



VICTORIAN CONTINENCE RESOURCE CENTRE
SERVICE AGREEMENT- For NDIS Funded & FFS Catheter Supports

NDIS Participant Details:	
NDIS Participant Full Name:	
Address	Post Code
Date of Birth	
Mobile No	Email
NDIS Plan # 43	NDIS Plan Expiry Date
Is the above address a SRS / SDA / Other Supported Residence	
House Supervisor / Manager Name	
House Contact Number	
Do you identify as a Torres Strait Islander / Aboriginal? Yes / No	
Referral Contact Details:	
Full Name of Referring Person:	
Referring Organisation Name:	
Mobile No	Home/Office Phone No
Email	
Relationship to Referred NDIS Client:	

NDIS Registered Support Services	Service Hours Billed	NDIS Price Per Hour
In Clinic Catheter Supports	Min. 1.5 Hours	\$120.00 P/H (Min \$180.00)
External Catheter supports	Min. 2 Hours + Travel Fee*	\$120.00 P/H (Min \$300.00)
<i>*Travel Fee if external – Per NDIA Guidelines</i>	<i>Max. 30 mins each way</i>	<i>Per NDIA Guidelines</i>

The following Terms & Conditions are hereby acknowledged, understood and agreed upon:

- If my NDIS plan is *self-managed* or I use a **NON NDIA registered** Financial Service, then all payments owed by me will be payable **on the day of each service**, with any reimbursement due to myself to be sought/claimed at my convenience thereafter.
- I am responsible for providing acceptable evidence that enough funding has been allocated to my NDIS plan for payment of the services I receive from VCRC.
- VCRC will provide continence related services to me onsite at Continence Foundation of Australia, Victoria Branch, or other mutually agreed premises.
- VCRC will provide an appropriate outcome report to me after full payment of invoice.



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- VCRC may collect, use, disclose, store and handle personal information about me for the primary purpose of providing health services to me, managing the supply of these services, and, where necessary, sharing it with other health service providers and health professionals, who may be able to further assist me, in accordance with the Information Privacy Act 2000 (IP Act) and the Health Records Act 2001 (HR Act).
- VCRC will process my personal information so that it is 'de-identified' and no longer identifies me. using that de-identified information for internal research purposes, statistical purposes or to improve the health services offered to me.
- VCRC will fulfil any legal obligations e.g. the Continence Foundation of Australia Victoria Branch may be required by law to disclose personal information to law enforcement agencies, courts or regulatory bodies to meet our public health obligations.
- It is my responsibility, or my authorised representative, to provide the Continence Foundation of Australia Victoria Branch any revocation of this consent as soon as possible, where applicable, in writing.
- **Cancellation Policy:**
- Failure to attend a scheduled appointment or cancellation with less than two (2) CLEAR BUSINESS DAYS notice may incur a fee of up to 100% of the scheduled expected NDIS fee, as per NDIS Guidelines.
- If you are more than 15 minutes late to a scheduled appointment, it may be cancelled and the cancellation policy will apply.
- All prices quoted may change from time to time, without notice, in keeping with NDIS price guides.
- We welcome all feedback, so should you have any compliments or complaints please speak to a staff member, email us or complete our online form (Details as per below)

I would like to receive updates, continence related articles and newsletters from VCRC.

NDIS Participant acting on own behalf		
Signature		Date:
Print Full Name		

Authorised representative acting on behalf of the NDIS Participant		
Print Full Name & Organisation		
Signature		Date:

NDIS Registered Service Provider – Continence Foundation of Australia - Victorian Branch Inc. (VCRC)		
Clinical Practice details, location and trading name	Victorian Continence Resource Centre (VCRC) 16 Martin Street, Heidelberg VIC 3084 Phone: (03) 9816 8266 E: info@continencevictoria.org.au W: www.continencevictoria.org.au	
Signature		Date: