

SECOND SKIN

AUSTRALIA

SERVICE AGREEMENT



What is in this document?

2	How to read this document
4	Second Skin services
6	Appointments
7	Delivery of supports
9	Reviews and repairs
10	Costs and payments
13	Our responsibilities
16	Your responsibilities
18	Changes to this Service Agreement
19	Feedback, Complaints and Disputes
21	Cancellations
23	Overdue invoices
24	Contact
25	Word list
29	Service Agreement Form

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.



We wrote some important words in **bold**.



We explain what these words mean. There is a word list on page 25.

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



This means it includes only the most important parts.



You can find the other document on our website.

www.secondskin.com.au

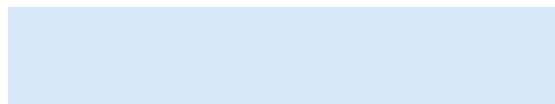


You can ask for help to read this document.

A friend, family member or support person may be able to help you.

Second Skin Services

This document relates to quote



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



This service agreement explains:

- what **supports** we will provide
- how we will provide your supports

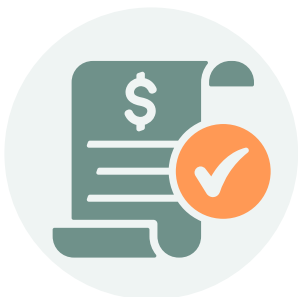




- what you need to do to get your supports



- what you need to do to look after 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 extra set of hands to help measure you.

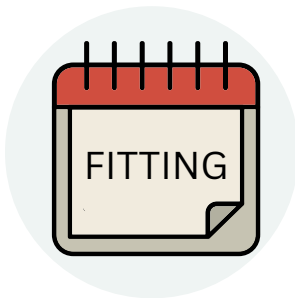


If this happens, you will be charged for two people from our therapy team.

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.



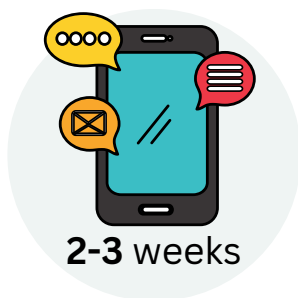
You will be told how to wear your supports and how to care for them.



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.



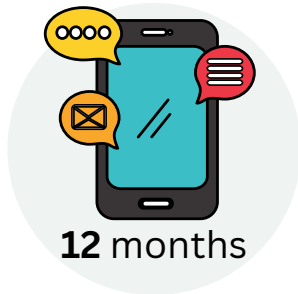
Compression supports need to be replaced every 4 - 6 months.



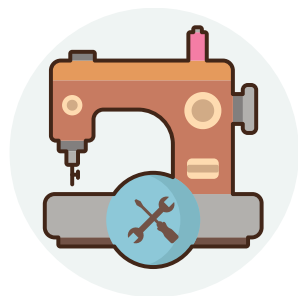
You will be told when your supports need to be replaced.

You will receive a new quote and service agreement when you order new supports.

Reviews and repairs



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



We provide a service to repair and maintain your supports.



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



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



Sometimes supports may not be able to be repaired even if they are not very old.

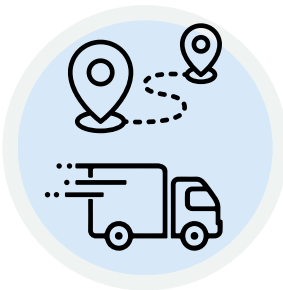
We will tell if your support can be repaired and how much it will cost.

Costs and payments



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

We charge for appointments as well as **non-labour costs**.



This may include:

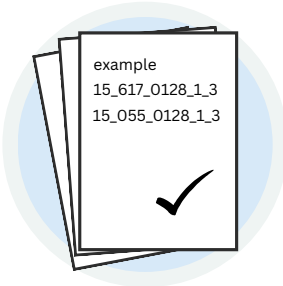
- **freight**
- **travel time**
- **mileage**
- time for making notes
- writing scripts
- talking with your therapists and support team.





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.



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

This table shows you exactly what we charge.

Service	Cost	Payment details
Appointments (to measure, fit or review). Including time for notes, writing scripts and correspondence	\$193.99 per hour for a therapist \$86.79 per hour for an Allied Health Worker	Payment due within 14 days of invoice
Custom made splinted supports	As per quote	You must pay 90% of the total before the splint is made. You must pay the remaining 10% before the splint is given to you
Custom made compression supports	As per quote	You must pay in full before the support is given to you (within 14 days of invoice)
Provider travel time	\$193.99 per hour for a therapist \$86.79 per hour for an Allied Health Worker	Payment due within 14 days of invoice
Provider mileage	\$0.99 per km	Payment due within 14 days of invoice
Freight	As per quote	Payment due within 14 days of invoice
Repairs and maintenance	As per quote	You must pay in full before the support is given to you (within 14 days of invoice)

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).



- 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 discuss changes with you and make it official in writing.



If the changes mean you'll pay more, we'll give you a new quote to sign.



If you want to end this Service Agreement, you need to give us 14 days' notice, unless there is a serious problem.

If we want to end this Service Agreement, we need to give you 14 days' notice, unless there is a serious problem.

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)

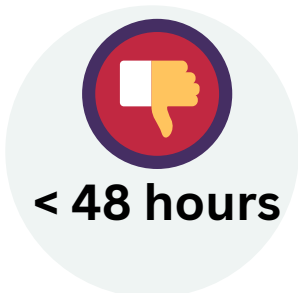
Cancellations



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



48 hours' notice is required for a 'no-fee' cancellation.



Less than 48 hours' notice or not attending your appointment will mean you have to pay a 'short notice' fee.



If you cannot attend your appointment because you are sick, we may be able to waive this fee.



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 the full price.

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



Second Skin (Sydney)

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

Second Skin (Melbourne)

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



Supports

Supports in this document refers to medical garments providing splinting or compression.



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.



Telehealth

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



NDIS Pricing Arrangements

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



Non-labour costs

Expenses incurred by us that are not directly related to making your support, such as time for taking notes or when therapists have to travel for home visits.



Freight

Freight is the cost of shipping or posting your support.



Travel time

We pay our employees for their time spent travelling to home visits or to run clinics in other locations.



Mileage

If an employee uses their private vehicle to attend home visits or clinics in other locations, we pay them an amount per kilometre they travel to cover costs such as petrol or wear-and-tear on their car.



NDIS Participant

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



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.

SECOND SKIN — AUSTRALIA

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

SECOND SKIN — AUSTRALIA

SERVICE AGREEMENT FORM FOR CUSTOMISED SUPPORTS

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)

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

Second Skin (Sydney)

1/8 Northcote Street
St Leonards
NSW 2065
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Second Skin (Brisbane)

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Second Skin (Melbourne)

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VIC 3168
P: +61 3 8637 0297