

Swell Life physio

Service Agreement



Client details

Name	
NDIS number	
Phone	
Email	
Address	

Representative details

Name	
Relationship/Organisation	
Phone	
Email	
Address	

Agreement start date

Swell Life physio's responsibilities:

Swell Life physio agrees to:

- provide therapy services that meet the participant's needs
- communicate openly and honestly in a timely manner
- treat the participant with courtesy and respect
- consult the participant on decisions about how treatment is provided
- listen to the participant's feedback and resolve problems quickly
- Issue regular invoices that explain what services have been provided, their cost and when payment is due
- protect the participant's privacy and confidential information with existing personal information security obligations under the Australian Privacy Act 1988 (Privacy Act).

Client's Responsibilities:

The client agrees to:

- Pay the invoices issued by the Service Provider in connection with the services provided
- Work with the Service Provider to ensure that the services provided meet the Client's needs
- Treat the Service Provider with courtesy and respect
- Talk to the Service Provider about any problems with the services being provided
- Tell the Service Provider if there is a change to the NDIS plan that is the basis for this agreement
- Let the Service Provider know if any contact details set out in this agreement change
- Give the Service Provider the notice required to end this agreement.

Cancellation

The client is required to give 24 hours' notice if they cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy will apply as per NDIS price guidelines.

Attendance

The clients regular attendance to therapy sessions is required to help the client work towards their goals. Swell Life physio, may be required to report significant patterns of non-attendance to NDIS as per NDIS provider requirements.

Changing this agreement

Swell Life physio, reserves the right to vary, replace or terminate this agreement if needed to align with NDIS regulations and Price Schedules.

If changes to the service delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties.

Ending this Agreement

If either the Client or the Service Provider want to end this agreement, each party agrees to give 30 days' notice to the other. If the Client or the Service Provider seriously breaches this agreement, then a notice period will not be required.

Feedback and complaints

Swell Life physio value ongoing feedback and appreciate being made aware of any complaints or compliments that a participant or participant's representative may have. To give the provider feedback or a complaint, please email admin@swelllifehealth.com.au or call on 0437 628 505. If the client is not satisfied that the complaint has been resolved, a further complaint can be made to the NDIS Quality & Safeguard Commission by phoning 1800 035 544, or complaint forms are available online www.Ndiscommission.gov.au

Billing

The prices are set by the NDIS and are subject to change/update as per the NDIS Pricing Arrangements and Price Limits 2025-2026.

service description	NDIS code	cost per hour
Assessment Recommendation Therapy or Training Supports - Physiotherapist	01_721_0128_1_3	\$189.99

Travel costs if applicable will be charged per the current NDIS Support Catalogue.

No services can be accessed from Swell Life physio if there are 3 or more outstanding invoices. All outstanding invoices must be paid in full for any services to be accessed from Swell Life physio.

Client's billing information

My NDIS plan has budgets that are	Please tick	Invoices are to be sent to	
self managed		Email	
plan managed		Plan manager name	
		Plan manager email	

Approval signatures

The named parties agree to the above terms and conditions of this Service Agreement:

Name of client or client representative	
Signature	
Date	
Name of Swell Life physio representative	
Signature	
Date	

Swell Life Health Pty Ltd trading as Swell Life physio ABN 84685073929