



SECOND SKIN SERVICE AGREEMENT – CUSTOMISED GARMENTS

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 and measure appointment**

At this appointment we will discuss your goals and determine the specific functional goals your custom made Second Skin garment/s are designed to address. We will prescribe and take measurements for your garment that meet your needs and discuss delivery of your garment at a designated location.

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

Your garment will be fitted either by our team, referring therapist or sent to you approximately 5-10 days after your clinical assessment/measure appointment. We provide a no charge alteration service for issues of ill-fitting garment at the time they are fitted and up to 8 weeks after fitting. After 8 weeks of wear any alterations will incur charges including freight. You will be supplied with full instructions regarding applying, wearing, monitoring, and caring for your garment.

- **One included review of the garment within a 12-month period**

Your progress will be reviewed if recommended at clinic or by phone approximately 6 months after your assessment/measure appointment. At this time a Second Skin representative will check that your garment is continuing to fit well, discuss your progress and recommend further garments as clinically indicated.

- **Payments**

Payment for the Second Skin clinical assessment consultation fee is due the first time you are assessed and is to be paid at the appointment.

Payment for the garment is due upon delivery (before garments are released).

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 garment, freight and assessment.

SUPPORT	COST	PAYMENT DUE
Clinical assessment and measure	\$175.00	At time of assessment
Fitting, garment & freight (if applicable)	As per quote	Upon delivery
Review consultation if recommended	Included	No charge

GST is not payable on the assessment fee nor the garment. 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
- Consult the Participant on decisions about how the supports are provided
- Provide recommended wearing, monitoring and caring regime for your garment
- Talk to the Participant, family and carer team if you have any concerns about the garment 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 to reschedule an appointment
- Give the Participant the required notice if the Provider needs to end the Service Agreement
- We will provide garment 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 garment/s provided to you

Responsibilities of Participant - You agree to:

- Attend and/or participate in scheduled appointments
- Inform Second Skin how you wish the garment to be delivered to you
- Follow recommended wearing, monitoring and caring regime for your garment
- Liaise with the Second Skin Team with courtesy and respect
- Talk to the Second Skin Team if you have any concerns about the garment being provided
- Contact Second Skin as soon as possible if you are unable to attend your scheduled appointment
- 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 garment/s are provided.

Changes to this Service Agreement

- If changes to the garment 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, signed, and dated by the Parties.
- **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 National Disability Insurance Agency by calling 1800 800 110, or visiting one of their offices in person, or visiting ndis.gov.au for further information

Second Skin Cancellation Policy - Appointments

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

Second Skin Cancellation Policy – Garment

- Due to the custom-made nature of all garments, cancellation of order after design and manufacture has commenced will incur the full cost of the garment/s.

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

_____ (Participant NDIS Number)

THIS SERVICE AGREEMENT WILL COMMENCE ON DATE SIGNED BY BOTH PARTIES

Participant and Plan Details

Participant Name	First Name: _____ Last Name: _____
NDIS Plan Attached Yes / NO	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: _____	Mob: _____
Email		

Contact Details for Plan Manager and/or Local Area Coordinator

Position	Plan Manager	Local Area Coordinator
Name		
Business Name		
Phone Number		
Mobile		
Email		

Service Provider / Second Skin Pty Ltd, ACN 009 350 467, 15/386 Scarborough Beach Road, Osborne Park WA 6017 (4050001114)

Clinic Coordinator Contact Details

Phone Number	08 9201 9455
Email	perth@secondskin.com.au
Clinic Location	Osborne Park

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

	PARTICIPANT	SECOND SKIN
REPRESENTATIVE NAME		
SIGNATURE		
DATE		