

TERMS AND CONDITIONS

NDIS Funded Health Services

Consent

By referring to Empower you confirm that you have obtained consent from the Participant/representative to refer and provide personal health information to Empower Healthcare.

Service Agreement

By referring a Participant to Empower Healthcare for NDIS services you confirm that the Participant has agreed to enter into a Service Agreement with Empower Healthcare for the provision of those services.

The service agreement is required to be approved by the Participant or the Participant's representative either before or at the first appointment or at a mutually agreed time.

Services provided

Empower Healthcare will provide the Participant with a range of Allied Health / Nursing Services as requested on our referral form or directly by the referrer or Participant.

Payment process

For plan managed Participants, Empower Healthcare will email an invoice to the Plan Manager.

For self-managed funds, the Participant will be invoiced directly.

For NDIA managed funds Empower Healthcare will process service bookings through the online portal.

Payment Terms

Invoices are issued weekly and are payable within 14 days unless by prior written agreement.

Travel Times

Empower Healthcare makes every effort to reduce travel time charged to Participants where possible.

Travel time is billed in line with the NDIS Price Guide and is based on the MMM zone the Participant lives in.

The Modified Monash Model (MMM) is a geographical classification system. It identifies travel boundaries and sets maximum travel charges. Travel is charged according to the following:

Provider Travel – Labour Costs

Labour Costs (Time): e.g. to and from a residence or supplier's premises up to 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas.

Provider Travel – Non-Labour Costs

Non-Labour Costs: such as road tolls, parking fees and the running costs of the vehicle may be charged.

Cancellation Policy

Cancellations must be made via telephone to your local Empower Office during office hours and at least 24 hours prior to the appointment

- Cancellations received within 24 hours of the appointment will be charged in full
- Office hours are 9am – 5pm Monday – Friday (excluding Public Holidays)

For example:

- If an appointment booked for 1pm on Monday is cancelled after 1pm on the previous Friday, 100% of the fee will be charged
- If an appointment booked for 3pm on Wednesday is cancelled before 3pm on Tuesday, there will be no charge

Recommendation Disclaimer

Following an assessment of your client, Empower Healthcare clinicians may make recommendations for services or products from third party organisations. Empower Healthcare does not indemnify / guarantee third parties and does not take any responsibility for the services or products purchased through these organisations.

Ending Service Agreement

The service agreement can be terminated at any time, for any reason, by advising Empower in writing. Planned service visits impacted will be subject to Empower's cancellation policy set out above.

Empower reserves the right to immediately terminate the service agreement in the event of abusive, threatening or inappropriate behaviour experienced during the delivery of services.

Feedback and Complaints

If there are any problems with the service our local office will be happy to provide support. Alternatively contact our NDIS Relationship Manager at Head Office in Victoria.

If you have a complaint that you would prefer to discuss directly with someone at the NDIS Commission, you can call them on 1800 035 544 or visit www.ndiscommission.gov.au for more information.

Glossary

"Clinician" means a member of Empower Healthcare that provides services to a participant.

"Participant" means the recipient of care services.

"Referrer" means the individual or organisation that has completed a referral form requesting services for a participant.

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