesy and respect & do our best to resolve any issues that may arise.
- Communicate with you openly & honestly to ensure your needs are met to the best of our ability.
- Consult with you on decisions about how supports are provided. Provide information on managing, complaints, or disagreements and who your contact is at All Abilities Mackay inc.

Participant responsibilities:

You as the participant agree to:

- Treat all staff of All Abilities Mackay inc with courtesy and respect.
- Inform All Abilities Mackay inc if you are unwell as to not attend Summer House Mackay until your sickness has passed.
- Inform us about how you wish the supports to be delivered to meet your needs.
- Contact us with any concerns about the supports we provide.
- Provide a minimum of 24 hours' notice if you cannot make a scheduled appointment; and if the notice is not provided by then, All Abilities Mackay Inc's cancellation policy will apply.
- Should you wish to **Terminate Your Service Agreement** with All Abilities Mackay, you must provide us with at least 4 weeks' notice in writing to bdo@summerhousemackay.com.au
- Contact us immediately if your NDIS plan is suspended or replaced by a new NDIS plan or the NDIS coverage is terminated, and you are no longer an NDIS participant.
- Provide evidence of double vaccination for Covid-19 or exception while Queensland Health Mandates are in place.
- Sign in with QR Code

All Abilities Mackay Inc

date reviewed: November 2021



All Abilities Mackay Inc



Move and Play responsibilities

All Abilities Mackay has sub-contracted Move and Play to deliver this program. Participant fees will be collected and forwarded to Move and Play in a lump sum payment on Move and Play's terms.

Move and Play will deliver therapy in the attached proposed schedule, which may alter slightly due to their staffing arrangements in case of illness etc.

Support Schedule:

As the Service Provider, All Abilities Mackay Inc agrees to provide the Participant with support as per the agreed schedule of supports between both parties, and their prices are set out in the attached Booking Form. All prices include Goods and Services Tax (GST) (if applicable) and include the cost of providing the supports. You are responsible for additional expenses, such as things that are not included as part of a Participant's NDIS supports: entrance fees, event tickets and meals), as they are not included in the cost of the supports.

Payments:

Once support has been provided by All Abilities Mackay Inc, an invoice will be made out to either the Participant or their nominated Support for their provision of services. You will be given 14 days from the date of the invoice to pay. If you are having any issues with payments, please contact us immediately on (07) 49441089.

Changes to this Service Agreement:

If changes to the supports or their delivery are required, You and All Abilities Mackay Inc will agree to discuss and review your Service Agreement. Both parties will agree that any changes to this Service Agreement will be in required in writing and signed/dated by both parties.



All Abilities Mackay Inc



Cancellation Policy:

If the participant notifies or fails to notify All Abilities Mackay Inc outside of the 24 hours prior to the scheduled support, the participant cannot make the scheduled support, the participant agrees to pay the fee equivalent to the full cost of the support arranged to be provided. If the participant notifies All Abilities Mackay Inc of changes to support arrangements at least 24 hours in advance of the scheduled support, there is no fee payable by the participant. No fee is payable by the participant for any cancellation by All Abilities Mackay Inc or any failure to deliver the scheduled support, including where the participant does not accept an alternative date or time for any rescheduled support.

Feedback and complaints:

If you wish to provide feedback or have any complaints about the service we provide at Summer House Mackay, please contact:

Kiera McDowell

Centre Manager on (07) 4944 1089 or by emailing bdo@summerhousemackay.com.au

If you are not satisfied and require more information or support you 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.



National Disability Insurance Scheme: Schedule of supports and Booking form:

Schedule of Supports and Booking form:	Service start date: 3/2/2022 – 7/4/2022
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Price - \$500 for the program, extending over 10 weeks in a group therapy setting. Parents are responsible for the therapy. Therapists will discuss, instruct, observe etc.

Early Access to Early Intervention Therapy Group Program – Proposal

Background:

Early access to early intervention services for children with or at risk of a disability within the first 2 years of life has long been recognized as important to the developmental outcomes for the children, as well as how the families cope in this early phase of their child's journey.

Waitlists for therapy services in the Mackay region are long, with wait times of up to 18 months or more before children can access individual therapy. This means that children with a diagnosed disability, or at risk of a diagnosed disability, are not able to access therapy supports in a timely way to maximize their potential outcomes.

Proposal:

10 week Early Intervention Group Program run in partnership between Summer House Mackay and Move and Play Paediatric Therapy. 10 spots available.

Appropriate for children aged 0-4 years, with:

- * A diagnosed disability, or
 - * At risk of a diagnosed disability (eg: premature, low birth weight, failure to thrive, or early developmental concerns)
 - * An undiagnosed disability (ie: disability due to unknown cause)
 - * Early global developmental delay, or
 - * Parents know there is something wrong with their child, but have not yet been able to access appropriate supports
- Program will consist of a 2 hour parent workshop, and 9 x 1 hour group therapy sessions with allied health professionals.

Maximum of 8 children per session for therapist sessions. Maximum of 20 parents/carers for the workshop.

Expected outcomes:

- * Increased access to early therapy supports and strategies while children wait for individual therapy
- * Empowerment of parents through early access to information and education about their child's needs and how to support their child's development
- * Social connection and support between parents in similar situations
- * Developmental progress for the children attending the group sessions



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What will the program involve?:

Pre-assessment

* Questionnaire and developmental screening tool emailed to parents to collect information about their child, the child's current developmental progress, the child's strengths and needs

* 15 minute phone call with an Allied Health Assistant to help the parents set goals that they would like to see their child working towards during the group

* Parents to send 3-minute video of their child's current abilities to Move and Play Paediatric Therapy for review prior to the program commencement

Program

* 10 weeks

* 1 group session per week, which will consist of 3 x Physio sessions, 3 x OT sessions, 3 x Speech sessions, and 1 x parent workshop

* Therapist sessions to cycle between the disciplines eg: Week 1 = Physiotherapy, Week 2 = Occupational Therapy, Week 3 = Speech Pathology, Week 4 = Physiotherapy, etc. Workshop preferably scheduled at the beginning of the program.

* All sessions to be held at Summer House Mackay, South Mackay. Therapists will be required to travel to Summer House from Move and Play Paediatric Therapy.

* Group therapy sessions will consist of a combination of whole group activities where all children are participating in the same activity at the same time, and individual station activities where the activity can be individualised to each child's specific needs and developmental stage. All activities will be goal directed

* The workshop would be designed to help support parents in:

o Being aware of developmental concerns in their child and how to access help

o Recognising their child's needs across all areas of development

o Ways they can assist their child with their development

o Supporting their child to develop a sense of identity, and how they can live their best life

o Empowering the parents to know they can advocate for and support their child, as well as how to take care of themselves as parents and families

* Option to be able to provide written referrals to other services for further investigation or treatment (such as referring to a paediatrician or orthotist) (billed separately)

Post- assessment and reporting

* 15-minute phone call with an Allied Health Assistant to review progress towards goals set at the beginning of the program

* Completion of a written report at the end of the 10 week program to outline services and supports provided and goals and outcomes achieved.

* Option to complete a written report to assist children with gaining access to the NDIS and their first plan (billed separately)

All Abilities Mackay Inc

date reviewed: November 2021



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* Option to complete a written end of NDIS plan review report if no other services have been engaged (ie: if only service they have attended is this program)

Scheduled dates

Parent Workshop – Emily Hayles 9am till 11am

Thursday 3rd February 2022

Physiotherapy – Kate Hopper 9am till 10am

Thursday 10th February 2022

Occupational Therapy – Jess Nikles 9am till 10am

Thursday 17th February 2022

Speech Pathology – Luke Mitchell 9am till 10am

Thursday 24th February 2022

Physiotherapy – Kate Hopper 9am till 10am

Thursday 3rd March 2022

Occupational Therapy – Jess Nikles 9am till 10am

Thursday 10th March 2022

Speech Pathology – Luke Mitchell 9am till 10am

Thursday 17th March 2022

Physiotherapy – Kate Hopper 9am till 10am

Thursday 24th March 2022

Occupational Therapy – Jess Nikles 9am till 10am

Thursday 31st March 2022

Speech Pathology – Luke Mitchell 9am till 10am

Thursday 7th April 2022

Acknowledgement details: Participant's representative is responsible to ensure program expected skills as outlined below align with participants NDIS goals, and they deem it to be likely to help them reach their goals..

