



NDIS Participant Service Agreement

Version 3: Effective Dec 2021

Participant details			
Participant name:		Date of agreement:	
NDIS no:		Signature:	
If agreement is completed on behalf of participant:			
Caregiver name		Signature	
Relationship:			
Prostek contacts:			
Provider name		Provider signature	

Assistive Technology at Prostek

Prostek provides clinical orthotic and prosthetic services to NDIS participants who require orthoses (braces, splints) or prostheses (artificial limbs) to achieve their plan goals. The NDIS calls these supports Assistive Technology (AT).

Cost of Assistive Technology

The cost of your AT is itemised in quotation(s) that are submitted to the NDIS for funding approval and may need to be accompanied by a formal assistive technology assessment report. Prostek quotations are inclusive of:

- Clinical and manufacturing time
- Materials and componentry used to manufacture your AT
- Likely annual costs for repairs, replacement, maintenance, and upkeep of your AT
- Consumables that you need to use your AT (socks, liners etc) for your plan period.

Pricing is based on the NDIS price guide at time of preparation. Prostek reserves the right to amend prices during the agreed service period in line with NDIS price changes or supplier pricing increases.

Payment for Assistive Technology

Assistive technology services are provided based on written confirmation of funding approval and/or service booking creation. It is the participant's responsibility to provide this proof prior to services commencing.

Payment requests or invoices are issued at the following times:

1. For initial assessment – following assessment,
2. For assistive technology report and quotation preparation – prior to NDIS submission,
3. For orthotic (bracing) and prosthetic (artificial limb) services – Pre or post AT provision dependent on plan set-up,
4. For ongoing reviews, repairs, and consumables – at time of service, as required.

Non-attendance or cancellations without 24 hours' notice:

Prostek may invoice a participant for multiple failures to attend scheduled appointments without due cause or notice. This includes invoicing for clinician time and *completed but not-yet-fitted AT*.

Changing, reviewing, or ending a service agreement

This service agreement can be changed or ended with the consent of all parties, with 30 days' notice. Any outstanding funds owed to Prostek up to the point of cancellation taking effect must be paid.

Prostek reserves the right to immediately cancel this service agreement and withdraw service provision should a participant be in breach of their responsibilities, listed below.

Participant and Provider Responsibilities

Under this service agreement,

You (the participant) agree to:

- communicate with your clinician about the AT that you would like to receive;
- treat Prostek staff with respect in person, on the telephone and via email;
Prostek has a no-tolerance policy to violence against its staff by participants or others involved in their care. Breaching this condition may result in immediate withdrawal of services and cancellation of this agreement.
- provide up-to-date contact information to Prostek;
- provide up-to-date NDIS information as required for service provision. This includes:
 - NDIS number and plan dates
 - Plan category invoicing method (Capacity building, core supports, assistive technology)
 - Plan manager details
 - Written funding approval
- attend all appointments at the agreed times;
- give 24 hours' notice to Prostek if you need to change or cancel an appointment;
- maintain your AT in good working order; this includes keeping it clean and not altering or damaging it in any way;
- provide payment for AT provided under this agreement. If you cancel the service agreement before the end of the service booking, you agree to pay for services provided up to the point of cancellation taking effect;
- communicate any issues or concerns you have with your clinician;
- let Prostek know immediately if your plan is suspended or replaced by another NDIS plan or you stop being a participant.

Prostek agrees to:

- obey all rules and laws that apply to being a registered NDIS provider. This includes the NDIS Act (2013) and NDIS Rules;
- treat you and/or your advocate/s with kindness and respect;
- recognise your right to have an advocate present for all assessments, meetings and include them in all communication between the participant, family and Prostek;
- provide your AT in a timely manner, following written receipt of funding approval;
- provide you with a copy of your AT assessment, quotation and service agreement, if requested;
- share only the information necessary to provide you with AT;
- store your information securely and make sure it is kept private.

Privacy and Personal Information

Participant clinical records are retained for the length of time required by law after last clinical contact.

If required or authorised by law Prostek may have a duty of care to share your information with authorities.

Your details will automatically be made available to NDIS Quality and Safeguards Commission for auditing purposes: please advise Prostek if you wish to opt out.

To be able to provide you with appropriate AT we may need to talk to or share some of your personal details (including photos or videos) with the following parties or agencies:

- your medical professionals
- your allied health professionals
- suppliers of AT components (for ordering purposes)
- the NDIA – planner, delegate, service co-ordinator etc.

Your contact details (e.g. address, phone number) will never be shared without your consent.

If there is a particular person or agency that you do not wish us to talk to, please detail this in the consent table below.

Consents to exchange information

I consent for Prostek staff members (clinicians or administrative staff) to exchange information with the following people or agencies (please tick):

NDIS specific contacts (please provide contact details on intake form)	
<input type="checkbox"/> NDIS delegate	<input type="checkbox"/> Local Area co-ordinator
<input type="checkbox"/> Support or service co-ordinator	<input type="checkbox"/> Plan Manager
Multidisciplinary team contact details	
<input type="checkbox"/> Family members	
<input type="checkbox"/> Carers	
<input type="checkbox"/> Local doctor	
<input type="checkbox"/> Medical specialist	
<input type="checkbox"/> Allied health practitioner	
<input type="checkbox"/> Allied health practitioner	
<input type="checkbox"/> AT Suppliers	(Required for ordering purposes)
OPTIONAL – I do not want Prostek to exchange information with this person/agency:	

If you wish to withdraw any consent, please notify Prostek. This table can be updated accordingly.

Feedback, Complaints and Incident Management

If you are not happy with the services provided by Prostek and wish to make a complaint, please contact your clinician to discuss the issue. If you are unhappy with the response, please contact the manager on 08 8352 6511. If you are unhappy with the manager’s response you can seek further advice from the NDIS Commission on 1800 035 544.

More Information

More information about any policy or procedure mentioned in this service agreement can be found in the Prostek participant handbook accessed via www.prostek.com.au/ndis.html.