SpeechEase
Speech Therapy

Our Super Simple Service Agreement

Our Super Simple Service Agreement is designed to make engaging with supports easier. This agreement does not apply to corporate clients or to clients who access our services under a corporate contract.

www.speechease.net.au/sssa

Super Simple Service Agreement

In this service agreement, “we”, “us” and “our” is a reference to SpeechEase Pty Ltd, the provider, while “you” and “your” is a reference to the party who made this service agreement with us, the participant.

1. Our Super Simple Service Agreement

This is our service agreement for us to provide supports to you.

2. What are supports?

In this agreement, “supports” refers to the services, goods, therapies, aids, equipment, and any other forms of assistance provided by us to you.

3. When does this agreement commence?

This service agreement commences as soon as you accept this service agreement.

4. How is this service agreement accepted?

You accept this service agreement upon requesting or receiving any supports from us, such as by scheduling or attending appointments or requesting a report.

5. Can someone agree on your behalf?

Someone can accept this service agreement for you by requesting supports on your behalf, they must have your permission and show you this service agreement before a support is provided.

6. When does this service agreement end?

This service agreement has no set finish date – you can end it by telling our coordination team, and we can end it with the approval of one of our directors or managers.

Even after this service agreement ends, you must pay for any supports already provided and any cancellation fees. If you are an NDIS participant, you consent to us claiming these payments from your NDIS plan and service bookings.

7. What if you need something after this agreement ends?

If you require supports from us after this service agreement ends you will have to obtain a new service agreement.

8. Can we change this service agreement?

We can change this agreement by providing you with notification, you agree to the changes by requesting or receiving any supports from us after such notification.

9. What supports do you receive from us?

You receive the supports that you request from us and that we agree and are able to provide. Supports can be requested by asking one of our coordinators.

10. What do you pay for supports?

The price of supports provided to you by us will be the price limit the National Disability Insurance Agency (NDIA) has set for the provision of the support for participants in the National Disability Insurance Scheme (NDIS) as at the time and place the support is provided. For supports without a price limit determined by the NDIA, we will notify you of the applicable price prior to providing the support. Our prices are set by us, not the NDIA.

If you are an NDIS participant, you agree that we can charge you and claim payment from your NDIS plan and service bookings for direct service provision, telehealth, non-face-to-face support provision, provider travel, provider travel labour costs and non-labour costs, short notice cancellations, NDIA requested reports, other reports, and any other fees or charges or claims applicable to the supports you request or are provided.

11. Discounts

Sometimes we offer discounts. If you're eligible for a discount, you need to ask us to apply the discount before you pay. If you don't ask, you'll be charged the normal price.

12. Quotes and budgets

Quotes are subject to change by us, such as due to changes in the price and availability of supports. If we have set a budget for your supports, we may stop providing supports once the budget is used up.

13. NDIS Progress Reports

If you are an NDIS participant and we assess that you are likely to need a progress report, we may set aside part of your budget for this purpose. Progress reports are typically required before the end of your NDIS plan, or every 6 to 12 months, depending on your plan.

We will seek your consent before preparing a progress report. Typically, a progress report takes one hour of therapist time and is billed at the appropriate support rate.

14. Payment

You must pay us on the day supports and invoices are provided. Payments are made through our clinic receptions by card, cash, EFT, or other accepted methods. If payment isn't made, we may stop providing supports to you.

If you are an NDIS participant:

• You consent to us claiming payment from your NDIS plan for supports we provide.

• If your supports are self-managed, you pay us directly.

• If your plan is NDIA-managed, you must endorse us as one of your "my providers" in the PACE system so we can receive payments. You may know the PACE system as the 'my NDIS' portal.

• If you are plan managed, we will contact your plan manager for payment. We may ask your plan manager to confirm that you have sufficient funding for the supports that you have requested.

15. What if your plan doesn't pay? (e.g. NDIS, insurance, or Medicare)

You are ultimately responsible for paying for all supports provided to you by us and any applicable cancellation fees.

16. Cancellation Fees

A cancellation fee of 100% of the support price applies if you cancel with less than two clear business days' notice, or if you miss or arrive late to a scheduled support.

For example, if your support is booked for 10 am on Wednesday, you need to cancel by 10 am on the Monday before.

If you need to cancel or cannot attend, please contact and notify our coordination team during business hours.

17. Consent to contact

You agree that we may contact you and people involved in your care – such as your carers, referrers, GP, or plan manager – by phone, text, email, or other methods about our services and your supports. This consent continues until you tell us not to contact someone. However, we may still contact them if required by law, if someone's safety is at risk, to meet our responsibilities under this service agreement, or in situations where we could normally contact them without your consent.

18. Consent to marketing

You consent to us sending you promotions and marketing by phone, text, email or other methods. You can opt out of marketing at any time by following the instructions in the communication or by contacting our coordination team.

19. Emergency, Disaster, and Disruption

If our service is disrupted, we will try to reschedule your appointments to maintain continuity of care. Appointments may be rescheduled to prioritise the urgent needs of other participants affected by a disruption. We may contact you about disruptions, emergencies, or disasters even if you are no longer a participant.

20. Our directions

You agree to comply with and abide by all reasonable directions given by our team and representatives.

21. Other things you have to tell us

You need to tell one of our coordinators or a clinician anything that could affect how we support you. This includes giving us all the information we need to provide you with safe and effective supports, letting us know if your contact details or health change, and telling us if there's anything that could put you, us, or others at risk.

22. Intellectual Property

All intellectual property created by us becomes our exclusive property. All intellectual property owned by us remains exclusively ours. You do not acquire any rights or ownership to our intellectual property.

We will withhold access to assessments, documents, files, records, reports, and information when we deem reasonable or if you have unpaid fees or charges.

23. Key worker for Early Childhood Early Intervention (ECEI)

If you would like a key worker for an ECEI participant, please contact our coordination team. We will review your needs and suggest suitable clinicians from our team to act as your key worker. Please note that fees apply for key worker supports.

24. Dictation

You consent to us using dictation software to transcribe and prepare notes from our interactions with you, whether in person, by phone, video call, or online. The software may temporarily process audio to create text, but no audio recordings are kept. This may involve transmission of audio or text to third-party technology providers.

25. Surveillance Cameras

You consent to the use of video surveillance cameras in and around our clinics. These record video only (not audio) and are used for safety, security, and quality.

26. Governing Law

This agreement is under the laws of Queensland. If there's a disagreement about this agreement, Queensland law applies.

27. Feedback, Complaints, and Disputes

It is important to us that you feel comfortable and supported in providing us with feedback, making complaints, and seeking solutions to disputes. You can give feedback or make complaints by contacting our coordination team or our quality management team.

Our coordination and quality management teams have the authority to discreetly discuss matters if you wish your feedback or concerns to remain anonymous or not be relayed to another team member.

If you are still not satisfied or do not wish to speak with our team, you can contact the Office of the Health Ombudsman in Queensland online at oho.qld.gov.au or by calling 133 OHO (133 646). If you are an NDIS participant, you can also contact the NDIA on 1800 800 110, by visiting one of their offices, or online at ndis.gov.au.

28. Contact Information

If you need to get in touch, here are the best ways to contact our team:

Customer Service Team

- Call 1300 773 273
- Email: info@speechease.net.au

Quality Management Team

- Call 1300 773 273
- Email: info@speechease.net.au
- Post: PO Box 2024, Townsville QLD 4810, addressed to "SpeechEase Quality Management"

51 Fulham Road Pimlico QLD 4812
22 Wellington Street Mackay QLD 4740
1300 773 273
info@speechease.net.au

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