



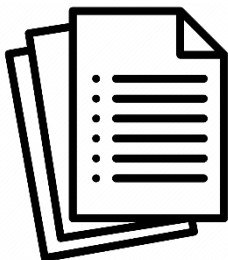
ecm

EDUCATIONAL CASE MANAGEMENT
CLINICAL ALLIED HEALTH SERVICES

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A service agreement tells us how we can use your NDIS funds.



It is a legal document that can be changed at any time.

To make a service agreement
ECM needs to know about
your NDIS plan.



Name:

Date of birth:

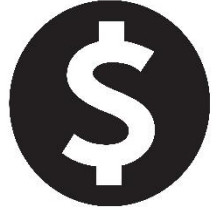
NDIS Number:

NDIS Plan Start Date:

NDIS Plan Finish Date:

Who pays the invoices (please tick):

- Self-managed
- Plan managed
- PACE
- Agency Managed



Funding that ECM can use:

- Capacity Building: Improved Daily Living
\$ _____
- Capacity Building: Improved Health and Well-being
\$ _____
- Improved Relationships Specialist
\$ _____
- Improved Relationships Plan
\$ _____



The amount given to each service may vary based on therapy plans, changes to goals and unexpected circumstances.



A more detailed breakdown of the costs can be provided on request.



I agree that both the participant (myself or my child) and ECM will determine the allocation of funds.



I agree to follow ECM policies:

- To pay for ECM services according to NDIS Fees.
- I will be charged for the appointment if it is not cancelled at least 2 working days before the appointment.
- I will be charged if I do not turn up to my appointment.
- Appointments, reports, travel and resources are charged per hour.
- If you are self-managed, invoices must be paid while you are at your appointment.

- If you are self-managed, late cancellation fees will be charged to the credit/debit card on file.
- My appointments will be paused if I cancel 3 appointments in a row.
- My appointments will be paused if three invoices are not paid.
- To tell ECM if my details change.
- To tell ECM of any changes to my NDIS plan including an early review or plan extension.
- To have enough NDIS funds available for ECM to use.

- Tell ECM if I have no NDIS funds left.
- To pay my remaining invoices privately if I have no NDIS funding left.
- If the clinician is unavailable my appointment will be rescheduled.
- To tell ECM if you have any comments or concerns about the services being provided.
- To make sure the environment is safe for clinicians if sessions are completed in your home.
- Face-to-face sessions are 50 minutes long.

- Non-face-to-face services may include therapy plans, reports, phone calls, emails, resource making, team meetings, equipment testing, observations or training.
- Any service longer than 15 minutes will be charged.
- To tell ECM in advance if this service agreement needs to change or be ended.
- Failure to comply with the terms of this service agreement may result in ECM cancelling services, notifying the NDIS legal department and/or referring the client to a debt collection agency.



ECM agrees to:

- Work together with you to meet your goals.
- Give you a copy of the service agreement.
- Write reports and therapy plans based on your needs.
- Listen to comments and follow up on any complaints you make.
- Make decisions about your care together with you.

- Write notes of conversations and session activities that are accurate and done on time.
- Maintain your privacy and protect your personal information.
- File child abuse and neglect reports as required by law.
- Tell you about any changes to your appointments.
- If services are stopping, ECM will tell you 4 weeks before your last appointment, tell you how to find alternative service providers and write a summary letter about your supports.

Name:

Signature:

Date:



Administration name:

Signature:

Date: