

# SECOND SKIN

AUSTRALIA

# SERVICE AGREEMENT



EASY  
READ

## What is in this document?

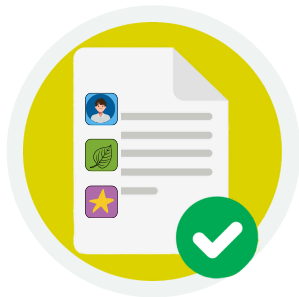
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# How to read this document



Second Skin Australia wrote this policy.

When you see the word 'we', it means Second Skin Australia.



We wrote this policy in an easy to read way.



We use pictures to help explain what you read.

This is an easy-to-read version of another document.



This means it includes only the most important parts.

**Bold**  
Not bold

We wrote some important words in bold. We explain what these words mean in a Word List on page 27.



You can find the other document on our website. [www.secondskin.com.au](http://www.secondskin.com.au)

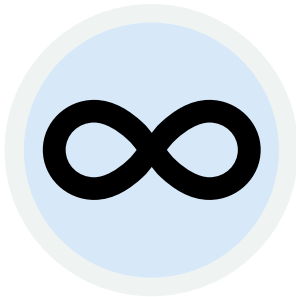


You can ask for help to read this document. A friend, family member or support person may be able to help you.

# Second Skin Services



This **Service Agreement** is an agreement between you and Second Skin.



This agreement can be **perpetual**, which means it is ongoing and stays active for a long time. You do not have to sign a new one every year.



This service agreement explains:

- what **supports** we will provide



- how we will provide your supports



- what you need to do to look after your supports



- what you need to do to get your supports



- how much your supports will cost.

# Appointments



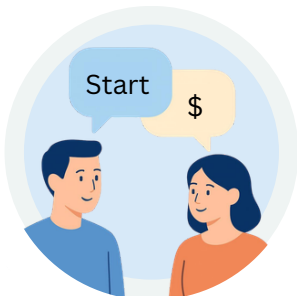
Appointments will mostly be in person, either at our offices or at a clinic but sometimes **telehealth** or a home visit can be arranged.



We will meet with you to talk about your goals and measure you for supports.



We will also talk to your therapists and support team.

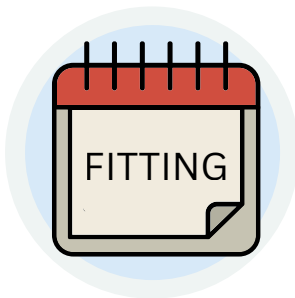


Sometimes, we may need an **Initial Consultation** before we get started. This is a meeting to talk about your goals and see if our supports are right for you. This meeting costs extra.

# Delivery of supports



We custom make your support so that it fits you just right.



We will arrange a fitting appointment with you, where we can check to make sure your supports fit perfectly.



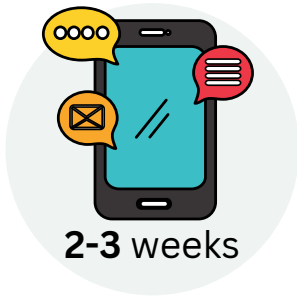
You will be told how to wear your supports and how to care for them.



You will also be given written instructions.



If your supports don't fit properly at your fitting appointment, we can adjust them for you. You will not be charged for this.



We will contact you 2-3 weeks after your fitting appointment to check how you are going.



Supports do not last forever. **Splinted supports** need to be replaced every 12 months.

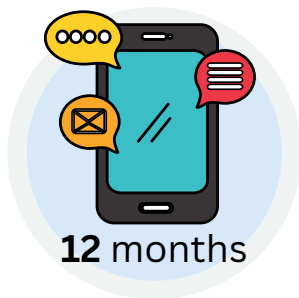


**Compression supports** need to be replaced every 4 - 6 months.



You will receive a new quote when you order new supports.

# Reviews and repairs



We will contact you within 12 months of getting your splinted support to check if it is still working for you.



We provide a service to repair and maintain your supports.



If your splinted supports are older than 12 months they cannot be repaired.



If your compression supports are older than 6 months they cannot be repaired.



Sometimes supports cannot be repaired even if they are not very old. We will tell you if your support can be repaired and how much it will cost.

# Costs and payments



Our charges are based on the **NDIS Pricing Arrangements**.

We charge for delivery of your supports.

This includes:

- meetings to take your measurements
- meetings to fit your supports
- time spent making sure your supports are comfortable and work well for you.



Freight to transport your supports is charged separately.

Sometimes, you need extra appointments that are not part of the standard delivery.

These are paid for separately. This includes:

- **Initial Consultations**
- **Review Appointments** (a meeting to check on your supports later)



We will always give you a quote for these extra meetings first.



The NDIS only pays for letters that they request. If you ask us for a letter, it will be charged separately. We will give you a quote first.



The NDIS uses codes to identify supports, items, providers and groups of people.



These codes will be shown on the quotes and invoices that we provide to you. We will select the code we think best suits your purchase. However, you can tell us if you wish to claim your support from a different code.



When you are approving your quote or invoice, you are also approving the funding and code listed against the support, so it's important to check these carefully.



```
example  
15_055_0128_1_3  
15_617_0128_1_3  
15_053_0128_1_3  
15_799_0128_1_3  
0128  
0103  
0135
```

We can provide you with a full list of the codes at any time and help you to check the codes on your paperwork.



Your supports are **custom made** especially to fit you, so we need you to pay for them before we can start to make them.

# Our responsibilities

We will:



- Keep your information private.



- Be honest and open with you.



- Treat you with respect.



- Provide the right support for your needs.



- Meet with you when it is necessary to check on your support. We will tell you when it is time to check in.



- Ask you about how you want your support to be provided.



- Tell you how to use and care for your support.



- Talk to you if you have any concerns about your support.



- Give you information on how to make a complaint if you are not happy



- Give you as much notice as possible if we need to change an appointment.



- Give you 14 days' notice if we need to end this Service Agreement.



- Obey all relevant laws and acts.



- Keep accurate records on the supports provided to you.

# Your responsibilities

You will:



- Attend your appointments.



- Wear your support as we recommend.



- Care for your support as we recommend.



- Talk to us about your support



- Be polite and respectful when you talk to us.



- Give us plenty of notice if you need to cancel or change an appointment.



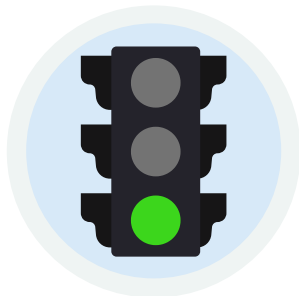
- Give us 14 days' notice if you need to end this Service Agreement.



- Let us contact the support people on this form (if you have named any).



- Consider adding Second Skin as a '**My Provider**' or accepting our 'Relationship Request' on the **NDIS Portal**.



- Make sure the NDIS has approved funding for your supports in your plan. If you are not sure, ask your **Support Coordinator** to help you check.

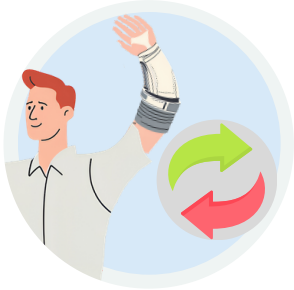


- Tell us if your NDIS plan changes.



- Let us know if you stop being an **NDIS participant**.

# Changes to this Service Agreement



Your support, or how we provide your support, may change. If this happens, we will talk to you about it and make any changes official in writing.



For small changes we will send you a **Letter of Amendment**. This is a quick email that lists the changes. To agree to the changes, you can just sign the email and it will be sent back to us. This is faster than signing a whole new agreement.



We need your permission before we ask for payment. Each time we send you a quote, we will also send you a Letter of Amendment.



This letter will:

- show the NDIS details we have for you.
- ask you to check that your details are correct.
- tell you exactly how much your supports will cost.



You should check your details carefully. If something is wrong, please tell us so we can fix it.



Then, read and check your quote. If you want to go ahead, you should sign the Letter of Amendment to agree to pay the invoice when we send it to you.



Our agreement is **perpetual** which means it lasts for a long time. Some people prefer to sign a new agreement every time they see us. You can choose to do this by ticking 'Yes' on the form at page 34.



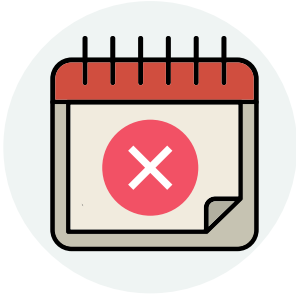
If you want to end this Service Agreement, you need to give us 14 days' notice.

If we want to end this Service Agreement, we need to give you 14 days' notice.



Notice is not needed to end the agreement if you or Second Skin break the agreement in a serious way.

# Cancellations



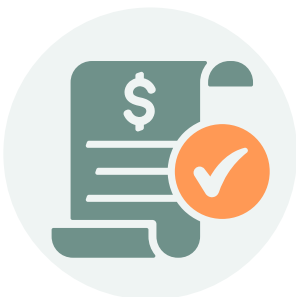
Please let us know as soon as possible if you cannot make it to your appointment.



We need 48 hours notice to cancel your appointment, but understand if you cannot attend your appointment because you are sick.



All our supports are custom made. This means they cannot be used by anyone except you.



If you cancel your order after we've started making your support, you'll still have to pay for it.

# Feedback, complaints and disputes



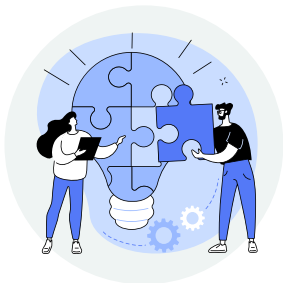
You can tell us what you think! You can share good things, bad things, or ask questions.



We want you to feel safe. It's okay to tell us how you feel.



You can tell us things without giving us your name. If you want to, you can stay anonymous.



Sometimes though, we need to know who you are. This helps us fix problems or answer your questions better.



You can have someone help you talk to us. This person is called an advocate. We will work with them to fix your problem or answer your questions.



If you want to talk to Second Skin, start by talking to your local Clinic Coordinator.



If you're not happy with their response, you can call the Second Skin Head Office. The number is 08 9201 9455.



If you still need help, you can talk to the

**NDIA:**

- call them on 1800 800 110
- go to an NDIA office
- go to their website: [ndis.gov.au](https://www.ndis.gov.au)

# Overdue invoices



You should pay your invoices by the due date.



If an invoice is not paid within 45 days, we will contact you.



If an invoice is not paid within 90 days, we may not provide your service or supports until the invoice has been paid.

# How to contact us

You can contact us at any of our offices.



## **Second Skin (Perth)**

40 O'Malley Street  
Osborne Park WA 6017  
P: +61 8 9201 9455  
E: [perth@secondskin.com.au](mailto:perth@secondskin.com.au)



## **Second Skin (Sydney)**

1/8 Northcote Street  
St Leonards NSW 2065  
P: +61 2 9386 0812  
E: [sydney@secondskin.com.au](mailto:sydney@secondskin.com.au)



## **Second Skin (Brisbane)**

Suite 1, 41 Manilla Street  
East Brisbane QLD 4169  
P: +61 7 3804 4319  
E: [brisbane@secondskin.com.au](mailto:brisbane@secondskin.com.au)

## **Second Skin (Melbourne)**

Unit 9, 202-220 Ferntree Gully Road  
Notting Hill VIC 3168  
P: +61 3 8637 0297  
E: [melbourne@secondskin.com.au](mailto:melbourne@secondskin.com.au)

# Word list

This list explains what the words in **bold** mean.



## **Service Agreement**

A service agreement is a contract between two parties. It tells you the rules for the services we provide.



## **Perpetual**

Perpetual means this contract is ongoing and stays active for a long time. You do not have to sign a new one every year.



## **Supports**

Support(s) in this document refers to medical garments providing splinting or compression.



## **Telehealth**

Telehealth is a way to receive healthcare services through video or phone calls instead of going to an appointment in person.



## **Initial Consultation**

This is a first meeting with us to talk about your goals and check if our supports are right for you.



## **Splinted supports**

A type of medical device that provides support and stability to a specific body part. A splinted support will include rigid plastic 'splints'.



### **Compression supports**

A type of clothing that fits tightly to the body. It applies pressure to specific areas to improve blood flow and reduce swelling.



### **NDIS Pricing Arrangements**

A guide put out by the NDIS to assist participants and providers in understanding how price controls work in the NDIS.



### **Freight**

Freight is the cost of shipping or posting your support.



## **Review Appointment**

This is a meeting we have after you have been using your supports for a while. We check to make sure they still fit you well and are helping you reach your goals.



## **My Provider**

This is a tool within the NDIS Portal. It links Second Skin to your NDIS account. This helps us communicate with the NDIS so we can get paid and start your order faster.



## **NDIS Portal**

This is a private website where you can see your NDIS Plan. You can use it to see your funding, manage your budget, and link Second Skin to your account as a provider.



### **Support Coordinator**

A Support Coordinator is someone who helps you understand and use your NDIS Plan. They help you find the right services (like Second Skin) and make sure your supports are working well for you.



### **NDIS participant**

A person with a disability who has been accepted to take part in the National Disability Insurance Scheme (NDIS).



### **Letter of Amendment**

This is a quick email we send you if we need to change something in your agreement, like a price or a type of support. We will also send a Letter of Amendment with each quote to make sure you agree to pay for your support.



## **NDIA**

The National Disability Insurance Agency (NDIA) is the Commonwealth Agency responsible for delivering the National Disability Insurance Scheme (NDIS).



## **Custom made**

Custom made means your support is made specifically for you. It is made to fit your measurements and needs. It cannot be used by anyone else.



## **Funding Periods**

Funding periods are when the NDIS release your money in parts (like every 3 or 6 months) instead of all at once.

## 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

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.

**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:

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Osborne Park  
WA 6017  
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