



MY THERAPY HOUSE

Client Service Agreement

What is a Client Service Agreement?

- A Client Service Agreement is an official document which outlines the way a service works, as well as what the right of the client and the rights of the service are
- It ensures the services provided are transparent
- It protects both the client and service provider from any unexpected surprises
- It ensures the client and service provider are on the same page before services commence

We encourage all families to read the Client Service Agreement carefully to ensure they have understood the information provided before commencing therapy with us

Who needs a Client Service Agreement?

- All clients engaging with My Therapy House need a Client Service Agreement to ensure their rights are protected and they know how we work at My Therapy House.
- At My Therapy House we write Client Service Agreements before the client starts services as well as when new NDIS Plans are generated.
- We ask clients to sign the Client Service Agreement as soon as possible to ensure we know they have understood our terms of service.

My Therapy House Client Service Agreement - Overview

The My Therapy House Service Agreement consists of 4 parts:

1. This Service Agreement Document
1. The Client's Development Plan document
1. My Therapy House® Client Policies Statement and Complaints and Feedback Statement
1. The signed e-form which indicates you have read and understood the above documents.

The Service Agreement Document - Overview

- Outlines who the Agreement is between
- Date of Agreement
- Definition of 'Client'
- Services - what we mean by this
- Fees- how different clients are billed e.g. self funded, NDIS Self Managed, Plan Managed, Agency Managed, and what NDIS funded clients are responsible for
- My Therapy House[®] Staff are Mandatory Notifiers

The Service Agreement Document - Overview

- Ensuring we are the right service for the Client
- Co-Treatment
- Continuity of Services
- Our Appointment Cancellation Policy
- Our Complaints Policy
- The way we communicate
- Our notice of Disclaimer to all visitors
- Our Video and Photo Policy
- Information about the Goods and Services tax (GST)
- Changing the Service Agreement
- Ending the Service Agreement

The Service Agreement Document - Overview

Provider Responsibilities

Participant's Rights and Responsibilities

Signature of both parties

How much notice is required to end services with us

The Client's Development Plan - Overview

- Plan on how we will all work together to achieve the child's goals for the next 12 months
- How the participant was involved in the Development of the Plan
- Participant and Service provider Details
- Background Information
- How we will all communicate about the plan

The Client's Development Plan - Overview

- NDIS Plan Dates and Goals (short term, medium and long term goals)
- Subgoals to achieve short term goals
- Strategies and measures used to achieve the goals
- Therapeutic cost and table to help families understand their child's budget
- Cost of any additional assessments
- Medicare schemes available to the Client
- Signatures of Provider and Participant.

Client Policies Statement and Complaints and Feedback Statement

These Statements provide the clients with

- All the My Therapy House Client Policies
- Complaints and Feedback Policy

Signed E-Form

- This indicates that the participant has read and understood all of the information in the Agreement

For further questions

Please contact our clinic

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