



**ABN: 78 364 051 284**

Website: [www.voicesofheaven.com.au](http://www.voicesofheaven.com.au)

Mobile: +61 412 034 516

Email Address: [info@voicesofheaven.com.au](mailto:info@voicesofheaven.com.au)

---

---

## SERVICE AGREEMENT

---

---

### PARTICIPATING IN MUSIC THERAPY

#### Parties

Client First Name: \_\_\_\_\_ Client Surname: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ NDIS Participant Number: \_\_\_\_\_

A participant in the National Disability Insurance Scheme (client), and is made between:

Client Representative Name: \_\_\_\_\_ and Voices of Heaven.

Date: \_\_\_\_\_ with regard to the

NDIS plan beginning on \_\_\_\_\_ and ending on \_\_\_\_\_

#### The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the client's NDIS plan.

A copy of the client's NDIS Plan needs to be provided to Voices of Heaven for the client's file.

The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic client of people with disability; and
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

## NDIS Items

Voices of Heaven agrees to provide the client Music Therapy services. Depending on the client's age and how they are accessing the NDIS, items from the NDIS Schedule will differ. The relevant supports from the NDIS Schedule for Music Therapy services are listed below:

<b>NDIS Code</b>	<b>Registration Group</b>	<b>Support Category</b>	<b>Support Item Name</b>	<b>Rate (AUD\$)</b>
<i>15_615_0128_1_3</i>	<i>Therapeutic Supports</i>	<i>NDIS Capacity Building – Improved Daily Living</i>	<i>Assessment Recommendation Therapy or Training - Music Therapist</i>	<i>\$190 per hour</i>
<i>15_799_0128_1_3</i>	<i>Therapeutic Supports</i>	<i>NDIS Capacity Building – Improved Daily Living</i>	<i>Provider travel – non-labour costs (Up to 30 minutes) Plus, non-consumables</i>	<i>\$90 per 30 minutes \$0.99c per km</i>
<i>15_005_0118_1_3</i>	<i>Early Intervention Supports for Early Childhood</i>	<i>NDIS Capacity Building – Improved Daily Living</i>	<i>Capacity Building for Early Childhood Interventions - Other Professional</i>	<i>\$190 per hour</i>
<i>15_799_0118_1_3</i>	<i>Early Intervention Supports for Early Childhood</i>	<i>NDIS Capacity Building – Improved Daily Living</i>	<i>Provider travel – non-labour costs (Up to 30 minutes) Plus, non-consumables</i>	<i>\$90 per 30 minutes \$0.99c per km</i>

NDIS items will be clearly shown on our invoices with any identifiers such as 'Provider Travel' or 'Non-Face-to Face Support' to assist the client/client's representative in processing claims from your NDIS plan.

Additional expenses (i.e. things that are not included as part of a client's NDIS supports) are the responsibility of the client/client's representative and are not included in the cost of the supports.

## **Voices of Heaven Responsibilities**

Voices of Heaven agrees to:

- Review the provision of supports at least annually with the client;
- Once agreed, provide supports that meet the client's needs at the client's preferred times;
- Communicate openly and honestly in a timely manner;
- Treat the client with courtesy and respect;
- Consult the client on decisions about how supports are provided;
- Give the client information about managing any complaints or disagreements and details of Voices of Heaven cancellation policy;
- Listen to the client's feedback and resolve problems quickly;
- Give the client a minimum of 24 hours' notice if Voices of Heaven has to change a scheduled appointment to provide supports;
- Give the client the required notice if Voices of Heaven needs to end this Service Agreement (see "Ending this Service Agreement" below for more information);
- Protect the client's privacy and confidential information;

## **Responsibilities of the Client/Client Representative**

The client/client representative agrees to:

- Inform Voices of Heaven about how they wish the supports to be delivered to meet the client needs;
- Treat Voices of Heaven workers with courtesy and respect;
- Talk to Voices of Heaven if you have any concerns about the support being provided;
- Give Voices of Heaven the required notice if the client cannot make a scheduled appointment, noting that if the notice is not provided, Voices of Heaven's cancellation policy will apply;
- Give Voices of Heaven the required notice if the client needs to end this Service Agreement (see "Ending this Service Agreement" below for more information); and
- Let Voices of Heaven know immediately if the client NDIS plan is suspended or replaced by a new NDIS plan, or the client stops being a participant in the NDIS.

## **Payments**

Voices of Heaven will seek payment for their provision of supports at the commencement of the supports delivered.

Self-managed – the client/client representative has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. Before providing those supports, Voices of Heaven will send the client/client representative an invoice for those supports for the client/client representative to pay. The client/client representative will pay the invoice by EFT or cash before or on the day of service.

Plan-managed – the client has nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Voices of Heaven will claim payment for those support from.

## **Quality Assurance**

Voices of Heaven are committed to meeting the highest standards of professional and ethical practice.

All Music Therapists at Voices of Heaven are Masters level trained and registered with the Australian Music Therapy Association (AMTA). They are all signatories to the AMTA Code of Ethics as well as Voices of Heaven's Code of Conduct.

Voices of Heaven focus on individual outcomes to actively engage the client(s) and utilise industry appropriate assessment and evaluation tools to regularly track and report client progress.

## **Confidentiality**

All information concerning the clients at Voices of Heaven is kept confidential. Access to this information is available to the client or their representative, the client's therapist(s) and Voices of Heaven's senior staff. Subject to a separate agreement from the client or their representative, some client information may be made available to music therapist, teachers, students and other volunteers involved in the sessions.

## **Changes to this Service Agreement**

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed and dated by the parties.

## **Ending this Service Agreement**

Should either party wish to end this Service Agreement they must give 2 weeks' notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

## **Feedback, Complaints and Disputes**

If the client wishes to give Voices of Heaven feedback or is not happy with the provision of supports and wishes to make a complaint, they can talk to Yeou-Ling on 0412 034 516 or email [info@voicesofheavenmusic.com.au](mailto:info@voicesofheavenmusic.com.au).

## **Cancellation Policy**

At Voices of Heaven, we value consistent, accessible and high-quality music therapy services. If you need to cancel an appointment it is recommended you cancel before 48 hours or more prior to the day of your appointment.

- Cancellation made 48 hours or more prior to appointment – no charge
- Cancellation made between 24 and 48 hours prior to appointment – 50% charge
- Cancellation made between 60 minutes and 24 hours prior to appointment – 75% charge
- Cancellation made less than 60 minutes prior to appointment and 'no shows' – 100% charge

Should your therapist arrive at your scheduled appointment and you and your child are not at home or at the location of the appointment with no prior notice, the scheduled session including travel will be charged at 100% of the scheduled fee for that session.

Where Voices of Heaven cancels an appointment due to operations reason, the service will be rescheduled at no penalty to either party. Where multiple cancellations or no shows occur in a 12-month period Voices of Heaven will initiate contact with the client/client representative and their support network to establish the supports we are providing are best suited to the needs of the client.

**I have read and understood the cancellation policy**

## Contact Details

### The client representative can be contacted on:

Client Representative Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Alternative Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address of the Client Representative: \_\_\_\_\_

### Voices of Heaven can be contacted on:

Name: Yeou-Ling Wen

Mobile: 0412 034 516

E-mail: info@voicesofheavenmusic.com.au

## Schedule of Supports

I/we agree to pay for therapy session provided by Voices of Heaven through claiming against the National Disability Insurance Scheme (NDIS) service plan.

Start Service Date: \_\_\_\_\_ Finish Service Date: \_\_\_\_\_

Voices of Heaven agrees to provide the client music therapy services or the duration of the agreement at the scheduled rate. These include:

- Music therapy assessment and interventions.
- Clinically relevant communications including phone calls/written programs/communication with other health professionals (any task that takes more than 10 minutes will be invoiced).
- Attendance at team meetings/case conferences.
- Any reports, forms or letters as required by the NDIA or requested by the client/client representative.
- Cancellation charges for late notice or no-show appointments.

Voices of Heaven reserves the right NOT to provide service or to cancel any future appointments for the client if you do not have sufficient funds in your plan or the plan expires. Any services fees not met by NDIS will be covered by your client/client representative.

Frequency of support:

- Weekly
- Fortnightly

Where the support will be provided:

- Home
- School
- Clinic

### **Additional Costs**

#### **Travel**

As per NDIS Guidelines for travel each therapy session will incur up to minutes travel charge per trip, per hour, per travel direction and an addition of \$0.99c per km charge for provider travel – non-labour costs. Voices of Heaven will only invoice for travel time at \$180 per hour capped at 30 minutes (for one direction only) and will not be charging for the additional per km charge.

All prices will be adjusted if there is any change in the NDIS price guide during the Service Agreement period.

### **Agreement Signatures**

Signature of the Client Representative: \_\_\_\_\_

Name of Client Representative: \_\_\_\_\_

Signed Date (Client Representative): \_\_\_\_\_

Signature of Provider: \_\_\_\_\_

Name of Provider: Yeou-Ling Wen at Voices of Heaven

Signed Date (Provider): \_\_\_\_\_