



GIZMO REHABILITATION

www.gizmorehab.com.au

GIZMO SERVICE POLICY

1. *Service hours are inclusive of face-to-face hours, PLUS associated travel, communication, follow-up and paperwork time.*
2. *Service will be billed as provided, at the NDIS standard allied health rate of \$193.99 per hour and per NDIS billing guidelines.*
3. *Last minute cancellations (within 48 hours) may incur a cancellation fee of up to 1 hour's service.*
4. *This is an initial agreement: if scope of work significantly changes, an alteration to this Service Agreement can be agreed, either verbally or in writing. Additional services will be provided on request and invoiced as delivered.*
5. *Gizmo Rehabilitation is authorised to compile and submit NDIS AT requests: your signature on this Service Agreement confirms this authority and may be transferred to relevant paperwork to consent to NDIS communication and privacy policies.*
6. *Gizmo Rehabilitation will provide copies of all correspondence, reports and requests issued to NDIS participants, and a copy of this Service Agreement on request.*
7. *This Service Agreement will remain in place until the general scope of work as noted, is completed.*
8. *Unless specifically included above, follow up, fitting or training services in excess of 15 minutes are NOT included under this agreement. Such services will be provided on request and invoiced as delivered.*
9. *This service agreement may be terminated by either party at any time, by written advice.*
10. *Gizmo Rehabilitation has a Zero Tolerance Policy regarding disrespectful, aggressive or abusive behaviour in any form: such behaviour may result in immediate withdrawal of service.*
11. *If Gizmo Rehabilitation terminates this Service Agreement, Jenni Dabelstein will provide, at no cost, a 30-minute handover to the allied health professional of your choice.*
12. *Gizmo Rehabilitation undertakes to deal with complaints fairly, quickly and transparently, per the Complaints Policy viewable at <https://www.gizmorehab.com.au/feedback.html>*

GIZMO PRIVACY POLICY

1. *This policy applies to all personal information, including sensitive personal information, used and held by Gizmo Rehabilitation for NDIS participants.*
2. *Gizmo collects information in order to provide individualised services to participants, to meet duty of care obligations, to initiate appropriate referrals, and to conduct business activities to support those services.*
3. *Gizmo will take reasonable steps to protect all personal information against misuse, interference, and loss, as well as from unauthorised access, modification or disclosure.*
4. *Gizmo Rehabilitation may provide information and pictures to parties involved in NDIS Participant care, including equipment vendors and other allied health professionals, as required to complete scope of work.*
5. *Gizmo Rehabilitation may use de-identified information and pictures for educational and training purposes.*