

National Disability Insurance Scheme (NDIS) Service Agreement

Provider: Diverge Consulting

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| Client Name: | Client's representative (if applicable): |
| Date we start work together: | Review/ End date: |
| Support type and hours: | Total cost of support: |

Responsibilities of Diverge

Diverge psychologists are registered with the Australian Health Practitioners Registration Agency (AHPRA). We follow the [Australian Psychological Society Code of Ethics](#), the [National Standards for Disability Services](#) and [Victorian Child Safe Standards](#) regarding professional behaviour and privacy.

Diverge psychologists also follow all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law. We keep accurate records on the supports we provide. Travel costs are likely to be claimed at the hourly rate for the relevant support item as per NDIS Price Guide.

Your responsibilities:

- Please give Diverge at least 24 hours' notice if you cannot make a scheduled appointment; otherwise there may be a charge for the full cost of the appointment.
- If you would like to change or end this service agreement, speak to Diverge directly.
- If you are self-managing your NDIS funding, you will be invoiced at regular intervals. You agree to pay the invoice by cash, cheque, EFT or credit card within 14 days.

Feedback, complaints and disputes

If you have any concerns or feedback, you can talk to your psychologist. If you are still not happy and wish to make a complaint, you can talk to the Diverge Manager, Samantha Burns on 9329 4330 or email info@diverge.org.au.

If you are still not satisfied or you don't want to talk to the Manager, you can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Privacy of your Information

What happens to information about me?

When you start receiving a service from Diverge, a record is made containing your name, address, contact details, and other information such as the nature of the issue for which you seek assistance and advice you were given. Every time we make contact, new information is added to your record. The purpose of collecting and retaining this information is to provide you with a relevant and informed service.

Confidentiality

All personal information gathered by the psychologist during the provision of the service will remain confidential and secure except where:

1. your consent has been obtained to:
 - (a) provide written reports to another professional or agency, such as your doctor, lawyer, or another service provider; or
 - (b) discuss relevant issues with other people, e.g., a service provider or family member
2. information is subpoenaed by a court, or if disclosure is required or authorised by law; or
3. failure to disclose information would place you or another person at serious and imminent risk.

Access to Personal Information

You have the right to request access to the information in your file, unless the relevant legislation provides otherwise. You may request that we correct or update your personal information. Information is kept for a minimum of 7 years.

Need more information?

If you have any questions about this service agreement or privacy issues, or have a concern about how our service has managed personal information about you, please contact us on 9329 4330.

I, _____, have read and understood the above service agreement and privacy information.

Signed _____
Client or person responsible

Date _____

Signed (Psychologist) _____

Date _____