



MELBOURNE PODIATRISTS & ORTHOTICS PLAN-MANAGED NDIS SERVICE AGREEMENT

1. Parties to the agreement

This Service Agreement is made between the following parties:

Participant

Name: _____
DOB: _____
Address: _____
Contact number: _____
Email: _____
NDIS No: _____

Participant's Representative (if applicable)

Name: _____
Address: _____
Contact number: _____
Email: _____

NDIS Unregistered Provider:

Melbourne Podiatrists & Orthotics
Suite 2 Level 1
277 Camberwell Road,
CAMBERWELL VIC 3124

ABN: 27 439 737 423

Ph: (03) 9882 5584

Fax: (03) 9882 5599

Website: <https://www.melbournepodiatristsandorthotics.com.au/>



2. Purpose of agreement

This Service Agreement is made for the purpose of providing Services and Supports under the Participant's Plan-managed National Disability Insurance Scheme (NDIS) plan.

3. Duration of service

This Service Agreement will commence on the date of the signed agreement. Services will be ongoing and supplied as required. The Participant or Participant's Representative may end the agreement by providing 30 days written notice.

4. Agreed services to be provided

The following services will be provided at the following costs current of July 2026. Fees are subject to price increases on 1st July each year.

Initial podiatry consultation 30 mins	(item 002) =	\$150 standard	\$135 concession
Initial podiatry consultation 60 mins	(item 004-B) =	\$250 standard	\$225 concession
Subsequent consultations 30 mins	(item 012) =	\$115 standard	\$104 concession
Subsequent consultations 60 mins	(item 014-B) =	\$207 standard	\$187 concession
NDIS Written Report 60 mins	(item 412) =	\$188.99	

NB. All plan-managed accounts are subject to a \$8.50 account fee in addition to any consultation fee. Consultation fees and account fees are subject to price increases on the 1st of July each year.

If service fees exceed the current NDIS price guide, the participant will be responsible for any gap payment. Melbourne Podiatrists & Orthotics does not adjust its fees, and consultation fees remain the same for all patients.

Podiatry consultations may consist of:

- General foot care -nail cutting, corn, callus removal
- General foot assessment, diagnosis and treatment advice

Any additional services or supports will incur extra costs and will need prior financial consent and payment.

4. Additional services and supports

Additional services or supports above those outlined in clause 3 will require prior financial consent and full payment from the Participant's Plan Manager prior to the commencement of treatment.

The Provider will inform the Participant's Plan Manager of any recommended additional services or supports including the associated costs by way of written quote.



NB. In some cases, the prices for additional services or supports provided by Melbourne Podiatrists & Orthotics may exceed the NDIS price guide. These prices are non-negotiable. In such instances, a lower-cost alternative treatment should be requested from the provider.

5. Third-party agreement – Plan-managed

The Participant or the Participant's Representative should ensure that their Plan Manager receives and fills out a third-party agreement form. This form must be filled out and returned by the Plan Manager if the Participant wants their supports and services invoiced to their Plan Manager.

The form can be found on our website:

<https://www.melbournepodiatristsandorthotics.com.au/resources/third-party-accounts/>

If a third-party agreement form is not submitted by the Plan Manager, then Melbourne Podiatrists & Orthotics is unable to enter into a third-party agreement with the Plan Manager. The Participant will then be invoiced and responsible for payment for all services.

6. Payment

Payment can be made via credit card (over the phone), cheque or EFT. If paying by EFT please email reception@mpao.com.au to obtain our EFT details if they have not been supplied with the invoice.

We request that all invoices are paid within 14 days of being received. If invoices are unable to be paid within this timeframe, please notify reception@mpao.com.au or call (03) 9882 5584.

The Participant is responsible for payment of any gap service fee that the plan manager does not cover.

Future consultations and appointments with plan-managed plans will only proceed once invoices are fully paid. If accounts remain outstanding, then we will have no option but to defer treatment until full payment is received from the Participant's Plan Manager.

7. Appointments

The Participant or their representative is responsible for making appointments. Appointments can be made by phone or online via our website. We do not accept bookings or communication via email. Our communication policy can be found on our website:

<https://www.melbournepodiatristsandorthotics.com.au/resources/practice-policies/>

Melbourne Podiatrists & Orthotics require a minimum of 24 hours' notice for all cancellations. Cancellations without notice or failure to attend appointments will result in a failed fee.



There is no warning strike system for patients with plan-managed accounts. Failure for a patient to attend their appointment under a third-party agreement including:

- failing to attend
- failure to give at least 24 hours' notice of cancellation
- arriving more than 15 minutes late to the appointment, causing the provider to reschedule

will result in the full consultation fee plus an account fee being charged.

8. Responsibilities of the Participant and their Plan Manager

The Participant and Plan Manager agree to:

- (i) Ensure that the Plan Manager has received and completed a third-party agreement form from the Provider;
- (ii) Treat the Provider with courtesy and respect;
- (iii) Keep the Provider informed of any changes in personal circumstances that may affect payment;
- (iv) Communicate with the Provider in a timely manner if the Participant has any concerns about the services or supports being provided;
- (v) Ensure that the participant gives a minimum 24 hours' notice before cancelling any booked appointment. Failure to do so will result in a failed fee;
- (vi) Give the Provider the required notice if the Participant seeks to end the Service Agreement.
- (vii) Let the Provider know immediately if the Participant's NDIS plan is suspended or replaced, or the Participant stops being a qualified Participant in the NDIS

9. Responsibilities of the Provider

The Provider agrees to:

- (i) Provide all services and supports under this agreement at the quoted cost, in a manner that is timely and meets the participant's needs;
- (ii) Communicate clearly, openly, and honestly;
- (iii) Treat the Participant and any of the Participant's Representatives with courtesy and respect;
- (iv) Consult the Participant on decisions regarding how extra services or supports are provided;
- (v) Write and seek prior financial approval for any additional services or supports not outlined in clause 4 that the Participant or their Representative has agreed to;
- (vi) Give the Participant information about managing any complaints or disagreements if required;
- (vii) Listen to the participant's feedback and resolve problems quickly;
- (viii) Protect the Participant's privacy and confidential information;
- (viv) Advise the Participant of any delays in the delivery of Supports;



Signed by the following parties:

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Participant or Participant's Representative

Date

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Mr. Sam Brown
Owner and Head Podiatrist
Melbourne Podiatrists & Orthotics