

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FOR CUSTOMISED SUPPORTS

This Service Agreement should be read in conjunction with Quote

Schedule of Supports

Second Skin Pty Ltd, ABN 15 009 350 467, (hereafter described as “**we/our**”) agrees to provide the Participant (hereafter described as “**you/your**”) with:

Clinical assessment & measure appointment

Appointments will be held either in person or where appropriate via Telehealth. During this appointment, our therapists will discuss your goals and determine the specific functional goals your custom made Second Skin supports are designed to address. Our therapy team liaises with you and your primary therapists and support team to provide your customised supports. We will assess, prescribe, and take measurements for supports that meet your needs and discuss delivery of your supports.

In most locations, we will need an allied health assistant or a second therapist to assist with the consultation due to the complexity of the participant’s needs. Where this is necessary, we will charge for the time each therapist or allied health assistant is required to assist with the appointment. In some locations, we have allied health assistants to assist at the clinic and fit or review our supports which can reduce therapy costs.

Delivery of support - manufacture, deliver, and fit

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 where appropriate via Telehealth. 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 issues of 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. You will receive a new quote and service agreement to sign at this time if you wish to order a replacement

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- Compression supports are replaced after 4-6 months depending on your individual needs and recommended wear and care. You will receive a new quote and service agreement to sign at the appropriate time if you wish to order a replacement

Non-labour costs including provider travel for mobile appointments

- Second Skin travel activities are part of delivering our customised support items, (face-to-face) with you
- 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 except in exceptional circumstances. We aim to schedule outreach and home visits together to reduce travel charges to you
- Should you choose to see us at an outreach location, or your home, rather than one of our offices, travel charges will apply and are calculated from the nearest Second Skin office using the apportionment method where the total travel time and mileage are divided between all clients seen on the same day. Travel time applies to locations we fly to and travel time plus mileage applies to locations we drive to
- Second Skin will charge each participant for the time spent travelling for each eligible worker at a maximum of 30 minutes each way for a maximum of 60 minutes for a return trip in the MMM1-3 areas and 60 minutes each way for a maximum of 120 minutes in MMM4-5 areas
- Second Skin pays employees travel time and mileage as per the Health Professionals and Support Services Award
- We aim to see the maximum number of clients possible in each regional location to keep travel costs to a minimum

Review of the support within a twelve-month period

You will be contacted to review your progress in line with your therapist's recommendations following your assessment and measure. This enables us to monitor the supports to ensure correct fitting and ensure supports are continuing to meet your needs. If a review consultation is required a new quote and service agreement will be issued for you to sign.

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Repairs and Maintenance

We provide a repair and maintenance service. Repairs are not possible on compression supports 6 months or older, on splinted supports 12 months or older, or when supports are deemed not repairable by Second Skin. A quote can be provided once the support has been received by Second Skin.

Payments

Consultation and non-labour costs are charged in line with the NDIS Pricing Arrangements and Price Limits. These include consultations (assessment, measuring, prescription, fitting and review) as well as non-face-to-face activities (reviewing and updating client records, notes, correspondence, script), support(s), freight, and non-labour costs (travel time and mileage) as per the quote provided.

As our splinted supports are classed as Assistive Technology support items and are custom made to your individual requirements, we require **prepayment of 90% of the cost of the support prior to us starting manufacture**. This amount will be invoiced shortly after your appointment along with any consultation and associated non-labour costs. This invoice must be paid in full for the support(s) to be approved for manufacture. The final payment of 10% will be payable prior to release of the support.

- **Self-Managed Plans** – Invoices will be sent directly to you to make the payment.
- **Plan Managed Plans** – Invoices will be sent directly to your plan manager to make the payment.
- **Agency Managed Plans** – Payment will be claimed via our Provider Portal and NDIA will make payment. Where applicable you agree to authorise Second Skin to make a service booking for the consultations, supports, freight, and non-labour costs (travel time and mileage) as per the quote provided.

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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.

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

Travel costs and appointment fees 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
- 15_799_0128_1_3 Non-labour costs – Kms

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

Body 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

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Please note many of our limb splints fall under the threshold for Low Cost AT and as such may be eligible to be claimed under 03_060000911_0135_1_1 – Low Cost AT, from the ‘Consumables’ part of the participant’s plan. Please advise us when approving funding if the participant wishes to claim from Low Cost AT and we will update the support item code to reflect this.

A full breakdown of how our prices are calculated based on the NDIS pricing guide is included in our NDIS Pricing Policy. If you would like a copy of this please let us know.

Service	Cost	Payment details
Clinical consultation assessment, fit, reassessment, review (includes reviewing and updating client records, notes, correspondence, scripts)	\$193.99 / Occupational Therapist / hour \$183.99 / Physiotherapist / hour \$86.79 / Allied Health Worker / hour	Within 14 days of invoice
Customised Splinted Support/s	90% prepayment when measured. Final 10% payable prior to delivery (if being sent to you) or following fitting appointment	Within 14 days of invoice. 90% Prepayment must be received prior to commencing manufacture Final 10% Payment must be made before release of splint if being sent directly to you
Customised Compression Garment Support/s	100% payment payable prior to delivery (if being sent to you) or following fitting appointment	Within 14 days of invoice. Payment must be made in full before release of garment if being sent directly to you
Provider travel – labour costs – return travel time (where applicable)	\$97 / Occupational Therapist / hr \$92 / Physiotherapist / hr \$43.40 / Allied Health Worker / hr	Within 14 days of invoice
Provider travel – non-labour costs – mileage (where applicable)	\$0.99 per km	Within 14 days of invoice
Freight incurs GST (where applicable)	\$ as per quote	Within 14 days of invoice
Repairs and maintenance	\$ as per quote 100% payment payable prior to delivery (if being sent to you) or following fitting appointment	Within 14 days of invoice Payment must be made in full before release of support if being sent directly to you

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Responsibilities of Provider – Second Skin agrees to:

- protect the Participant's privacy and confidential information (click [here](#) to see our Privacy Policy)
- 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 enabling us to provide and monitor supports that meet 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 (full details on next page)
- 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 of 14 days written notice if the Provider needs to end the Service Agreement
- provide our supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 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 enabling us to provide and monitor supports that meet your needs 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 below)

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- give the Second Skin Team the required notice of 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
- notify Second Skin if you stop being a NDIS Participant

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. Where these changes result in an increase in price a new quote and service agreement will be issued for you to check and sign.

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 below). If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

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 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](https://www.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.

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Second Skin Cancellation Policy – Appointments

- We require 48 hours' notice of cancellation for your appointment. However, we appreciate as much notice as possible
- Less than 48 hours notice or non-attendance will be considered a short-notice cancellation and may incur 100% of the appointment fee documented in the quote related to this service agreement, as per NDIS Pricing Arrangements and Price Limits
- We understand that participants get sick. Please let us know if you or your child is feeling unwell. We allow for short-notice cancellations due to illness. However, ongoing short-notice cancellations will incur the short-notice cancellation fee

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.

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 the participant until all outstanding debts have been cleared.

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

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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

Contact number

Email

Plan Manager or Local Area / Support Coordinator (if applicable)

Plan Manager:

Local Area Coordinator:

Name

Business name

Phone number

Email

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PAYMENTS IN RELATION TO QUOTE

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

Clinical consultation(s) – assessment, fit, reassessment, review (includes reviewing and updating client records, notes, correspondence, script)

☐

Consumables

☐

Capacity

☐

Capital

Provider travel (mileage and travel time)

☐

Consumables

☐

Capacity

☐

Capital

Support item (Splint/Garment) and freight

☐

Consumables

☐

Capacity

☐

Capital

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

Participant name:

Representative name (if applicable):

Signature:

Date:

Second Skin (Perth)

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