



SERVICE AGREEMENT

Occupational Therapy Services

River & Light Allied Health | Mal Fourie, Occupational Therapist | ABN 57 380 383 268 | malfourie@rlalliedhealth.com

This agreement sets out how River & Light Allied Health and the client/participant will work together. It is intended to make services, fees, responsibilities, cancellations, privacy and ending services clear before therapy begins.

1. Parties to this agreement

Client / participant name	
Date of birth	
NDIS number (if applicable)	
Parent / guardian / nominee	
Agreement start date	
Agreement review / end date	

2. Provider

River & Light Allied Health
Occupational Therapist: Mal Fourie
ABN: 57 380 383 268
Email: malfourie@rlalliedhealth.com

River & Light Allied Health is an independent occupational therapy service. For NDIS participants, services are provided according to the participant's funding-management arrangements and the supports that can lawfully be purchased from their plan.

3. Services that may be provided

Services will be selected according to the client's goals, clinical needs, consent and available funding. They may include:

- occupational therapy assessment and intervention in the home, school/daycare, community or by telehealth;
- functional capacity assessment and functional observation;
- activities of daily living, routines, sensory processing, emotional regulation, motor, cognitive, executive-function and participation interventions within OT scope;
- assistive technology assessment, trials, prescription and recommendations;
- home/environmental assessment and minor or complex home-modification assessment within the OT's competence and scope;
- parent/carer education, home programs, school strategies and capacity building;
- liaison, case conferencing and collaboration with authorised providers or supports;
- clinical documentation, report writing, letters of support and NDIS-related reports.

4. Goals and agreed service focus

The client/participant and Occupational Therapist will work together to identify meaningful functional goals. Goals may be reviewed as circumstances, priorities, clinical needs or funding change.

Primary goals / service priorities	
Other agreed priorities	



FEES & BILLING

Clear pricing before services are delivered

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5. Occupational therapy fees

Service	Rate	How charged
Direct OT session / assessment	\$193.99 per hour	Pro-rata for time delivered
Telehealth	\$193.99 per hour	Pro-rata
Non-face-to-face clinical work	\$193.99 per hour	Only where clinically necessary and agreed/claimable
Report writing / letters / clinical documentation	\$193.99 per hour	Actual clinical time; estimate can be provided
Case conference / liaison	\$193.99 per hour	Actual time where agreed and claimable
Provider travel - labour	\$97.00 per hour	Pro-rata where permitted and agreed

The above NDIS rates are based on the national 2026-27 NDIS Pricing Schedule effective 1 July 2026. If the NDIS pricing guidance changes, River & Light Allied Health will discuss any proposed fee change with the participant before changing the agreed price. Private/non-NDIS fees will be disclosed and agreed before service delivery.

6. Travel and community visits

For home, school, daycare or community visits, provider travel may be charged where permitted by the participant's funding arrangement and agreed in advance. Travel labour is charged at the applicable agreed rate, currently \$97.00 per hour for NDIS OT provider travel under the national 2026-27 pricing schedule. Any permitted non-labour travel costs, parking, tolls or other expenses will be discussed and documented before being charged where practicable.

River & Light Allied Health will aim to schedule geographically efficient visits and keep travel costs proportionate. If more than one participant can appropriately share travel, any apportionment will be handled consistently with applicable NDIS rules.

7. Invoices and payment

- Self-managed NDIS participants: invoices are issued to the participant/nominee for payment.
- Plan-managed NDIS participants: invoices may be sent to the nominated Plan Manager, with a copy available to the participant on request.
- Private clients: the person responsible for payment is liable for the invoice unless another arrangement is confirmed in writing.
- Invoices should be paid by the due date shown on the invoice. Please contact River & Light Allied Health promptly if an invoice appears incorrect.
- The client/participant is responsible for ensuring sufficient and appropriate funding is available. NDIS funding does not guarantee that every requested service can be claimed.

8. Non-face-to-face work and reports

Clinically necessary work completed outside a face-to-face appointment may include scoring assessments, analysing results, preparing individualised resources, clinical liaison, equipment research, report writing and other professional work directly related to the client's service. Where chargeable, this work will be recorded and invoiced transparently. For substantial reports such as a Functional Capacity Assessment, an estimated number of hours or quote will be discussed before work proceeds.



APPOINTMENTS & CANCELLATIONS

Keeping therapy time fair and predictable

River & Light Allied Health | Mal Fourie, Occupational Therapist | ABN 57 380 383 268 | malfourie@ralliedhealth.com

9. Appointments

Appointment duration and frequency will be agreed according to goals, clinical need, availability and funding. Sessions may include direct therapy plus agreed indirect clinical work. The client/participant should advise River & Light Allied Health of relevant changes in health, medication, risk, address, contact details, NDIS plan or funding management.

10. Cancellation policy

River & Light Allied Health reserves appointment time specifically for each client. The following practice cancellation policy applies, subject to applicable NDIS claiming rules and other legal requirements:

Notice provided	Fee
More than 48 hours before appointment	No cancellation fee
24 to 48 hours before appointment	50% of the booked service fee
Less than 24 hours / non-attendance	Up to 100% of the booked service fee where permitted

For NDIS-funded services, a cancellation will only be claimed when the relevant NDIS requirements permit the claim. River & Light Allied Health may waive a fee in exceptional circumstances at its discretion. Where possible, an appointment may be changed to telehealth, parent/carer consultation or other clinically appropriate work if agreed in advance and permitted by the funding arrangement.

11. Provider cancellation or rescheduling

If River & Light Allied Health needs to cancel or reschedule an appointment, no cancellation fee will be charged. Reasonable efforts will be made to offer an alternative appointment. Services may also be postponed where the environment is unsafe, illness creates an unreasonable infection risk, severe weather or travel conditions make attendance unsafe, or the planned service is no longer clinically appropriate.

12. Safety during home and community visits

Clients and families are asked to provide a reasonably safe environment for home/community visits. Please advise the Occupational Therapist before a visit about known hazards, aggressive animals, smoking/vaping in the treatment area, infectious illness, significant behavioural risks, weapons, unsafe access or other circumstances that could affect safety. River & Light Allied Health may stop or leave a session if safety cannot reasonably be maintained.

13. Children and supervision

For children, a parent/guardian or another agreed responsible adult must be available as required for the session and remain contactable. Therapy does not replace childcare or supervision. The Occupational Therapist may request caregiver participation when it supports assessment, carryover, safety or the child's goals.

14. Communication

Routine communication may occur by email, phone or SMS. Clinical questions requiring assessment, substantial review, liaison or individualised advice may constitute billable clinical time where this has been agreed and is permitted by the funding arrangement. Emergency or urgent medical concerns should be directed to appropriate emergency or medical services rather than email.



RESPONSIBILITIES, PRIVACY & FEEDBACK

How we will work together

River & Light Allied Health | Mal Fourie, Occupational Therapist | ABN 57 380 383 268 | malfourie@rllalliedhealth.com

15. River & Light Allied Health will

- provide services respectfully, safely and within occupational therapy scope and competence;
- involve the client/participant in decisions and support informed choice and control;
- maintain appropriate professional registration, insurance, records and confidentiality;
- explain proposed assessments, interventions, fees and significant recommendations;
- identify and manage clinical risks and refer to other professionals when needs fall outside OT scope;
- provide invoices and clinical documentation that accurately reflect services delivered.

16. The client / participant or representative will

- provide information that is accurate and relevant to safe service delivery;
- participate in goal setting and advise the OT when priorities or circumstances change;
- tell River & Light Allied Health about relevant risks, health changes, allergies, medication changes or safety concerns;
- give appropriate notice when cancelling appointments;
- ensure agreed invoices can be paid through the nominated funding/payment arrangement;
- treat staff respectfully and provide a safe environment for services.

17. Privacy and information sharing

Personal and health information is handled in accordance with River & Light Allied Health's Consent & Privacy document and applicable privacy and health-record obligations. Information will generally only be shared with consent or where otherwise permitted or required by law. The client may request access to or correction of personal information, subject to applicable legal exceptions.

A separate Consent & Privacy Form should be read and signed alongside this Service Agreement.

18. Complaints and feedback

Feedback and complaints are welcome and will be handled respectfully. Raising a concern will not result in unfair treatment or loss of service solely because a complaint was made. Clients are encouraged to contact River & Light Allied Health first so concerns can be addressed. NDIS participants may also contact the NDIS Quality and Safeguards Commission where appropriate.

19. Conflicts of interest

River & Light Allied Health will disclose any actual, potential or perceived conflict of interest that could affect professional recommendations or service delivery. Recommendations will be based on the client's functional needs and clinical evidence rather than financial benefit from a supplier or third party.

20. Changes to services, fees or this agreement

Changes to the agreed services, frequency, fees, travel arrangements or other material terms will be discussed with the client/participant or authorised representative. Changes will not be applied retrospectively. For existing NDIS service agreements, proposed price changes must be discussed and agreed before they are made.



ENDING SERVICES & AGREEMENT

Review, termination and signatures

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21. Review of the agreement

This agreement may be reviewed when the client's goals or circumstances change, a new NDIS plan begins, funding arrangements change, services are increased or reduced, pricing changes, or either party requests a review.

22. Ending services

The client/participant may end services by notifying River & Light Allied Health. Where possible, reasonable notice is appreciated so appointments and outstanding clinical work can be finalised. River & Light Allied Health may end or pause services where:

- services are no longer clinically indicated or within the Occupational Therapist's scope;
- the client's needs would be better met by another provider or service;
- funding is unavailable or invoices remain substantially overdue despite reasonable attempts to resolve the issue;
- repeated cancellations prevent meaningful service delivery;
- there is serious or repeated unsafe, threatening, abusive or inappropriate conduct;
- a safe therapeutic relationship cannot reasonably be maintained.

Where appropriate, River & Light Allied Health will communicate the reason, discuss transition options and provide reasonable information to support continuity of care, subject to consent and professional obligations.

23. Agreed funding / payment arrangement

- NDIS - self-managed
- NDIS - plan-managed
- Private / self-funded
- Other: _____

Plan Manager / payer	
Invoice email	

24. Agreement and signatures

By signing, the parties confirm that this Service Agreement has been read or explained, questions have been answered, the agreed fees and cancellation arrangements are understood, and the client/participant or authorised representative agrees to receive services on these terms. This agreement should be read together with the River & Light Allied Health Consent & Privacy Form and relevant practice policies.

Client / participant name		Date of birth	
Participant / representative signature		Date	
Representative name & relationship		Authority (if applicable)	
Provider: Mal Fourie, Occupational Therapist		Date	
Provider signature		AHPRA registration no.	

Version: September 2026. This agreement should be reviewed when NDIS pricing guidance, legislation, practice policies or service arrangements materially change.