

**SECOND SKIN SERVICE AGREEMENT – CUSTOMISED SUPPORTS****Schedule of Supports**

Second Skin Pty Ltd, ACN 009 350 467, (hereafter described as “**we/our**”) agrees to provide the Participant (hereafter described as “**you/your**”) with:

- **A Clinical Assessment & Measure appointment**

During this appointment we will discuss your goals and determine the specific functional goals your custom made Second Skin support/s is designed to address. We will prescribe and you're your individual measurements for your support that meet your needs and discuss delivery of your support.

- **Delivery of Support - manufacture, deliver, and fit**

Due to the custom-made nature of our supports Second Skin staff will arrange a fitting appointment to fit the support/s with you so as we can ensure a correct fit and that support/s will meet your needs. For your first/changed support you will be supplied with full instructions regarding how to apply, wear, monitor, and care for your support. Should you require these instructions for your replacement supports please let us know and we will be happy to provide them. Approximately 2-3 week following your fitting we will contact you to see how you are progressing with your support/s.

We provide a no charge alteration service for issues of ill-fitting supports at the time they are fitted. Your support has an expected lifespan of approximately 12 months with normal growth and recommended wear and care.

- **One review of the support within a twelve-month period**

Your progress will be reviewed in line with your therapist's recommendation following your assessment and measure thus enabling us to monitor the supports to ensure correct fitting and ensure support/s are continuing to meet your needs.

- **Payments**

Payment for the Second Skin appointment fee is due to be paid at the relevant appointment.

Payment for the support/s is due at fitting of support/s.

Self-Managed Plans – the invoice will be sent directly to you for you to make the payment.

Plan Managed Plans – the invoice will be sent directly to your plan manager to make the payment.

Agency Managed Plans – payment will be claimed via a service booking in the portal and NDIA will make payment. You agree to authorise Second Skin to make a service booking for the support/s, freight and assessment.

<b>SUPPORT</b>	<b>COST</b>	<b>PAYMENT DUE</b>
Clinical assessment and measure	\$190.00	At time of Assessment
Home Visit	\$300.00	At time of Assessment
Fitting, Education & Follow Up	\$180.00	At time of Fitting
Review for Correct Fit & Effectiveness	\$180.00	At time of Review
Freight	\$ as per quote	At time of Fitting

GST is not payable on the assessment fee nor the support/s. GST is payable on freight costs.

### **Responsibilities of Provider – Second Skin agrees to:**

- Protect the Participant's privacy and confidential information
- Communicate openly and honestly in a timely manner
- Treat the Participant, family and carer team with courtesy and respect
- Provide supports that meet the Participant's needs
- Provide scheduled appointments each year enabling us to provide & monitor supports that meets the Participant's needs in person or via telehealth.
- Consult the Participant on decisions about how the supports are provided
- Provide recommended wearing, monitoring and caring regime for your support
- Talk to the Participant, family and carer team if you have any concerns about the support being provided and work to resolve problems quickly
- Provide information about managing any complaints or disagreements and details of Second Skin's cancellation policy
- Give the Participant, family and carer team a minimum of 24 hours' notice where possible to reschedule an appointment
- Give the Participant the required notice if the Provider needs to end the Service Agreement
- We will provide our supports in a manner consistent with all relevant laws, including the **National Disability Insurance Scheme Act 2013** and **rules**, and the Australian Consumer Law; and keep accurate records on the support/s provided to you

### **Responsibilities of Participant - You agree to:**

- Participate in scheduled appointments each year enabling us to provide & monitor supports that meets the Participant's needs in person or via telehealth
- Follow recommended wearing, monitoring and caring regime for your support
- Liaise with the Second Skin on how you wish your support to be delivered
- Liaise with the Second Skin Team with courtesy and respect
- Talk to the Second Skin Team if you have any concerns about the support being provided
- Contact Second Skin as soon as possible if you are unable to attend your scheduled appointment. This will allow other clients on our waiting list the opportunity to attend.
- Give the Second Skin Team the required notice if you need to end the Service Agreement
- Authorise Second Skin representatives to liaise with the contacts listed on this form
- Notify Second Skin if your NDIS Plan is replaced by a new plan or you stop being an NDIS Participant. Your NDIS plan is expected to remain in effect during the period the support/s are provided.

### **Changes to this Service Agreement**

- If changes to the support or their delivery are required, the Parties agree to discuss and review this Service Agreement. The Parties agree that any changes to this Agreement will be in writing.
- **Ending this Service Agreement.** Should either Party wish not to proceed with this Service Agreement, they must give no less than **14 days written notice and comply with Second Skin's cancellation policy guidelines.** If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

### **Feedback, Complaints and Disputes**

- If you wish to give Second Skin feedback, please contact the Clinic Coordinator (contact details over page) in the first instance
- If you are not satisfied you may contact Second Skin head office on 08 9201 9455
- If you are still not satisfied you may contact the NDIA by calling 1800 800 110, or visiting one of their offices in person, or visiting [ndis.gov.au](http://ndis.gov.au) for further information

### **Second Skin Cancellation Policy - Appointments**

- Cancellations after 3pm the day before your appointment will incur a cancellation fee as per NDIS guidelines
- If you do not attend a confirmed appointment a cancellation fee will apply as per NDIS guidelines

### **Second Skin Cancellation Policy – Supports**

Due to the custom-made nature of our supports, cancellation after design and manufacture has commenced will incur the full cost of the support/s.

**SERVICE AGREEMENT BETWEEN SECOND SKIN PTY LTD ACN 009 350 467 (NDIS # 4050001114)**

**AND**

**THE PARTICIPANT NOTED BELOW**

**THIS SERVICE AGREEMENT WILL COMMENCE ON WHEN RECEIVED FROM THE PARTICIPANT**

**Participant and Plan Details**

Participant Name	First Name: _____ Last Name: _____
NDIS Plan Attached <b>Yes / NO</b>	NDIS # _____ D.O.B. ____/____/____
Plan Dates	Start Date: _____ End/Review Date: _____
Participant Plan Managed (Circle your answer)	Self / NDIA Agency / Plan Manager / Combination
Comments	

**Contact Details for Participant's Representative**

Name	
Contact Ph:	
Email	

**Contact Details for Plan Manager and/or Local Area or Support Coordinator**

Position	Plan Manager	Local Area Coordinator / Support Coordinator	
Name	Business Name	Phone Number	Mobile
Email			
<b>Service Provider / Second Skin Pty Ltd, ACN 009 350 467, 40 O'Malley Street, Osborne Park WA 6017 (4050001114)</b>			
Clinic Coordinator	Contact Details		

**Client Location**

**Phone**

		Email
ACT, NSW, NT, TAS	02 9386 0812	sydney@secondskin.com.au
QLD	07 3084 4319	brisbane@secondskin.com.au
VIC	0437 237 935 or 07 3084 4319	melbourne@secondskin.com.au
WA & SA	08 9201 9455	perth@secondskin.com.au

By signing this Agreement, you agree to all the information included.

	<b>PARTICIPANT/ REPRESENTATIVE</b>	<b>SECOND SKIN - (uploading electronic copy of this file to Second Skin client files constitutes Second Skin agreeance to this service agreement)</b>
<b>NAME</b>		
<b>SIGNATURE</b>		
<b>DATE</b>		