

CLINICAL SERVICES

HANDBOOK



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1. Location

The Clinical Services Team can provide therapy services when and where You need them. This includes:

- At Home - We can come to Your home anywhere in the greater Sydney region (refer to Provider Travel section below).
- In the Community - We can come to Your work, school, playgroup, child care centre, or work together with Your community supports.
- Flexible service delivery modes such as telephone or video calls.

Video calls may be used by Your Clinician where this is appropriate. Where video calls are to be used this will be discussed with You prior to any appointment. The Clinician will explain to You why this is the best method of service delivery for You.

2. Welcome to Clinical Services

The Clinical Services Team at Sylvanvale provides therapy services for people of all ages and abilities. Our approach is flexible and aims to support individuals to be active family and community members through the provision of evidence-based practice. This support builds a person's capacity through knowledge, skills and abilities to contribute to ongoing learning and development.

We promote and respect a person's legal and human rights, and support development of functional skills. The supports are outcome based and goal focused. We enable a person to participate meaningfully and be included in everyday activities with their peers.

Sylvanvale's Clinical Services Team offer individual or group therapy including:

- Clinical psychology
- Counselling
- Behaviour support
- Assessment

This Handbook explains our model of support. The Handbook also outlines the important information we need from You to help us understand Your individual needs.

We look forward to welcoming You to Sylvanvale Clinical Services.



3. Sylvanvale Philosophy



Our Vision

A community working in partnership to support people with disability to live the life they choose.



Our Purpose

To empower individuals through choice, education, advocacy and support.

4. Our Values

Sylvanvale embraces a strong person-centred approach, personal choice and personal outcomes for people and their families. We value:



Belonging – We know that a sense of inclusion is critical to wellbeing. We value culture, community and two-way communication.



Choice – We understand that choice is a fundamental human right and support the right to exercise choice and control at all times.



Respect – We honour diversity and difference; through active listening we support our Participants and each other to make choices that are right for their individual circumstances.



Safety – We ensure the physical safety and health of our Participants and each other as a priority.



Contribution – We work with others and value their input as we believe this builds stronger communities and networks to support individuals to achieve their goals.

5. Our Team

Behaviour Support Practitioners

The goal of positive Behaviour Support is to improve quality of life and reduce or eliminate the use of restrictive practices.

Our Behaviour Support Practitioners provide assessment and intervention services for people of all ages with a disability who may have complex and challenging behaviours. Behaviour Support Practitioners work with families and a person's support network to achieve the best possible outcomes.

They can also assist with improved relationships and provide counselling sessions to achieve a specified outcome, or if the person has experienced emotional distress. All Sylvanvale Behaviour Support Practitioners are registered with the NDIS Quality and Safeguards Commission.

Our Behaviour Support Practitioners:

- Develop, implement, train and review behaviour support plans that may or may not contain restrictive practices
- Oversee the implementation, monitoring and review of therapeutic interventions for people with a disability who have complex and challenging behavioural needs
- Provide consultation, collaboration, and capacity building to service providers to support them to implement plans effectively.



5. Our Team (continued)



Restrictive Practices

'Restrictive Practice' means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability, with the primary purpose of protecting the person or others from harm.

The NDIS (Restrictive Practices and Behaviour Support) Rules 2018 specify that any use of restrictive practices must be:

1. Used only in response to a risk of harm to the person with disability or others, as a last resort
2. Authorised in accordance with any state or territory legislation and/or policy requirements
3. In proportion to the risk of harm and used only for the shortest possible time
4. Reported to the NDIS Quality and Safeguards Commission.

Most services providers will require the use of restrictive practices to be approved by a Restrictive Practices Authorisation (RPA) Panel. It's expected that the Behaviour Support Practitioner who wrote the Plan, and where possible You, will attend the RPA Panel or phone in to talk about the Plan. Where this is required, we will include this allocation of time in Your Service Agreement.



Emergency Use of a Restrictive Practice

An unplanned use of a restrictive practice should only occur in an emergency.

If this occurs and we believe it could happen again we would encourage You to contact Your clinician. This would be to assess whether an existing comprehensive behaviour support plan needs to be updated or an interim behaviour support plan needs to be developed to include that restrictive practice.

6. Provider Travel

Sylvanvale will claim travel costs (maximum of 30 minutes each way as per NDIS Pricing Arrangements and Price Limits specifications) when travelling to and/or from appointments.

7. Enquiries and Referrals

1. All Clinical Services enquiries and referrals go to our Service Planning Team.
2. The Clinical Services Team completes the referral and intake process.
3. A Service Agreement is prepared that confirms the hours of support (minimum total of two (2) hours) and funding source.
4. The Senior Manager Clinical Services matches a Clinician based on our Waitlist Management Response (see below), availability and/or matching of Your needs, and the Clinician's expertise.
5. We can provide a quote for the clinical support if You require one, please let us know.

8. Waitlist Management Response

The Clinical Services Team prioritise referrals in the following order to ensure that service allocation is fair and transparent.

1. Crisis Situation - such as preventing hospital admission, police involvement, family crisis, placement or accommodation breakdown. The first appointment to occur within 24 to 48 hours.
2. High Risk - such as an increase in behaviours of concern, reportable incidents, or changes in the existing behaviour support plan. The first appointment to occur within 7 to 14 days.
3. Others - such as developing skills or managing transitions. The first appointment to occur within 21 days.


9. Bookings and Confirmations


1. The Clinician contacts You or Your Plan Nominee and makes the first appointment.
2. Depending on where the Clinical Service(s) are to be provided, the Clinician may also need to complete additional safety checklists prior to Your first appointment.
3. The Clinician will then confirm the first appointment time and location and request further information if we need any additional information about You.
4. The frequency, time and place of subsequent sessions will be agreed between You, Your Plan Nominee or Your guardian, according to Your funding, needs and goals.


10. Feedback and Complaints

We would like to hear Your feedback about the supports we provide to You.

There are three (3) types of feedback You can give us:

 **Complaint** – is feedback You give us if You are unhappy with our service and You would like us to try to find a solution to the problem.

 **A compliment** – is feedback You give us if You are happy with our service.

 **A suggestion** – is an opportunity for You to share a comment, opinion or idea about how we can improve something.


How to Give Feedback


You can provide us feedback in five (5) ways:

 Tell a Sylvanvale staff member who You feel comfortable with.

 Contact our team:

- Call **1300 244 577**
- Email customers@sylvanvale.com.au

 Fill out a form on our website at:
www.sylvanvale.com.au/contact

 If You need an advocate to help You make a complaint, contact People with Disability Australia:

- Call **1800 422 015**
- Email pwda@pwd.org.au

 Contact the NDIS Commission

- Call **1800 035 544**
- or visit the website www.ndiscommission.gov.au

10. Feedback and Complaints (continued)

What We Will Do



Good Feedback

We pass good feedback on to the staff member or team.



Suggestions

We use suggestions to look at how we can improve our services.



Complaints

- We keep complaints private
- We acknowledge any complaint we receive. This can take the form of a conversation, an email or more formal correspondence
- We will talk to You about the best way to deal with Your complaint
- Within 28 business days we will get in touch with You and attempt to resolve Your complaint
- If it takes us longer to resolve Your complaint, we will let You know why and how long it will take
- If You are unhappy with how we handled Your complaint, You can contact us
 - Call **1300 244 577**
 - Email **customers@sylvanvale.com.au**
- We will arrange a review
- If You are unhappy with the result of the review, You can contact the NDIS Quality and Safeguards Commission:
 - Call **1800 035 544**
 - Visit **www.ndis.gov.au/contact/feedback-and-complaints**

If Your complaint relates to an NDIS action or decision You can refer Your complaint to the NDIS by calling **1800 800 110**, visiting one of their offices in person or visiting their website **www.ndis.gov.au/contact**.

Alternatively if Your complaint regards the NDIS or NDIS Commission You can contact the Commonwealth Ombudsman by calling **1300 362 072** or visit their website **www.ombudsman.gov.au/complaints**.

11. Advocates and How They Can Support You

There are times when it might be helpful for You to access an independent advocacy service. Because You pay Sylvanvale to provide services to You, we are unable to be an advocate. Sylvanvale staff provide active support to You which assists You in building independence and making as many decisions about Your life as possible. That can include supporting You to engage with advocates and other supported decision makers where required.

It might be a good idea to engage an advocate if:

- You are involved in a serious incident
- Sylvanvale talks to You about reasons why they may need to exit You from services
- You are not receiving the services You need or need support to access a different type of service
- You need support to request a Review of a Decision with the NDIS or submit a Change of Situation request
- You want to make a complaint about a service provider, including Sylvanvale
- You are feeling pressured to make decisions You are uncomfortable about.

Contact information for some advocacy services are listed below and more can be found at www.sasinc.com.au/self-advocacy/support-services/. You can use any advocate You choose.

Disability Complaints Service

Phone: (02) 9319 6549
Toll Free: 1800 422 016
Email: pwd@pwd.org.au

NSW Council for Intellectual Disability

Phone: (02) 9211 1611
Toll Free: 1800 424 065
Email: info@cid.org.au
Website: www.cid.org.au

Family Advocacy

Phone: (02) 9869 0866
Toll Free: 1800 620 588
Email: communications@family-advocacy.com
Website: www.family-advocacy.com

Multicultural Disability Advocacy Association of NSW

Phone: (02) 9891 6400
National Relay Service: 133 677
Toll Free: 1800 629 072
Telephone Interpreter Service: 13 14 50
Email: mdaa@mdaa.org.au
Website: www.mdaa.org.au

Interaction Disability Services

Phone: 1300 668 123
Fax: 1300 131 665
Email: info@interactionservices.org

Self Advocacy Sydney Inc

Phone: (02) 9622 3005
Email: info@sasinc.com.au
Website: www.sasinc.com.au

12. Hours of Operation



The Sylvanvale Clinical Services Team operate Monday to Friday between 9am and 5pm, however can on occasion meet with You outside of these times where sufficient notice is provided.



The team does not operate on all NSW Public Holidays and during the Christmas/New Year period.

13. What You Can Expect from Us

Clinician's Responsibilities:



Sylvanvale is committed to providing services in a holistic, individual or family centred way which is culturally inclusive, responsive, and focuses on a person's strengths.



The Clinician agrees to treat any information provided to them as private and confidential and will ensure the safe and secure storage of documentation. The exceptions to this are if we are obligated to provide information to an external regulatory body, by legislation, or where we have Your consent to engage with family or other relevant providers.



All work is to be completed in the timeframe agreed with You.



If the Clinician is unable to provide services due to illness, You will be advised as soon as possible and not charged for the appointment.



Sylvanvale will aim to answer any of Your queries (phone, email, and in-person) within 48 hours.



The Clinician will give You feedback in person or via email or phone after each appointment as a record of the session. This includes any assessments, documents or reports written, as well as any recommended home programming. It is assumed that unless otherwise informed this acts as Your receipt of each instance of support.



You will be advised by Your Clinician should You need to bring anything to Your next appointment.



We will fulfil our obligations as mandatory reporters to report suspected child abuse and/or neglect to government authorities.



Continuity of Your supports in the event of an emergency or disaster. Sylvanvale may need to work with You to make temporary changes to Your agreed supports to best meet Your needs in the event of an emergency or disaster.

13. What You Can Expect from Us (continued)

How We Work With You

The goal of our Clinical Services Team is to improve Your quality of life.

Our Clinicians provide assessment and intervention services for people of all ages and abilities. Our Clinicians are particularly experienced with working with people with a disability who may have complex and challenging needs.

You will be allocated a Clinician/s who will be in regular contact with You and work with Your family and Your support network to achieve the best possible outcomes for You.

Plans and Reports

Any plans, reports and profiles are written in a format decided in consultation with You or in the format required by the NDIS.

If You are NDIS funded, a progress report will need to be completed and submitted to the NDIS. The progress report for the NDIS will outline Your plan objectives and goals, and at any plan review, measures functional outcomes against Your objectives and goals.

Appropriate consent provided by You, Your Plan Nominee, or legal guardian must be given to sign off on the recommendations contained within the plan, report and profile/s prior to implementation.

It is essential that any people working with You understand Your support requirements and are familiar with the strategies and protocols used to provide a consistent approach. We expect that the people supporting You will receive training in how to work with You using Your plan once it is developed. Therefore, we recommend that each plan, report or profile has a plan sign off sheet attached to record who received training from Your clinician.



14. Our Expectations of You

Your Responsibilities:



You understand that completing any homework that is recommended by a Clinician will maximise the therapeutic benefits.



You will advise the Clinician should You need to take any medication at the time of Your appointment.



You understand that it is Your responsibility to inform the Clinician of a cancellation or postponement of appointment at least 48 hours prior to the commencement of the session, otherwise You will be charged a cancellation fee.



If You cancel within 48 hours, do not show up for a scheduled appointment, or are not present at the agreed place or within a reasonable time when the Clinician is travelling to deliver the support, You may be charged the full fee associated with the appointment (including travel time).



If You are unwell, we will be unable to conduct Your scheduled appointment in person. If You contact us with reasonable notice, and You are well enough to participate and it is suitable for the type of appointment You have scheduled, we may be able to continue with the appointment using telephone or video call.






Unwell means:

- have a temperature of 37.5°C or more
- have any symptoms of COVID-19 or have COVID-19
- have been a close or casual contact of a person with a confirmed case of COVID-19
- are within the first 24 hours of treatment after being prescribed antibiotic medication
- have a communicable illness (e.g. COVID-19, chicken pox, gastroenteritis, measles etc.).

We may be unable to resume face to face appointments until You provide a medical clearance certificate or a negative COVID-19 test.

14. Our Expectations of You (continued)

Your Responsibilities:

-  In response to public health advice, Sylvanvale may implement requirements for visitors to our sites and for Clinicians to deliver services at other locations. This may include things like the use of personal protective equipment such as surgical masks. We expect You to comply with any site entry or visiting protocols.
-  If You go to school and this is where Your Clinician visits You, it is Your responsibility to notify the Clinician if You will not be at school on the day of Your scheduled appointment. The Clinician must also be notified if You are doing something else during Your routinely booked session time, or if it is a pupil free day.
-  You acknowledge that repeated cancellations or failure to attend without notification (more than two (2) times) may result in cessation of Clinical Services. The decision is at the discretion of Sylvanvale's Senior Manager Clinical Services.
-  You can cease services at any time with 14 days notice. You should tell the Clinician if you intend to leave the service and should know that already provided services will be invoiced.
-  You will advise the Clinician of any changes to Your funding as soon as possible, such as receiving a new NDIS Plan.



15. Reportable Incidents

It is Sylvanvale's aim to provide services that enable people with a disability to reach their potential. This is done by supporting Your right of choice and control and providing comprehensive personalised support in a safe environment. However, unfortunately due to the nature of the support we provide, incidents can occur.

Incidents include actions or circumstances which:

1. Have, or could have, caused harm to the person with disability, or
2. Have caused serious harm, or a risk of serious harm, to another person.

If an incident occurs in the presence of, or is disclosed to, one of our Clinicians, we must notify the NDIS Quality and Safeguards Commission of:

1. The use of a restrictive practice.
2. Serious injury of a person with disability.
3. Abuse or neglect of a person with disability.
4. Unlawful sexual or physical contact with, or assault of, a person with disability.
5. Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
6. The death of a person with disability.

There are also obligations to report suspected crimes to the police and other relevant authorities, including the Department of Communities and Justice if the matter relates to a child or young person.

As Mandatory Reporters, Sylvanvale Clinicians are also required to report suspected child abuse and neglect.

Sylvanvale, like other registered NDIS providers, has an incident management system which sets out the procedures for identifying, managing and resolving incidents.

During any incident, safety is our number one priority. Where and when necessary our immediate actions include:

- Providing assistance (first aid, doctor or hospital) to anyone who is hurt or unwell if it's safe to do so.
- Calling 000 for an ambulance, the police or the fire brigade if needed.

We will also inform management and the family or guardian of those involved.

Sometimes an incident will require further investigation to establish the cause, its effect and any operational issues that may have contributed to the incident occurring. If this does occur, You and Your family or guardian will be notified of progress by the Senior Manager Clinical Services.

16. Smoke-Free Environment

Sylvanvale is a smoke-free work environment, therefore smoking, including vaping and e-cigarettes is not allowed inside any premises, or on our grounds. Smoking is not permitted near any windows or doors (open or closed), near air conditioning intake units, or where smoke can enter the building.

If one of our Clinicians is providing support to You at Your home or in the community, we would request that You refrain from smoking while they are present.

17. Privacy and Confidentiality

We will aim to protect Your privacy and keep Your personal information confidential. This means that all Your information remains private and between the Clinical Services Team and You. The exceptions to this are in the case of a legal requirement or when the Clinician has Your consent. A copy of our Privacy and Confidentiality Policy is available on our website at www.sylvanvale.com.au/about-sylvanvale/publications-policies.

18. Your Information and Records

Clinical Services need to keep some information and records to meet legal and NDIS requirements. Clinical Services staff are required to maintain notes that are entered into a database. They also are required to record any incidents that may occur.

You have the right to request access to any document Sylvanvale has on file. We guarantee to provide You copies of any documents that You pay to be developed. If the document or information has been produced by Sylvanvale, we can give You a summary version, and if the information requested includes the names of others, these will be crossed out on the document. You can request these documents by speaking to the Clinical Services Team at any time.

Sylvanvale will provide You access to view the records they hold within five (5) business days of Your request, unless to do so could or would breach the law.

Sylvanvale agrees to keep full and accurate accounts and financial records of the supports delivered to You, along with records of Service Agreements and any complaints which they have received, for seven years from the date each record is received.

19. Service Agreement

Your **Sylvanvale Service Agreement** outlines the supports You have agreed for Sylvanvale to provide You at the agreed fees and timeframe.

Your Service Agreement clearly states the support items You will receive from Sylvanvale. The Service Agreement also states who the supports are funded by e.g. National Disability Insurance Scheme (NDIS), Disability Support for Older Australians (DSOA) or self-funded. All supports must be delivered in accordance with this Handbook and the Service Agreement.

Sylvanvale Service Agreements are issued via DocuSign. You will receive a separate Service Agreement for each service type, Your annual transport fee and household expenses. Instructions on how to sign these documents in DocuSign are included in the Service Agreement DocuSign Instructions below.

Any changes that are required to Your Service Agreement, will be by an amendment to the Service Agreement and will require the Service Agreement to be re-issued via DocuSign, to be signed and dated by You.

A Sylvanvale Service Agreement is an agreement that is developed for the period of your NDIS Plan or for a period of time requested by You. A new Service Agreement will be required for each NDIS Plan you receive. This Handbook forms part of your Service Agreement.

Having a Handbook and Service Agreement is a helpful way to make sure You have everything in writing should an issue occur. Keep Your Handbook and Service Agreement in a safe place and make sure You keep a copy of Your NDIS Plan with these documents.

If, from time to time, the provisions within this Handbook or Service Agreement differ from any NDIS or DSOA requirements, Sylvanvale will satisfy, as a minimum the requirements set by the NDIS Pricing Arrangements and Price Limits or DSOA funding agreement.

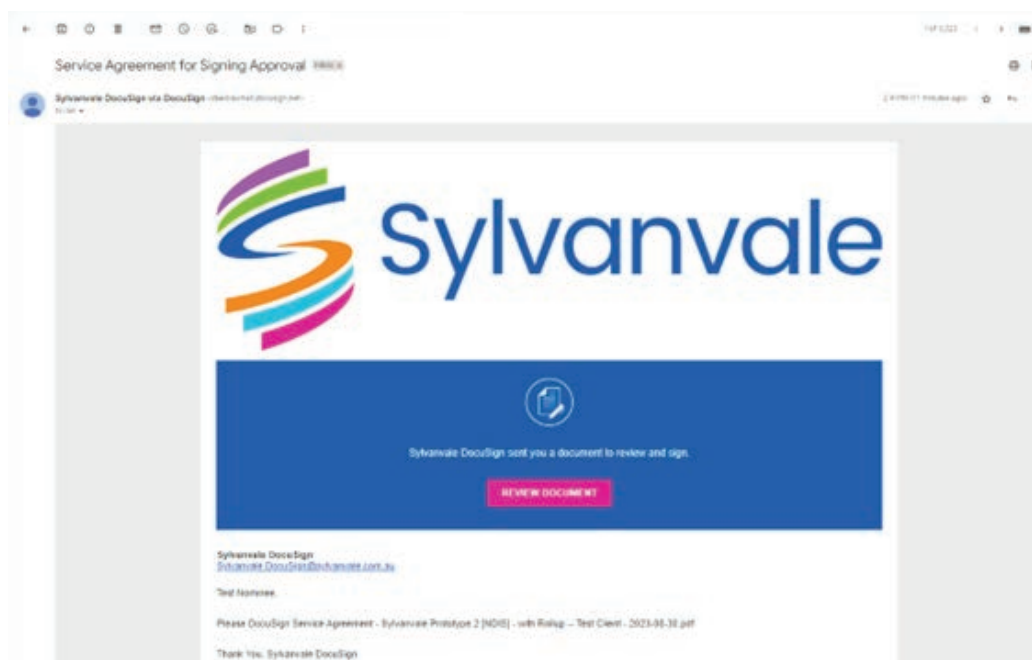


20. Service Agreement DocuSign Instructions

1. You will receive an email from Sylvanvale DocuSign. If You receive multiple emails this means You have received multiple Service Agreements and You will need to complete these steps for each Service Agreement.



2. Open the email and select the **Review Document** button.



3. The DocuSign document will appear.

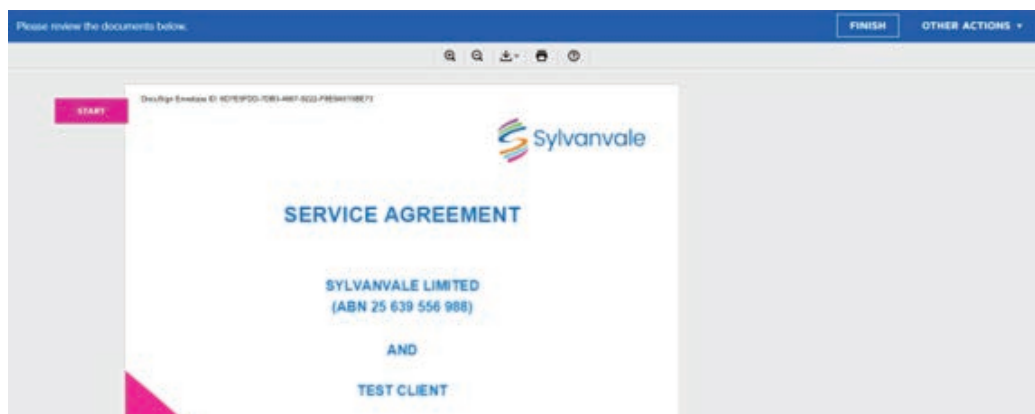


4. Select the **I agree to use electronic records and signature** box.



20. Service Agreement DocuSign Instructions (continued)


5. Press **Start** button to begin reading through the document.



6. Select the **Sign** box.

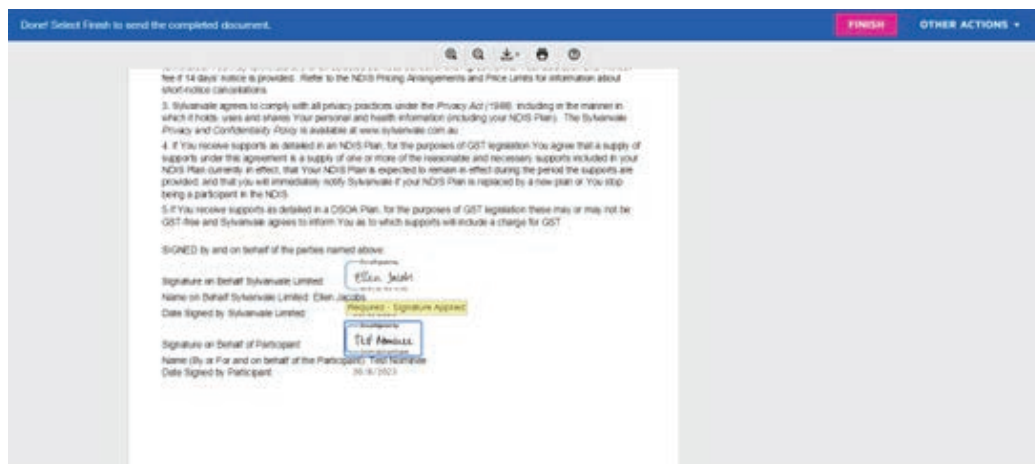


7. Type your Full Name if it does not already appear, then select **Adopt and Sign**.

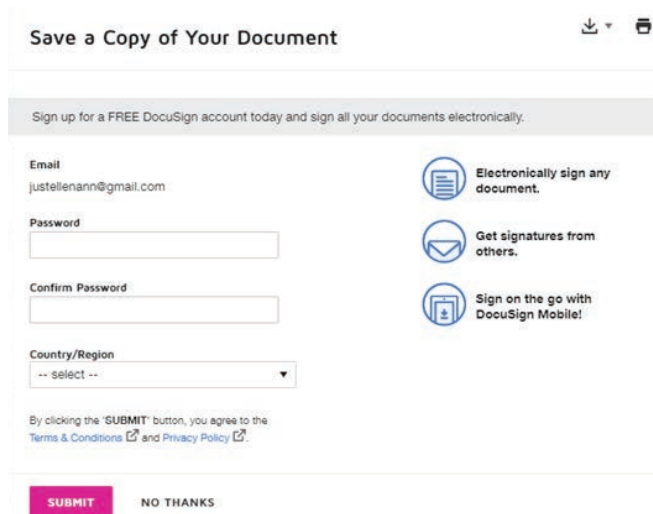
A screenshot of the 'Adopt Your Signature' form in DocuSign. The form has a title bar with a close button. It contains fields for 'Full Name*' (with 'Test Nominee' entered) and 'Initials*' (with 'TN' entered). Below these fields are tabs for 'SELECT STYLE', 'DRAW', and 'UPLOAD'. The 'SELECT STYLE' tab is active, showing a preview of the signature 'Test Nominee' and initials 'TN'. At the bottom, there are buttons for 'ADOPT AND SIGN' and 'CANCEL'. A disclaimer at the bottom states: 'By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.'

20. Service Agreement DocuSign Instructions (continued)

8. Select the **Finish** button to finalise and submit the completed document. Please do not press the **Finish** button without signing the document.

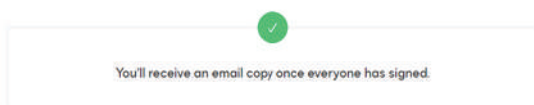


9. The following window will appear, select the **No Thanks** button. There is no need to sign up to a DocuSign account. You will receive a completed copy of the document by email even if you do not Save a Copy of Your Document.

A screenshot of a DocuSign window titled 'Save a Copy of Your Document'. It includes a link to 'Sign up for a FREE DocuSign account today and sign all your documents electronically.' Below this, there are input fields for 'Email' (justellenann@gmail.com), 'Password', 'Confirm Password', and 'Country/Region' (a dropdown menu). To the right of these fields are three icons with text: 'Electronically sign any document.', 'Get signatures from others.', and 'Sign on the go with DocuSign Mobile!'. At the bottom, there are two buttons: 'SUBMIT' and 'NO THANKS'. A small text at the bottom left states: 'By clicking the 'SUBMIT' button, you agree to the Terms & Conditions and Privacy Policy.'

10. A confirmation window will appear to confirm you have completed the signing process

You've finished signing!



Access, track and store all your documents
in DocuSign with a free 30-day trial
account. No obligation, no credit card
required.

Get Started

21. Plan Nominee and Consent

Sylvanvale assume You are Your own decision maker and have capacity to make Your own decisions. If that is not the case, and You will need to have an NDIS appointed Plan Nominee and, if required, a legal guardian for any of the relevant functions detailed below, you will need to provide us with evidence of appointment of Plan Nominee or current guardianship orders.

- Accommodation
- Services
- Health and Medical
- Restrictive Practice
- Financial Management

Evidence of Plan Nominee and/or legal guardian must be sent to customers@sylvanvale.com.au

Sylvanvale Service Agreements for NDIS funded supports are required to be signed for each service accessed by You or Your Plan Nominee.

Sylvanvale Service Agreements for Household Expenses and Annual Transport Fee are required to be signed by You or, if a substitute decision maker for Finance has been appointed, your legal guardian.

In conjunction with Your Service Agreements, you will receive a Consent Form. We ask You to update this every 12 months.

The Consent Form is required for every person who accesses supports from Sylvanvale.

The Consents give permission to Sylvanvale for:

- exchange of information
- filming and photography
- sharing information with people like auditors
- administration of medication
- facilitating medical appointments
- acknowledgement of conflict of interest (real or perceived).

The Consent Form will be sent to You via DocuSign, and provides You with an opportunity to indicate any conditions You may wish to stipulate to each of the consent areas.

22. Cancellation Policy

To cancel a scheduled appointment, contact Your Clinician as soon as possible, usually by phone or email.

If You cancel a scheduled appointment with less than 48 hours notice You will generally still incur a charge.

If You cancel within 48 hours, do not show up for a scheduled appointment, or are not present at the agreed place and within a reasonable time when the Clinician is travelling to deliver the support, You may be charged the full fee associated with the appointment (including travel time).

Your Sylvanvale Service Agreement and our Cancellation Policy provide more detailed information about cancelling services. To view Sylvanvale's Cancellation Policy in detail visit www.sylvanvale.com.au/about-sylvanvale/publications-policies.

The Cancellation Policy stipulates the same rules as shown in the NDIS Pricing Arrangements and Price Limits. The Sylvanvale Cancellation Policy is compliant with the cancellation rules at the time of publishing; however the NDIS cancellation rules are subject to change with no notice. You can refer to the NDIS provider website for their most current information with regard to cancellations www.ndis.gov.au/providers/pricing-arrangements.

23. Conflict of Interests

Sylvanvale will ensure any conflict of interests are declared and managed transparently. Any risks to You are mitigated or avoided. Your Clinician must declare, discuss and document any conflict of interests (perceived or actual). We ask You to acknowledge in writing when we collect Your consents to confirm this has occurred. Refer to section 21 of this handbook for more information about Consents.

Sylvanvale Clinical Services Team is independent of other services provided by Sylvanvale. You do not have to choose any other supports from Sylvanvale in order to receive Clinical Services from us.



24. Funding, Fees and Charges

Our prices are set by the NDIS Pricing Arrangements and Price Limits, dependent on location and ratio of support. For current prices, please refer to the NDIS Pricing Arrangements and Price Limits which is available at www.ndis.gov.au/providers/pricing-arrangements.

If You are **self-managed**, this means we will send invoices directly to You to coordinate payment.

If You are **plan-managed** You need to provide us with the name and contact details of Your plan manager. Sylvanvale will send invoices to Your plan manager, who manages payment for invoices on Your behalf.

If You are **agency-managed**, Sylvanvale we will make a claim to the NDIS for payment once that support has been delivered or provided.

Listed below are the various funding options which may be available to You.

Your NDIS Plan

For supports funded by the NDIS, Sylvanvale will adhere to the NDIS Pricing Arrangements and Price Limits. You would have been quoted and accepted a price for Your services that You have accepted in Your Service Agreement with Sylvanvale.

If You agree to a support item within your Service Agreement that is not funded by the NDIS, Sylvanvale will consider that support item to be self-funded and invoice You the same hourly rate as the support item in the NDIS Pricing Arrangements and Price Limits.

Disability Support for Older Australians Program (DSOA) Plan

For supports funded by the DSOA Program (as with NDIS funded supports), Sylvanvale is required to be registered with, and meet the requirements set by, the NDIS Quality and Safeguards Commission. Sylvanvale must adhere to the DSOA Service and Pricing Schedule that You have accepted in Your Service Agreement with Sylvanvale.

If You agree to a support item within Your Service Agreement that is not funded by DSOA, Sylvanvale will consider that support item to be self-funded and invoice You the same hourly rate as the support item in the DSOA Service and Pricing Schedule.

Medicare Rebates

Some limited services provided by the Clinical Services Team may be eligible for Medicare rebates. You must speak to Your Clinician about Your intention to use this method of payment before receiving any services. This is so we can make sure the required details appear on Your invoice. Invoices will only be dated with the date the services were actually provided. The amount of Medicare rebate available will depend on Your individual circumstances with Medicare and in some cases this rebate may be quite small. Clinical supports are funded under Medicare at the NDIS rate. It is very likely to create a gap payment that must be funded by You. We can't state what the gap will be as everyone's financial circumstances are different.

24. Funding, Fees and Charges (continued)

Private Health Insurance

Some limited services provided by the Clinical Services Team may be eligible for claiming through private health insurance. The amount of rebate available (if any) through Your private health fund will depend on Your individual circumstances. If claiming services through Your private health fund, You must let us know so we can make sure the required details appear on Your invoice. We recommend You contact Your private health fund before any appointments to make sure You are clear on how much rebate You are likely to receive. Invoices will only be dated with the date the services were actually provided. Clinical supports are charged at the NDIS Pricing Arrangements and Price Limits rates. It is very likely to create a gap payment that must be funded by You. We can't state what the gap will be as everyone's financial circumstances are different.

Self-funded

Clinical supports are charged at the NDIS Pricing Arrangements and Price Limits rates. If You are self-funded this means that You are paying Sylvanvale for the services the Clinician provides out of Your own funds. This means we send the invoice directly to You and expect You to pay it within 30 days.

Specific grants or donations

Sometimes people might become eligible for clinical supports using a specific grant or donation. These services are usually charged at the NDIS Pricing Arrangements and Price Limits rates. Prior to commencing services under these arrangements, we make sure we clarify with all the parties involved who will be responsible for payment of any invoices and how this will occur.



25. Exiting Our Services

The NDIS has given You the opportunity to have more control over decisions regarding services and supports. You have a greater say and ability to choose a different service provider if they are unhappy with their service.

Should You wish to cancel Your Service Agreement and Service Booking with Sylvanvale, You need to provide us with 14 days' notice in writing. Please email customers@sylvanvale.com.au Your intention to cease services, clearly indicating which services You are exiting, and your final date of service.

From time to time, Sylvanvale may need to reassess our ability to provide ongoing support to You if:

1. We feel our service is no longer able to meet Your needs.
2. We believe there are alternate service options we could be delivering to meet Your needs.
3. We believe Your support needs have changed to the point where they are no longer compatible with our service offerings.
4. We believe we are unable to provide a safe service within a safe environment.
5. Your NDIS Plan has insufficient funds to cover the support costs of the service or if You self-manage and fail to pay for the supports delivered.
6. Your Service Agreement has ended, and You haven't signed a new one with Sylvanvale.

If this occurs, Sylvanvale would provide You with 14 days' notice if we intend to cease a service. A decision to exit You from our service would only be made if we felt there was sufficient, credible evidence to support a view that we could no longer provide a service. However, Sylvanvale may end Your services with less notice in line with the conditions outlined in Your signed Sylvanvale Service Agreement.

The Clinical Services team would continue to consult with You, Your family and other stakeholders. If we reach a decision that we can no longer provide a service and You did not agree with that decision, we would write to You in line with the notice period and outline the reasons for that decision.

Sylvanvale reserves the right to exit You from a service with or without the consent of You, Your Plan Nominee, or Your legal guardian.



 facebook.com/sylvanvale youtube.com/sylvantube instagram.com/sylvanvale linkedin.com/company/sylvanvale

Find out more at sylvanvale.com.au

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PO Box 29, Sutherland NSW 1499



For people with
hearing or speech loss
TTY: 1800 555 677
Speak and Listen: 1800 555 727



For people who
need help with English
TIS: 131 450