



Second Skin Service Agreement

CUSTOMISED SUPPORTS

Schedule of Supports Second Skin Pty Ltd, ACN 009 350 467, (hereafter described as “**we/our**”) agrees to provide the Participant (hereafter described as “**you/your**”) with:

Clinical assessment & measure appointment During this appointment, our therapists will discuss your goals and determine the specific functional goals your custom-made Second Skin supports are designed to address. Our therapy team liaises with you and your primary therapists and support team to provide your customised supports. We will assess, prescribe, and take measurements for supports that meet your needs and discuss delivery of your supports.

Delivery of support - manufacture, deliver, and fit Due to the customised nature of our supports, Second Skin staff will arrange a fitting appointment to fit the supports with you so we can ensure a correct fit. You will be supplied with full instructions regarding how to apply, wear, monitor, and care for your supports. We provide a no charge alteration service for issues of ill-fitting supports at the time they are fitted. Approximately 2-3 weeks following your fitting we will contact you to see how you are progressing with your supports.

Splinted supports are generally replaced on an annual basis, and our Compression supports are replaced after 4-6 months dependent on your individual needs and recommended wear and care.

Non-labour costs including provider travel for mobile appointments Second Skin travel activities are part of delivering our customised support items (face-to-face) with you. We provide regular outreach clinics to some regional locations around Australia to meet the needs of participants in these areas. Should you choose to see us at an outreach location rather than one of our offices, travel charges will apply and are calculated from the nearest Second Skin office. Travel time applies to locations we fly to and travel time plus mileage applies to locations we drive to. We offer limited home visit services in exceptional circumstances. We aim to schedule outreach and mobile appointments together to reduce travel charges to you. Second Skin will claim for the time spent travelling to each participant for each eligible worker at a maximum of 30 minutes each way for a maximum 60 minutes for a return trip in MMM1-3 areas and 60 minutes each way for a maximum of 120 minutes in MMM4-5 areas. Travel time and mileage will be shared between participants seen on the same day, whenever possible. Second Skin pays employees travel time and mileage as per the Health Professionals and Support Services Award.

Review of the support within a twelve (12) month period Your progress will be reviewed in line with your therapist’s recommendation following your assessment and measure thus enabling us to monitor the supports to ensure correct fitting and ensure supports are continuing to meet your needs.

Repairs and Maintenance We provide a repair and maintenance service. Repairs are not possible on compression supports 6 months or older, splinted supports 12 months or older, or when supports are deemed not repairable by Second Skin. A quote can be provided once the support has been received by Second Skin.

Payments Consultation and non-labour costs are in line with the NDIS Pricing Arrangements and Price Limits.

Self-Managed Plans – the invoice will be sent directly to you to make the payment.

Plan Managed Plans – the invoice will be sent directly to your plan manager to make the payment.

Agency Managed Plans – payment will be claimed via a service booking in the portal and NDIA will make payment. You agree to authorise Second Skin to make a service booking for the consultations, supports, freight, and non-labour costs (travel time and mileage) as per the quote provided.

SUPPORT	COST	PAYMENT DUE
Clinical consultations including assessment, measurement, prescription, fitting, and review	\$193.99/hour	At appointment
Customised Support/s	\$ as per quote	At appointment
Provider travel – non-labour costs – travel time (maximum 30 minutes each way MMM1-3)	\$193.99/hr x travel minutes	After appointment completed
Provider travel – non-labour costs – mileage paid as per Health Professional & Support Services Award rate	\$0.92/km	After appointment completed
Repairs and maintenance	\$ as per quote	After repairs completed
Freight incurs GST	\$ as per quote	At appointment

Responsibilities of Provider – Second Skin agrees to:

- protect the Participant's privacy and confidential information
- communicate openly and honestly in a timely manner
- treat the Participant, family and carer team with courtesy and respect
- provide supports that meet the Participant's needs
- provide scheduled appointments each year enabling us to provide, and monitor supports that meet the Participant's needs in person or via telehealth.
- consult the Participant on decisions about how the supports are provided
- provide recommended wearing, monitoring, and caring regime for your support
- talk to the Participant, family, and carer team if you have any concerns about the support being provided and work to resolve problems quickly
- provide information about managing any complaints or disagreements and details of Second Skin's cancellation policy
- give the Participant, family, and carer team a minimum of 24 hours notice where possible to reschedule an appointment
- give the Participant the required notice if Second Skin needs to end the Service Agreement (applies to Agency Managed participants only)
- provide our supports in a manner consistent with all relevant laws, including the **National Disability Insurance Scheme Act 2013 and rules**, and the Australian Consumer Law; and keep accurate records of the support/s provided to you

Responsibilities of Participant – You agree to:

- participate in scheduled appointments each year enabling us to provide and monitor supports that meet your needs in person or via telehealth
- follow recommended wearing, monitoring, and caring regime for your support
- liaise with the Second Skin Team on how you wish your support to be delivered
- liaise with the Second Skin Team with courtesy and respect
- talk to the Second Skin Team if you have any concerns about the support being provided
- contact Second Skin as soon as possible if you are unable to attend your scheduled appointment. This will allow other clients on our waiting list the opportunity to attend.
- give the Second Skin Team the required notice if you need to end the Service Agreement (applies to Agency Managed participants only)
- notify Second Skin if you stop being a NDIS Participant. Your NDIS plan is expected to remain in effect during the period the support/s are provided.

Feedback, Complaints and Disputes

- If you wish to give Second Skin feedback, please contact the Clinic Coordinator (contact details over page) in the first instance
- If you are not satisfied, you may contact Second Skin head office on 08 9201 9455
- If you are still not satisfied you may contact the NDIA by calling 1800 800 110, or visiting one of their offices in person, or visiting ndis.gov.au for further information

Second Skin Cancellation Policy - Appointments

Cancellation within 48 hours of your appointment or a 'no show' will incur 100% of the agreed fee associated with the activity from your plan as per NDIS Pricing Arrangements and Price Limits.

Second Skin Cancellation Policy – Supports

Due to the custom-made nature of our supports, cancellation after design and manufacture has commenced will incur the full cost of the supports.

SERVICE AGREEMENT BETWEEN SECOND SKIN PTY LTD ACN 009 350 467 (NDIS # 4050001114)
AND
THE PARTICIPANT NOTED BELOW
THIS SERVICE AGREEMENT WILL COMMENCE WHEN RECEIVED FROM THE PARTICIPANT

PARTICIPANT AND PLAN DETAILS

Participant Name: First name: Last name:

NDIS Plan Attached: yes no NDIS #: D.O.B:

Plan Dates: Start date: End/Review date:

Participant Plan Managed: Self NDIA Agency Plan Manager Combination

Comments:

CONTACT DETAILS FOR PARTICIPANT’S REPRESENTATIVE

Full Name:

Contact Ph:

Email:

CONTACT DETAILS FOR PLAN MANAGER AND/OR LOCAL AREA OR SUPPORT COORDINATOR

	Plan Manager	Local Area Coordinator / Support Coordinator
Name:	<input type="text"/>	<input type="text"/>
Business Name:	<input type="text"/>	<input type="text"/>
Phone Number:	<input type="text"/>	<input type="text"/>
Mobile:	<input type="text"/>	<input type="text"/>
Email:	<input type="text"/>	<input type="text"/>

Service Provider/Second Skin Pty Ltd
 ACN 009 350 467
 40 O’Malley Street
 Osborne Park WA 6017
 (4050001114)

Second Skin Clinic Coordinator Contact Details:
 Sydney 02 9386 0812
 Brisbane 07 3084 4319
 Perth 08 9201 9455
 Melbourne 03 8637 0297
 Email: clinic@secondskin.com.au

By signing this Agreement, you agree to all the information included.

Participant/Representative

Name:

Signature:

Date:

SECOND SKIN (uploading the electronic copy of this file to Second Skin client files constitutes Second Skin agreement to this service agreement)