



SERVICE AGREEMENT

Welcome to Leaps Ahead Early Intervention and thank you for choosing our services. We look forward to working with you and your family to support your child to grow and develop.

At Leaps Ahead Early Intervention (LAEI) we use evidence-based practices including a contemporary approach to Applied Behavioural Analysis (ABA) to build children's functional skills and capacity to develop their full potential. The vision for LAEI is to help children to learn *how* to learn. Through implementing individualised programs in the home, community and centre, LAEI provides educators, parents and other individuals involved in the child's life, with a range of educational and behavioural strategies.

This model seeks to build on your family's strengths and requires that parents/carers work together in partnership with LAEI to create the optimal outcomes for your child. We believe that the best interventions are the ones that empower families by giving them the tools to create change in their own lives. Therefore, your collaboration is paramount in order to achieve goals.

This service agreement ensures that you (the participant/representative) and LAEI (the Service Provider) have an agreed set of expectations on how the supports and services will be delivered. By signing this agreement, you agree to engage with LAEI as per the following conditions.

Please initial to accept the following agreement:

Parent/Carer Training

LAEI aims to provide therapeutic support that can be implemented consistently across environments and people. It is important for children to generalise the skills they learn as well as have consistent boundaries and positive behaviour support strategies used. In order to carry this out, LAEI requests families attend a parent training to learn the principles of positive behaviour support and teaching strategies.

- ❖ I am aware that to ensure progress and generalisation, goals and strategies are to be embedded into everyday routines and with a range of people involved in my child's life.
- ❖ I understand that planning and support may extend beyond my child to include not only my immediate family but other individuals in my child's support network. For this reason, initial assessments may also be necessary at school, childcare or other environments.

- ❖ I understand the importance of attending training to provide me with the capacity to implement positive behaviour support strategies to my child.

Initial _____

Therapist training and overlaps

LAEI believes in the continual learning and development of its staff in order to ensure high quality services. As well as receiving theoretical training, LAEI staff require practical training in the form of observing sessions with participants and implementing programs with supervision.

- ❖ I am aware that trainees may be involved in observing sessions and implementing programs with my child. Initially, trainees are provided with direct supervision and over time this is faded out.
- ❖ I am aware that if I wish for overlaps and observations to not occur, I can contact my child's program supervisor.
- ❖ I am aware that on occasions when additional support is required to address behaviours or specific skills, supervisors may attend my child's session. When this occurs, the session will be charged at a supervisor rate.
- ❖ In the event that I request for a supervisor to attend a session or additional support is required from a supervisor or therapist to manage challenging behaviours, the additional individual will be charged at their rate for the time they were required (in addition to the regular therapist).
- ❖ I am aware that while Leaps Ahead Early Intervention aims to arrange a consistent therapist for my child, there are times when the therapist will change due to various factors.

Initial _____

Occupational health and safety

LAEI places a high priority on the safety of its staff and participants. There are times when therapy sessions are carried out in the home, community and educational settings. Therefore, LAEI follows policies and procedures to ensure staff and participants are safe from risks and hazardous situations.

I understand and accept that the following points are carried out to ensure the safety of staff and participants:

- ❖ I understand and accept that a Home Risk Checklist is conducted prior to a home session being carried out. I understand that if the home environment is deemed to present potential risks and hazards, LAEI reserves the right to refuse to conduct sessions in the home. The option to have sessions at the centre, educational setting or in the community will be provided.

- ❖ I understand that if a therapist feels at risk of physical or psychological harm, they reserve the right to cease the session immediately. In these cases, LAEI will look at other options to continue to support you and your child and/or provide referrals to appropriate services.
- ❖ Verbal and physical abuse of any sort is not accepted, and LAEI reserves the right to cease sessions or interaction if this occurs.
- ❖ LAEI staff are mandatory reporters and are therefore required to report signs or suspicions of abuse or neglect in accordance with the Children, Young Persons and Their Families Act 1997.
- ❖ I understand that there may be times when a parent or carer is requested to be present during therapy sessions.
- ❖ I am aware that LAEI staff are not able to transport my child in a vehicle. However, in the very rare circumstance that this occurs, LAEI requires the parent/carer to fill out a waiver form.
- ❖ I acknowledge that if I transport a LAEI staff member in my vehicle, I am required to hold comprehensive insurance and a current full driver's license. I understand that this documentation must to be sighted and a copy made prior to transporting staff.
- ❖ LAEI is required to gain verbal and/or written consent prior to taking my child off the centre premises, if a parent or carer is not present.
- ❖ LAEI premises has a kitchen and food is stored onsite. I agree to advise LAEI of any food allergies to ensure a safe environment for my child.
- ❖ I agree to provide and update medical emergency information and action plans when required for my child (including copies of anaphylaxis and asthma plans, allergies and medications or medical conditions to be aware of) in order to ensure my child's health and safety.

Initial _____

Travel Charges

LAEI aims to provide reasonable and affordable services to families. While LAEI encourages sessions to be carried out at the centre, we understand that sessions in the home, community and educational settings are also highly beneficial. There are circumstances where LAEI may not be able to provide therapy in a location other than the centre. These may include, but are not limited to:

- Therapist circumstances and availability
- Scheduling
- Inappropriate setting (e.g. location is unsafe or inaccessible)
- Isolated location

Where LAEI is able to provide services to the home, educational and community settings, charges for travel are specified below and are based on the NDIA guidelines in the NDIS Price Guide 2019-2020.

- ❖ LAEI will not charge for travel to therapy locations up to 25km from the LAEI Centre in Glenorchy.

- ❖ Therapy sessions carried out in locations 26km or more will be charged travel in accordance to the Modified Monash Model (MMM) as noted in the NDIS Price Guide 2019-2020 (see link below for more information on the MMM). Travel is calculated based on total travel time in minutes (not kilometres) from the Glenorchy centre.
- ❖ Travel to an MMM zone 1-3: up to 30 minutes can be claimed (at the rate of the therapist providing the service).
- ❖ Travel to an MMM zone 4-5: up to 60 minutes can be claimed (at the rate of the therapist providing the service).
- ❖ When **one** participant is receiving therapy in a location that incurs travel charges, they will only be charged for one-way travel.
- ❖ When **more than one** participant is receiving therapy in a location that incurs travel charges, these charges will be divided equally between participants and will be charged for return travel.
- ❖ For participants receiving therapy in locations that incur charge for travel, LAEI will endeavour to schedule therapy with multiple participants in order to reduce travel charges.
- ❖ LAEI will advise you of the zone the participant is receiving therapy in and the potential travel cost.

www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator

I understand the conditions of charges that may be incurred when therapy is provided in a location that is 26km or more from the LAEI Glenorchy centre.

Initial _____

Launceston and Northwest Tasmania:

For participants located in the Launceston area and Northwest Tasmania, travel will be charged based on the location of the therapist providing the service. In situations where a supervisor travels to Launceston or Northwest Tasmania (from Hobart), LAEI will clearly communicate the expected charges for travel. In situations where more than one participant is receiving a service, travel charges will be divided equally between participants.

Charges may include, but are not limited to:

- Travel time
- Accommodation costs (if required)

I accept this condition and understand that these charges will be confirmed and accepted by me (as the representative) prior to being charged.

Initial _____

Confidentiality

LAEI takes confidentiality seriously and will not release personal information without consent.

- ❖ By starting services with LAEI, I am consenting for my unidentified information to be shared within and outside (prior to individual consent) the organisation for the purpose of research and training.
- ❖ (Please circle) **I consent/ do not consent** to LAEI taking photos and videos of my child to use for training and research purposes. This material will be only shown in trainings and research conducted by LAEI.

Initial _____

Feedback, complaints and disputes

Any grievance or complaint against LAEI (including against a member of the staff or a specific services), is to be addressed through LAEI policies and with the Clinical Director of LAEI without involving any third parties. If I am not happy with the provision of supports and wish to make a complaint, I can contact the Clinical Director, Michelle Furminger on 0407240874 or michelle@leapsaheadei.com.au.

If I am not satisfied or do not want to talk to Michelle, I can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person or visiting www.ndis.gov.au for further information.

Participant/ Representative Responsibilities

As the participant and/or representative, I agree to:

1. Pay for weekly expenditure statements by the due date (if paying privately). A copy of the invoice will be sent to you prior to processing.
2. Report any errors or inconsistencies in monthly reports without delay.
3. Work with LAEI to make sure that the services and supports delivered meet your needs.
4. Engage with our staff in a courtesy and respectful manner both within and outside the premises.
5. Comply with safe working practices
6. Talk to LAEI if you have any concerns about the services and supports being provided.
7. Communicate with LAEI if you have any concerns about the services and supports being provided.
8. Provide LAEI with reasonable notice (see cancellation policy) should you wish to cease this agreement.
9. Not request staff to provide services outside the agreement.

10. Implement behavioural and teaching strategies recommended by your therapist with the goal to teach your child new skills and/or decrease challenging behaviours.
11. Communicate to the therapist or supervisor if you have any concerns regarding the techniques and strategies being used.
12. Be present during home or community sessions when requested.
13. Notify your child's therapist if your child (or an individual in the environment where therapy is being conducted) has a contagious illness or is unwell. Please refer to cancellation policy for further details.

Initial _____

Service Provider Responsibilities

LAEI agrees to:

1. Issue detailed invoices on a regular basis.
2. Review the service with you by carrying out a clinic meeting at the centre, to update the program (every 4-6 weeks).
3. Treat you with courtesy and respect.
4. Consult with you on decisions or changes about how supports are provided to you and your child.
5. Work with you to arrange supports that fit your needs and where possible, at your preferred times.
6. Listen to your comments and/or questions and resolve problems quickly.
7. Maintain and provide clear records on services provided to you.
8. Ensure all information provided to LAEI remains confidential.
9. LAEI reserves the right to determine closure periods on an annual basis. These periods may include (but are not limited to) Christmas, New year period, and Easter. Families will be notified of these closures and the specific dates.

Initial _____

Cancellation Policy:

- ❖ Unfortunately Leaps Ahead Early Intervention cannot guarantee ongoing or uninterrupted availability of any staff.
- ❖ Sessions are subject to change or cancellation by LAEI without prior notice due to situations beyond our control. Wherever possible, we will try to arrange alternative session times to replace the cancelled session. If we are unable to arrange an alternate session time that is acceptable to you, no charge will apply for the cancellation.

- ❖ If I make a cancellation, I must advise the therapist conducting the session directly by text message or phone call.
- ❖ For notification outside of business hours, I am required to **text AND email** the therapist.

If you wish to cancel a session, LAEI requests that you give notice:

- No later than 3pm on the day prior to your booked session, for sessions booked up until 2pm (the following day).
 - No later than 10am on the day of the session for bookings at 2pm or later.
 - Cancellations made after these times are subject to the full charge of the booked session.
- ❖ In the event of illness, cancellations are permitted up to 2 hours prior to the booked session. An exception is made for sessions that are earlier than 8.30am at the discretion of LAEI.
 - ❖ A child is permitted a maximum of three 3 cancellation per two 2 month period, thereafter cancellation fees (90% of booked session) may be charged regardless of notice given.
 - ❖ LAEI staff may cancel services at any time after arrival at the session if they deem the child too unwell to continue with the session. In these circumstances the remainder of the session will be paid in full. Signs of being unwell may include, but are not limited to:
 - Regular coughing
 - Constant running nose
 - A contagious illness (e.g. Chicken-pox)
 - If my child's temperature is 38° or more after being checked 3 times (within a 30 minute period) a parent/carer will be contacted to pick my child up.
 - ❖ If after commencement of services, I wish to cancel regular weekly sessions that are booked in advance, LAEI requests at least two 2 weeks' notice.
 - ❖ LAEI reserves the right to terminate a contract, when in its discretion, the contract has been compromised, services are not suitable or can no longer be provided safely. Families will be provided with assistance and referrals to more suitable services and will receive direct communication from LAEI senior staff in the process of cancellation.
 - ❖ I understand that if sessions are cancelled with short notice due to behavioural or sleep concerns, sessions will still be charged and the therapist will use this time to prepare resources for my child's program (or the session will be re-scheduled in the same week).

Initial _____

Agreement

I acknowledge and agree to the specifications and conditions outlined in this service agreement:

Participant/Representative:

Name: _____

Signature: _____

Date: _____

Service Provider:

Name: _____

Signature: _____

Date: _____

NDIS specific additions:

AGREEMENT FOR NDIS FUNDED SERVICES

This service agreement ensures that you (the participant) and LAEI (the Service Provider) have an agreed set of expectations on how the supports and services in your NDIS Plan will be delivered. You have agreed to engage with LAEI to provide the supports and services in accordance with your NDIS Plan for the duration of the NDIS Plan.

All parties agree to the terms and conditions of this agreement and confirm that:

- **Self-managed** participants will pay for weekly expenditure statements in a timely manner. A copy of the invoice will be sent to you, for you to process.
- **NDIA managed** participants/representatives will pay weekly expenditure statements in a timely manner by allowing LAEI to process payments on the NDIS portal on a weekly basis. A copy of the invoice will be sent to you prior to processing.
- **Plan managed** participants/representatives will pay weekly expenditure statements in a timely manner by allowing LAEI to be in contact with the plan management agency.
- LAEI can only provide services that are specified in the participant's approved NDIS Plan. Additional services or extended services will be provided only in the event that it is within the scope of the approved NDIS Plan, and if not, private fees will apply.
- I understand that if NDIS funds are exhausted, I am required to pay privately for any outstanding fees associated with my child's therapy.
- I understand that if NDIS funds are exhausted and I wish to continue therapy, I will be required to pay privately for sessions until my child's next NDIS plan is approved.
- I understand that LAEI is not able to manage the participants funding (i.e. check and track available funding) and this is the responsibility of the participant or his/her representative (e.g. carer).
- Any changes to your NDIS Plan must be negotiated and agreed with your NDIA Planner prior to commencement. A supply of supports under this service agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsections 33(2) of the *National Disability Insurance Scheme Act 2013* (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act.
- The participant's NDIS plan is expected to remain in effect during the period the supports are provided.
- The participant or the participant's representative will immediately notify the provider if the participant's NDIS plan is replaced by a new plan or the participant stops being a participant of the NDIS.
- As an approved NDIS participant or representative of an approved participant, I agree to follow the approved guidelines of the NDIS.

- As an approved NDIS service provider, Leaps Ahead Early Intervention agrees to comply with the approved guidelines relevant to NDIS.

AGREEMENT

I **am** accessing Leaps Ahead Early Intervention using NDIS funded services and agree to the above statements:

Participant/Representative:

Name: _____

Signature: _____

Date: _____

Service Provider:

Name: _____

Signature: _____

Date: _____

Program Structure	
Initial Consultation- face to face or via Skype (2h)	<ul style="list-style-type: none"> - Family priorities are discussed - Skill building programs are identified - Functional assessment of behaviours conducted
Initial Program Development- non face-to-face (2h)	<ul style="list-style-type: none"> - Specific programs are developed to teach your child skills in order to meet their goals - Behaviour programs are developed if required
Parent/Carer Training	<ul style="list-style-type: none"> - Theory training on the various strategies to use to support your child's learning and development - Positive behaviour strategies to reduce challenging behaviours
Therapy Session #1	<ul style="list-style-type: none"> - Therapist builds rapport with your child - Behaviours are observed in the natural environment - Skills are probed to gain an understanding of the skills your child has and skills that need to be worked on - Baseline data is recorded for skills and behaviours
Therapy Session #2	<ul style="list-style-type: none"> - Further rapport building - Programs begin to be implemented - Baseline data is recorded for skills and behaviours
Ongoing Therapy Sessions	<ul style="list-style-type: none"> - Regular weekly sessions are carried out as per your preference - 15 minutes prior to the end of the session therapists will write session notes/ meeting with parents and carers regarding how the session went and what to practice at home
Every 4-6 weeks: Clinic Meeting	<ul style="list-style-type: none"> - Meeting with family and your child's therapist/s (without your child present) - Your child's programs are modified and updated with new programs to ensure continued progress - Mastered programs are removed and put onto maintenance - New concerns, priorities and behaviours are discussed and addressed

Other available services	
Progress Report (for NDIS or other purposes)	<ul style="list-style-type: none"> - Summary of skills worked on and progress made - Easy to read graphs to represent progress - Recommendations of strategies
Parent/ carer, professionals training	<ul style="list-style-type: none"> - Understanding behaviours - Strategies to prevent challenging behaviours and promote success - How to use ABA (Applied Behaviour Analysis) and other evidence-based teaching techniques to support your child's learning
Group Programs (depending on demand)	<ul style="list-style-type: none"> - Various programs are available to work on social skills and school readiness skills

Fee Schedule	Current 2020
Initial Assessment + Programming (4h total)	\$680
Parent/ carer 1-day theoretical training- 1 person	\$220 (or \$330 for up to 3 individuals for one participant)
ABA Therapist Session	\$70/ hour
ABA Supervisor Face to Face Session	\$170/ hour
Specific Behaviour Consultations/ Assessments/ Behaviour Support Plan <ul style="list-style-type: none"> • CB Relationships 11_024_0117_7_3 Individual Social Skills Development • CB Relationships 11_022_0110_7_3 Specialist Behavioural Intervention Support 	\$200/ hour
Specific staff training (through Behaviour Support funding) <ul style="list-style-type: none"> • CB Relationships 11_023_0110_7_3 Behaviour Management Plan Incl. Training in Behaviour Management Strategies 	\$200/ hour
Weekend Therapy Session- with ABA Therapist	\$105/ hour
Supervisor Skype or phone consultations	\$170/ hour
2 Hour Clinical Meeting (face-to-face or via Skype)	\$340 (supervisor) \$140 (per therapist)
Program Updates	\$170/ hour
Written Report (usually 2-3h)	\$170/ hour
Full Assessment Report (using standardised tests if required)	\$170/ hour
Phone calls or email responses requiring longer than 15 minutes with Program Supervisor	\$170/ hour for total duration of call
Resource development: Fees apply for the development of resources and specific intensive programs that require additional preparation and resources (when not included in the initial programming)	\$70/hour

This Service Agreement is made between:

Participant Details			
Child's First Name:	Surname:	DOB:	
Parent/Carer First Name:		Surname:	
Relationship to Child:		Phone:	
Email:			
Address:			
Suburb:			Postcode:
NDIS Details			
NDIS Number: _____		NDIS Plan Commencement Date: __ __ / __ __ / __ __ __ __	
Agency Managed <input type="checkbox"/>	Self-Managed <input type="checkbox"/>	Plan Managed <input type="checkbox"/>	
Name of Plan Management Organisation (if plan managed):			
NDIS line item/ support category to be claimed:			
•			
•			
Therapy frequency requested/ recommended:			
Therapist: ___ x ___ h per week/fortnight/month.		Supervisor: ___ x ___ h per week/fortnight/month.	
I request the following amount to be used for Leaps Ahead Early Intervention therapy: \$ _____ per week/ month/ year.			
Approximate travel charges:		None (therapy will be provided within 25km of LAEI centre) <input type="checkbox"/>	
_____ minutes @ \$170/ hour = \$_____		MMM zone 1-3 <input type="checkbox"/> (up to 30 minutes)	
_____ minutes @ \$70/ hour = \$_____		MMM zone 4-5 <input type="checkbox"/> (up to 60 minutes)	
Approximate Travel one way from Hobart for one family (for travel to North/ North West Tasmania) = \$_____			
*Exact cost will be confirmed if travel from Hobart to see multiple families (for travel to North/ North West Tasmania).			

And:

Service Provider – Leaps Ahead Early Intervention Details			
Organisation:	Leaps Ahead Early Intervention Pty Ltd		
Phone:	(03) 6273 7505	Email:	admin@leapsaheadei.com.au
Address:	313a Main Road, Glenorchy, TAS 7010		
ABN Number:	81 600 511 859	NDIS Provider Number:	31541626

