

# NDIS CLIENT INFORMATION

## (SERVICE AGREEMENT APPENDIX)

ABN 71 616 316 119

### CONTACT

[admin@dalbyalliedhealth.com.au](mailto:admin@dalbyalliedhealth.com.au)



(07) 4662 0459



[www.dalbyalliedhealth.com.au](http://www.dalbyalliedhealth.com.au)



4/37 North Street Dalby,  
QLD



### HOURS

MONDAY- FRIDAY



8:00AM – 5:00PM

## ABOUT DALBY ALLIED HEALTH

Dalby Allied Health was established in 2017 to improve access to Allied Health services for our community. Our mission is to “*inspire better health*” by providing high quality services and access to health information through the provision of facilities, resources and support to best deliver services to meet the greater healthcare needs of our local community.

Dalby Allied Health works to support an integrated team of allied health professionals who:

- *Work together to engage the community;*
- *Promote better lifestyle choices;*
- *Support our clients to improve their overall health outcomes.*

*Please see our full Vision and Mission Statements on our website -  
[www.dalbyalliedhealth.com.au](http://www.dalbyalliedhealth.com.au)*

## SERVICES AVAILABLE

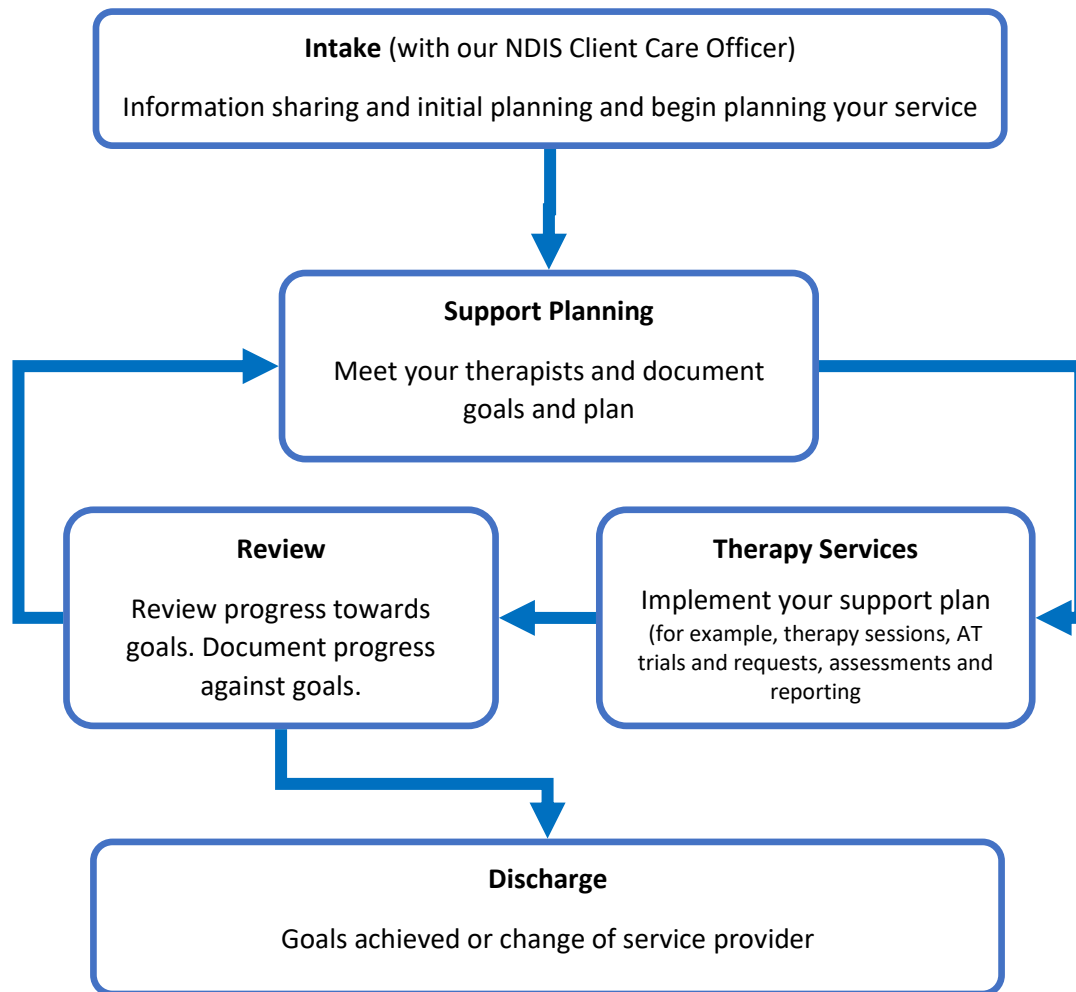
Dalby Allied Health are pleased to offer the following services:

- Nutrition & Dietetics
- Occupational Therapy
- Physiotherapy
- Speech Pathology
- Allied Health Therapy Assistants (under the guidance of our health professionals)
- Range of group programs lead by our team. Current options include Hydrotherapy, Social Circuit and Small Group Rehab (3-4 participants)

There is limited capacity for short-term psychology intervention for adults.

## CARE PATHWAY

Dalby Allied Health support our clients through a care cycle, reviewed at least annually.



We are committed to developing skills to make a functional difference. Our team will work with you and your support network to help you participate in the activities you wish.

## CANCELLATION POLICY

Our team understands that there may be times when you are unable to attend an appointment with us. We ask that you notify us of any cancellations **24 hours** prior to your appointment time. Failure to notify our team in advance may **incur a fee of 50% of the consult cost.**

As there is a high demand for our services, cancellation or failure to attend 3 scheduled appointments may mean future appointments are cancelled. In this instance, one of our staff members will contact you to schedule a time to reassess how we may be better able to support you to access our services.

## CHILD SAFE ENVIRONMENT

Dalby Allied Health requests a Parent/Guardian is present during therapy sessions for all children under the age of sixteen years of age. No child is to be left unsupervised or unattended in the waiting room.

## HOME VISITS

As part of our Risk Management Policy, all home visits will be subject to a Risk Assessment prior to confirmation.

*Please refer to our full Cancellation and Safety Policy on the Dalby Allied Health website - [www.dalbyalliedhealth.com.au](http://www.dalbyalliedhealth.com.au)*

## PAYMENT POLICY

Dalby Allied Health will invoice for all hours of service delivered in the process of achieving your identified goals including:

- Face to face therapy
- Intake meeting
- Preparation of reports (e.g. plan reviews, assistive technology or home modifications)
- Gathering information and analysing assessment data in order to inform our recommendations and reports.
- Travel costs (determined by the current NDIS price guidelines; DAH makes every reasonable effort to combine visits with other clients to spread the cost of travel)
- Emailing therapy session summaries and providing therapy supports via email or telephone.
- Liaison/Team meetings to improve your outcomes (billed where this takes longer than 15mins)
- Organising and liaising with assistive technology or home modification agencies

Dalby Allied Health will charge for reports completed by our providers. It is the participants' choice as to whether they use the report generated. Please note that reports may take up to 6 weeks to be completed from the time the assessment is completed. Reports for Assistive Technology are also influenced by accessing trials and quotes from third parties and we will discuss this with you.

Dalby Allied Health does not have access to your NDIS budget and we cannot monitor how much funding you have remaining. The Participant has a responsibility to ensure there are enough allocated funds to access the services they wish. If there are no further funds available through NDIS funding, the participant will be required to settle any outstanding debts.

## PAYMENT OPTIONS

We have a strict **7-day payment policy**.

Payment of invoices can be made by one of the following parties:

- ❖ By the Participant where they have a **Self-Managed Plan**
- ❖ By the Participant's **Plan Nominee**
- ❖ By the NDIA directly for Participants with a **NDIA Managed Plan**
- ❖ By the **Plan Management Provider**

All payments are to be made via Direct Deposit to the account details below (this information is also provided on each invoice generated)

**Financial Institution:** NAB Bank  
**Account Name:** Dalby Allied Health  
**BSB:** 084-961  
**Account Number:** 765 276 228

*Outstanding invoices older than 7 days are required to be settled prior to accessing future services. Please advise us as soon as possible if you are having difficulty paying for services.*

## GOODS AND SERVICES TAX:

Most services provided under the NDIS will not include GST where the supports are defined as a "reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act."

## COMPLIMENTS AND COMPLAINTS

We welcome your feedback and have a commitment to continually improving our services. You can provide feedback directly to your therapist or through our feedback boxes in clinic.

If you have a concern or problem with a service provided by our team at Dalby Allied Health, please let your treating therapist know in the first instance. If they are unable to assist, or you would prefer to talk to someone else, please speak to the Administration Team and they can arrange for you to speak further with our Practice Director.

Please address all concerns or complaints to:

KIRSTY ROBINSON

Practice Director

(07) 4662 0459

[admin@dalbyalliedhealth.com.au](mailto:admin@dalbyalliedhealth.com.au)

*If your complaint is not resolved you can contact the **NDIS Quality and Safeguards Commission** on 1800 035 544 or [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)*

*For further information please view our Complaints Policy on our website: [www.dalbyalliedhealth.com.au](http://www.dalbyalliedhealth.com.au)*

## PRIVACY POLICY

Your privacy is important to us. Our practice is committed to the protection of your personal information following the standards set out by the Privacy Act (1988) and the Australian Privacy Principles (APPs).

Information we may collect from you includes:

- General information such as your contact details – phone number, address
- Information about your healthcare needs and what supports we have provided
- Information from a third party that helps us to deliver quality services – with your permission (e.g. Doctor, family member or school)
- Images/video recordings

Your information is stored securely and for a time period required by Australian Legislation. After this time, all records are disposed of (shredded or deleted).

### **How can you access and update your personal information?**

You can request access to all or specific parts of your health record held by our practice.

### **Disclosure of Information**

We will inform you when we need to share your information and seek your consent. This includes providing reports to the NDIS or other professionals as well as working with your support network.

We may also need to provide your information to home modification service providers and equipment suppliers so they can complete their work or make deliveries where necessary.

There are some additional circumstances where we are legally or ethically required to disclose information, and you can find more details in our privacy policy.

*For further information please view our full Privacy Policy on our website: [www.dalbyalliedhealth.com.au](http://www.dalbyalliedhealth.com.au)*



# Dalby Allied Health CLIENT CHARTER

I HAVE A RIGHT TO:		IT IS IMPORTANT THAT I:
<b>Safety</b> <i>Receive High Quality Care</i> <ul style="list-style-type: none"> <li>- Services delivered by qualified professionals</li> <li>- Staff are engaged in continuing professional development</li> <li>- Care is based on evidence</li> </ul>		<ul style="list-style-type: none"> <li>- Provide accurate information about my health and anything else that may impact my care</li> <li>- Advise of any changes I notice in my condition</li> <li>- Participate actively in my care and advise of any concerns or difficulties implementing recommendations.</li> <li>- Ensure children under 16 years of age attend the clinic with an adult and are always supervised</li> </ul>
<b>Dignity &amp; Respect</b> <i>Be treated with respect and dignity</i> Staff will act professionally and politely <ul style="list-style-type: none"> <li>- Services that uphold your legal and human rights</li> <li>- Be listened to</li> </ul>		<ul style="list-style-type: none"> <li>- Communicate politely, respectfully, and safely when interacting with staff, students and volunteers at Dalby Allied Health</li> <li>- Tell staff of my culture and beliefs so they can respond to my needs</li> <li>- Respect other patients while I am in the clinic</li> </ul>
<b>Choice &amp; Control</b> <i>Make decisions about my care</i> <ul style="list-style-type: none"> <li>- Choose the services that I want</li> <li>- Lead the care planning and decision-making processes</li> <li>- Have my choices accepted and be assisted to access alternative services if DAH cannot provide the care I choose.</li> </ul>		<ul style="list-style-type: none"> <li>- Ask questions so that I understand the services and treatments available</li> <li>- Discuss concerns and decisions with the team.</li> <li>- Inform the team if I do not wish to continue treatment or decline a recommendation. Once made aware of implications, I must accept responsibility for the consequences of my decision.</li> </ul>
<b>Communication</b> <i>Be informed about my care in a way I understand</i> <ul style="list-style-type: none"> <li>- Receive open, timely and appropriate communication about services, options, and costs in a clear and open manner</li> </ul>		<ul style="list-style-type: none"> <li>- Communicate your treatment and NDIS (if applicable) goals</li> <li>- Provide us with information which supports treatment and decision making</li> </ul>
<b>Privacy</b> <i>Privacy and confidentiality of my personal information</i> <ul style="list-style-type: none"> <li>- My information is treated confidentially as per our privacy policy</li> </ul>		<ul style="list-style-type: none"> <li>- Accept that my healthcare information may be shared as authorised by law</li> <li>- Ask for my information to be corrected if it is inaccurate</li> <li>- Respect the privacy and confidentiality of others</li> </ul>
<b>Comment</b> <i>Comment on my care and have my concerns addressed</i> <ul style="list-style-type: none"> <li>- I can provide feedback about my care and have my concerns investigated and responded to.</li> </ul>		<ul style="list-style-type: none"> <li>- Provide feedback about my care.</li> <li>- Advise DAH of any concerns or complaints using our Complaints Handling Policy</li> </ul>