

NURTURING HANDS ALLIED HEALTH PTY LTD

Service Agreement — Easy Read

Version 4.0 · September 2026

About this agreement

This agreement explains:

- the support we will provide;
- how we will work together;
- what you need to do;
- what we need to do;
- how to cancel an appointment;
- how to end the agreement; and
- how to give feedback or make a complaint.

Please ask us questions if you do not understand something.

We can help explain this agreement.

We can provide information in another format where possible.

About you

Your name: _____

Your NDIS number: _____

Your date of birth: _____

The person who helps you, if any: _____

The date this agreement starts: _____

The date this agreement ends: _____

☐ You can attach a copy of your NDIS plan if you want to.

What we will do for you

We may provide:

- Allied Health Assistance;
- therapy programs under the direction and guidance of your treating Allied Health Professional;
- Social Work and Psychosocial support, including Behavioural Therapy; and
- Telehealth Counselling.

Your agreed supports will be discussed with you.

Your agreed supports will be recorded in your Service Agreement and support records.

How we work

Nurturing Hands is a registered NDIS provider.

We provide Allied Health Assistance.

We do not employ your Physiotherapist, Speech Pathologist or Occupational Therapist.

Your own treating Allied Health Professional makes your therapy plan.

Your treating Allied Health Professional gives direction and guidance.

Our Allied Health Assistants help you practise the plan.

Our Allied Health Assistants work within their role and training.

Our Allied Health Assistants do not diagnose you.

Our Allied Health Assistants do not replace your treating Allied Health Professional.

We can communicate with your treating Allied Health Professional about your program and your progress.

We will ask for your consent before sharing information, unless the law allows or requires us to share it.

If you do not have a treating Allied Health Professional, please speak with your support coordinator, plan manager, GP or another appropriate professional.

You may need to engage a treating Allied Health Professional before Allied Health Assistance can begin.

Social Work and Psychosocial support, including Behavioural Therapy, may be provided as a separate support.

Telehealth Counselling may also be provided.

Where we work with you

We may work with you in:

- your home;
- your school;
- your workplace;
- the community;
- another agreed place; or
- by telehealth, where appropriate.

We will discuss the location with you before services begin.

Your rights

You have the right to:

- be treated with respect;
- feel safe;
- make choices about your support;
- be involved in decisions about your support;
- have your privacy respected;
- ask questions;
- have a family member, advocate, carer or support person with you;
- receive information in a way you understand; and
- make a complaint without getting in trouble.

You can ask for an interpreter or another form of help.

You can say no to support.

You can change your mind about a decision.

Your responsibilities

Please:

- treat our team with respect;
- tell us if your needs or circumstances change;
- tell us if your treating Allied Health Professional changes your plan;
- tell us if you cannot come to an appointment;
- provide a safe place for your session;
- provide reasonable access to the agreed service location;
- follow the plan your treating Allied Health Professional makes; and
- tell us if an activity causes pain, distress or discomfort.

Please ask us for help if you are unsure about something.

What it costs

We may provide services to:

- NDIS participants;
- TAC clients; and
- private clients.

We will tell you the cost of your support before the support is provided.

We invoice after we deliver the service.

The way your service is paid for depends on your funding arrangements.

If you are unsure what your funding can pay for, ask your:

- support coordinator;
- plan manager;
- TAC contact; or
- other funding representative.

Nurturing Hands does not guarantee that a service will be funded, approved or reimbursed.

If you need to cancel

We need at least 24 hours' notice to cancel or change an appointment.

If you cancel with less than 24 business hours' notice, or do not come, we charge the full rate for that appointment.

If you cancel with more than 24 hours' notice, there is no charge.

For example, if your appointment is on Monday at 11:00am, you need to cancel by 10:59am on the Friday before.

Sometimes people get sick or have an emergency.

Please tell us as soon as you can.

We will talk with you about what happened.

You can contact us by:

- phone on 03 9003 0253; or
- email at deb@nurturing-hands.com.au.

Ending this agreement

You can end this agreement at any time.

You need to give us 2 weeks' notice in writing.

You can give notice by email or post.

We can end this agreement too.

We will give you 2 weeks' notice in writing.

We will explain why.

We will work with you to support a safe transition where possible.

You can ask your support coordinator or plan manager to help arrange alternative supports.

Your privacy

We keep your information safe.

We follow the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

We collect information that we need to provide and manage your support.

This may include your health, disability, NDIS, TAC and funding information.

Health information is sensitive information.

We will usually ask before we share your information.

We may share information when the law allows or requires us to do so.

You can ask to see the information we hold about you.

You can ask us to correct information that is wrong.

You can ask us for a copy of our Privacy Policy V2.0.

To contact us about privacy:

Phone: 03 9003 0253

Email: deb@nurturing-hands.com.au

Post: Nurturing Hands Allied Health Pty Ltd, 15 Caromar Street, Croydon VIC 3136

Feedback and complaints

We want to hear what you think.

You can give feedback or make a complaint.

Step 1 — Tell us

You can:

- **phone us on 03 9003 0253;**
- **email us at deb@nurturing-hands.com.au;**
- **post to 15 Caromar Street, Croydon VIC 3136; or**
- **tell your Allied Health Assistant.**

You can ask a family member, carer, advocate or support person to help you.

Step 2 — We will respond

We will acknowledge your feedback.

We will try to reply within 5 business days, where we can.

We will tell you what we are doing.

Some matters may take longer to review.

We will keep you updated if this happens.

Step 3 — Contact an external organisation

If you are still not happy, you can contact the:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: ndiscommission.gov.au

Making a complaint will not change the support you get.

You will not get in trouble.

You can have someone help you make a complaint.

If you receive TAC-funded support, you can also contact the TAC about your concerns.

If you or someone else is in immediate danger, call 000.

Agreeing to this agreement

By signing, you agree that you have read or had this agreement explained to you.

You agree to the supports and terms in this agreement.

Participant or representative

Name: _____

Signature: _____

Date: _____

Nurturing Hands Allied Health Pty Ltd

Name: _____

Signature: _____

Date: _____

Contact us

Nurturing Hands Allied Health Pty Ltd

ABN: 70 682 174 812

Address: 15 Caromar Street, Croydon VIC 3136

Phone: 03 9003 0253

Email: deb@nurturing-hands.com.au

Website: nurturing-hands.com.au

This is an Easy Read version of our Service Agreement. It has the same meaning as our main Service Agreement. If the two documents are different, the main Service Agreement applies. This document is a plain-English summary and is not legal advice.

