

## TERMS AND CONDITIONS

At Just Therapy, we are passionate about supporting people living with disabilities to maximise their individual NDIS plans. We exclusively offer independent therapy assistants and mentors who are easily accessible, affordable, mobile, and most importantly passionate about supporting you.

To ensure we provide the best support possible, we require a copy of your NDIS plan and NDIS goals. Positive participant outcomes and experience are our highest priority which is best achieved when we have this important information.

### **Meet and Greets**

Charged at relevant service rate based on actual time plus Provider Travel – Time

### **Minimum Service Hours**

Therapy Assistant - 1 hour

Mentor – 2 hours

### **Provider Travel – Time**

We charge travel time to and from the location that services are provided. Generally, the maximum you will be charged is 30 minutes each way. If you request supports in a rural location, you can be charged a maximum of 1 hour each way.

### **Provider Travel – Non-Labour Costs**

In addition to the cost of a workers travel time when travelling to deliver Face-to-Face support, we may negotiate with you a reasonable contribution towards the running cost of the workers vehicle. This will always apply to Therapy Assistant services.

Other associated transport costs such as parking fees and public transport fares will be charged up to the full amount.

### **Activity Based Transportation**

If you require transport during your session, you will be charged \$1.00 per km travelled.

### **Non-face-to-face support**

Non-face-to-face activities that assist the participant may be required and include progress report writing, stakeholder meetings and research undertaken specifically relating to participant needs.

### **Cancellation Policy**

We require 2 clear business days' notice of cancellation. If less than 2 clear business days' notice given, you will be charged the full-service rate, for the rostered session. Provider travel Time will not be charged.

### **Establishment Fees**

A one-off establishment may be charged in accordance with the NDIS Pricing Arrangements rules. This will be discussed with you and would only be charged once across all plans.

### **Service Agreement**

A service agreement will be provided after the initial meet and greet if you are happy to proceed with ongoing support. The service agreement will detail the terms, conditions and responsibility of Just Therapy and participants. It will include a schedule of supports that has been requested and will be sent to the participant, or their representative for signing. Service agreements can be cancelled at any time. We do however require 2 clear business days' notice as per our cancellation policy. For more information on service fees and charges please contact our admin team on 0468445058.