

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

Date:

This Service Agreement is a perpetual (ongoing) agreement between Second Skin Pty Ltd, ABN 15 009 350 467 (“we” or “us”) and _____ (“you” or “the Participant”). It explains the terms and conditions that apply to our products and services, along with any related policies and procedures.

This agreement stays in place for as long as you have a relationship with Second Skin, unless it is replaced because the agreement changes in a significant way. If important changes are made, they will be given to you in writing and a new Service Agreement will need to be signed.

Schedule of Supports

Second Skin agrees to provide you, the Participant, with the following:

Delivery of Supports: measuring and assessment, prescribing, fitting and customisation to ensure optimal comfort and functionality.

- Appointments will be held either in person or via telehealth where appropriate.
- During the measuring appointment we will assess, prescribe, and take measurements for supports that meet your goals, and discuss the delivery of your supports.
- Our therapy team will liaise with you and your primary therapists and support team as needed.
- Due to the customised nature of our supports, Second Skin staff will arrange an appointment to fit the supports with you so that we can ensure a correct fit. This appointment may be in person or via telehealth where appropriate.
- You will be supplied with full instructions regarding how to apply, wear, monitor, and care for your supports.
- We provide a no-charge alteration service for ill-fitting supports at the time they are fitted.
- Approximately 2-3 weeks following your fitting we will contact you to see how you are progressing with your supports.
- It is expected that splinted supports will be replaced on an annual basis.
- Compression supports are replaced after 4-6 months depending on your individual needs and recommended wear and care.
- Freight will remain as a separate line item on your quote and invoice as it is subject to GST.

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

Initial Consultation - Preparatory Appointment

Depending upon the nature of your referral, we may need to make an appointment to see you prior to delivering your support. This appointment enables us to ensure that Second Skin supports are the best fit for your personal goals and allows you the time to consider this option. We will include this appointment as a separate line on your quote and it will be invoiced following your appointment.

If you decide to proceed with a support at the time of this appointment and we are able to complete your assessment and measuring during this time, we will remove this initial consultation cost and invoice for the support and appropriate delivery charge only.

Appointment Locations

- Our primary clinic locations are in Perth, Brisbane, Sydney and Melbourne.
- We provide regular outreach clinics to some regional locations around Australia to meet the needs of participants in these areas.
- We offer limited home visit services only in exceptional circumstances.
- Should you need to see us at an outreach location or require a home visit, rather than be seen at one of our offices, the relevant External Delivery fee will apply.

Review of Supports Within a Twelve-Month Period

You will be contacted to review your progress in line with your therapist's recommendation. This enables us to monitor the supports to ensure correct fitting and that the supports are continuing to meet your goals. This appointment is not included in the support delivery fee and will be quoted and invoiced separately.

Repairs and Maintenance

We provide a repair and maintenance service. Repairs are not possible on:

- compression supports 6 months or older
- splinted supports 12 months or older
- supports that are deemed not repairable by Second Skin.

A quote will be provided once the support has been received by Second Skin and will be invoiced separately.

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

NDIA-Requested Letters of Support

The NDIA will only fund letters of support that they have specifically requested. These must be claimed from the relevant professional's Support Item code. As a result, if you require Second Skin to provide a letter of support, it will be quoted and invoiced separately as they cannot be included in our standard support delivery fee.

Payments

Fees for the delivery of your support are charged in line with the relevant NDIS Pricing Arrangements and Price Limits. These fees cover the specialist work involved in creating your support, including:

- Communication with you and your team
- Measuring and assessment
- Prescribing
- Fitting
- Any customisation needed to make sure your support is comfortable and works well for you.

As every support we provide is **entirely custom-made to your individual needs**, we require **full payment before we can begin manufacturing**. Your invoice will be sent shortly after your appointment. Once it is paid in full, your supports will be moved into production.

- Self-Managed Plans – The invoice will be sent directly to you to make the payment.
- Plan Managed Plans – The invoice will be sent directly to your nominated plan manager to make the payment.
- Agency (NDIA) Managed Plans – Payment will be claimed via our Provider Portal and NDIA will make payment directly to us. Where applicable you agree to authorise Second Skin to make a service booking as per the quote provided.

Selecting the Correct Support Item Code

Second Skin is registered under the following NDIS groups:

- 0128 - Therapeutic Supports
- 0103 - Assistive Products for Personal Care and Safety
- 0135 – Customised Prosthetics

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

Our products and services can fall under several different item codes within these groups, based upon your outcome goals. Where possible we will display the most appropriate and commonly used code for each line item as a default on the quote. If you wish to claim from a different support item code, please notify us in writing when approving the funding.

Our splinted supports will have the following default codes applied based upon the part of the body that is being treated:

TORSO SPLINTS

- Trunk stability, lateral stability and body splints:
 - 05_061290821_0135_1_2 Orthosis - Dynamic or Lycra - Full Body Postural Splints
- Postural splints:
 - 05_060318821_0135_1_2 Orthosis - Cervico-Thoraco-Lumbo-Sacral

UPPER LIMB SPLINTS

- 05_060600821_0135_1_2 Orthosis - Upper Limb - Custom Made

LOWER LIMB SPLINTS

- 05_061209821_0135_1_2 Orthosis - Thigh Knee Ankle - Custom Made

Please note some of our limb splints fall beneath the threshold for Low Cost AT and as such may be eligible to be claimed from 03_060000911_0135_1_1 – Low Cost AT from the ‘Consumables’ part of your NDIS plan. Please advise us when approving funding if you wish to claim from Low Cost AT and we will update the support item code to reflect this.

DELIVERY OF SUPPORTS

Delivery of supports is covered by either of the following codes:

- 05_711000080_0135_1_2 - Delivery - Prosthesis & Orthosis - for Assistive Technology claims
- 03_710930080_0103_1_1 - Delivery - Personal Care, Safety & Disability-related Health Consumables - for Consumables claims

INITIAL CONSULTATION - PREPARATORY APPOINTMENTS

Preparatory appointments will have the following default codes applied based upon the type of professional that is seen:

- 15_617_0128_1_3 - Occupational Therapist
- 15_055_0128_1_3 - Physiotherapist
- 15_053_0128_1_3 - Therapy Assistant – Level 2

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

NDIA REQUESTED LETTER OF SUPPORT

Letters of Support and/or report writing for external parties is not included in the support delivery fee, as it is not always required. Where you request us to write a letter of support it will be charged separately and have the following default codes applied dependent upon the type of professional that writes the report:

- 15_617_0128_1_3 - Occupational Therapist
- 15_055_0128_1_3 - Physiotherapist

REVIEW OF SUPPORTS (OPTIONAL)

A review appointment is not included in the support delivery fee. If a review consultation is required, it will be charged separately. A review appointment enables us to monitor your supports, ensure correct fitting and ensure supports are continuing to meet your goals. The following default codes will be applied based upon the type of professional that you see:

- 15_617_0128_1_3 - Occupational Therapist
- 15_055_0128_1_3 - Physiotherapist
- 15_053_0128_1_3 - Therapy Assistant – Level 2

Responsibilities of Provider – Second Skin agrees to:

- Protect your privacy and confidential information (click here to see our [Privacy Policy](#)).
- Communicate openly and honestly in a timely manner.
- Treat you, your family, carer/s and support team with courtesy and respect.
- Provide supports that achieve your goals.
- Provide scheduled appointments enabling us to provide and monitor supports that achieve your goals in person or via telehealth.
- Consult you on decisions about how the supports are provided.
- Provide recommended wearing, monitoring, and caring regime for your support.
- Talk to you, your family, carer and support 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 (see Cancellation Policy on [Page 7](#)).
- Give you, your family, carer/s and support team a minimum of 24 hours' notice where possible to reschedule an appointment.
- Give you the required notice of 14 days written notice if we, the Provider, needs to end the Service Agreement.

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

- Provide our supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and the Australian Consumer Law.
- Keep accurate records on the supports provided to you.

Responsibilities of Participant - You agree to:

- Participate in scheduled appointments enabling us to provide and monitor supports that achieve your goals in person or via telehealth.
- Follow the recommended wearing, monitoring, and caring regime for your support.
- Liaise with the Second Skin Team 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 (See Cancellation Policy on [Page 7](#)).
- Give the Second Skin Team the required 14 days written notice if you need to end the Service Agreement.
- Authorise the Second Skin Team to liaise with the contacts listed on this form – including providing them with a signed copy of this form if required for billing queries.
- Where possible, endorse Second Skin as an approved supplier in the NDIS portal by recording Second Skin as a “my provider”. This allows quicker prepayment of your invoice to help avoid delays in manufacture. Instructions on how to record a “my provider” can be found on the [NDIS Website](#). Alternatively, Second Skin can submit a relationship request for you to approve in the [NDIS Portal](#).
- Where possible, apply for your supports to be listed as a stated item/approved funded support in your plan to ensure that funding remains available to make the prepayment and avoid delays in manufacture.
- Notify Second Skin if you stop being a NDIS Participant or if your Plan changes.

Changes to this Service Agreement

Both Parties agree that any changes to this Service Agreement will be made in writing. If changes to the support or their delivery are required, the Parties agree to discuss and review these. Confirmation of these changes will be covered by a letter of amendment, which is a brief and pre-filled email to confirm your details and give approval to proceed with the service.

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

Prepayments require written approval by you or your nominee, therefore each time we send you a quote we will include a letter of amendment to:

- Confirm that you still agree to the contents of this Service Agreement.
- Request that you notify us of any updates to your NDIS plan or other details that we hold.
- Request that you advise us if your plan is subject to funding periods. If it is, we request that you inform us of each funding period if possible.
- Confirm that you agree to prepayment of the amount detailed in your quote, upon production of the invoice following your appointment.

Please tick here if you would prefer to complete a new Service Agreement every time you see us. One of our Clinic Coordinators will contact you to arrange this.

Second Skin Cancellation Policy – Appointments

We require 48 hours' notice of cancellation for your appointment. However, we appreciate as much notice as possible.

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 manufacturing the supports.

You are entitled to a refund of any balance of prepayment(s) less the actual unrecoverable expense incurred by the business to the point when supply is terminated. You remain fully entitled to your rights under Australian Consumer Law in all circumstances.

Ending this Service Agreement

Should either Party decide 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 (see above). If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

Feedback, Complaints and Disputes

We provide a safe environment for people to raise enquiries, feedback and complaints. We acknowledge that sometimes people prefer to remain anonymous and we respect people's right to provide anonymous feedback and complaints. For some issues, we do need to identify the person raising the issue to investigate or respond in full.

If you wish to give Second Skin feedback, please contact the Clinic Coordinator in your local office (contact details at the end of this document) 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
- visiting one of their offices in person
- going to ndis.gov.au for further information

Second Skin will fully cooperate with independent disability advocates if a participant chooses to use an advocate when making a complaint.

Overdue Invoices

Where an invoice remains unpaid following our automated reminder system (email at 30 and 45 days), Second Skin will contact you to try to resolve the issue. Should a resolution not be found and the invoice(s) remain unpaid for a period of over 90 days we reserve the right to suspend provision of all supports and services to you until all outstanding debts have been cleared.

To agree to the contents of this Service Agreement please complete the form on the next page.

SERVICE AGREEMENT FORM FOR CUSTOMISED SUPPORTS

**SERVICE AGREEMENT BETWEEN SECOND SKIN PTY LTD ABN 15 009 350 467 (NDIS # 4050001114)
AND THE PARTICIPANT NOTED BELOW.**

THIS SERVICE AGREEMENT WILL COMMENCE WHEN RECEIVED FROM THE PARTICIPANT

Participant details

First name

Surname

Date of birth

NDIS details

NDIS number

Plan start date

Plan end / review date

I have added Second Skin as a 'My Provider' in the NDIS participant portal

Yes

No

Plan management type (please tick):

Self Managed

Plan Managed

Agency Managed

Combination

Contact details for Participant's Nominee (if applicable):

Full name

Email

Relationship to Participant

Contact number

Plan Manager or Support Coordinator (if applicable)

Plan Manager:

Support Coordinator:

Name

Business name

Phone number

Email

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FORM FOR CUSTOMISED SUPPORTS

Is your plan subject to funding periods?

Yes

No

For Agency Managed Plans, please advise which budget we are to claim from:

Clinical consultation(s) – Preparatory appointment, review of supports, letter of support.

Capacity

Capital

Support item (Splint/Garment), including delivery services and freight

Capital

Consumables

By signing this agreement you agree to and understand all of the information included.

Participant name:

Plan nominee (if applicable):

Date:

Signature:

Second Skin (Perth)

40 O'Malley Street
Osborne Park
WA 6017
P: +61 8 9201 9455

Second Skin (Sydney)

1/8 Northcote Street
St Leonards
NSW 2065
P: +61 2 9386 0812

Second Skin (Brisbane)

Suite 1, 41 Manilla Street
East Brisbane
QLD 4169
P: +61 7 3804 4319

Second Skin (Melbourne)

Unit 9, 202-220 Ferntree Gully Rd
Notting Hill
VIC 3168
P: +61 3 8637 0297