

Early Start Australia – Service Terms and Conditions

Thank you for choosing Early Start Australia (ESA). This document explains how our services work and what to expect. Please read it carefully and contact us if you have any questions.

Payment for Services

You are required to pay for the services you receive. Payment is processed after each appointment.

Fees

Our fees vary depending on the type of service provided and where the therapist is based.

- Occupational Therapy: \$193.99;
- Speech Pathology: \$193.99;
- Dietetics: \$183.98-193.99
- Allied Health Assistant: \$86.79
- Physiotherapy: \$183.98-\$224.62;
- Psychology: \$252.99
- Provisional Psychology: \$156.16

How Payment Works

- **NDIA MANAGED:** we claim payment from the NDIA after the service is provided. If your NDIS Plan is a PACE plan, you can endorse us as a provider using our NDIS provider number: 4050018967
- **PLAN MANAGED FUNDING:** We send invoices to your plan manager for payment.
- **SELF-MANAGED NDIS, MEDICARE, OR PRIVATE CLIENTS:** Payment is made after your appointment. This may be processed automatically through Westpac PayWay or another agreed payment method.

Important Payment Information

- We confirm that services were approved and delivered before processing payment.
- Payment should be made on the day of service, unless other arrangements have been made
- Services may be paused if an invoice remains unpaid for more than 14 days.
- If you are having trouble paying, please contact us as soon as you can
- You must make sure your NDIS plan has enough funding
- If your NDIS plan changes or funds are no longer available, you must notify us immediately. If there is no funding available, you will be required to pay privately.
- We will clearly advise you if GST applies to any payment.

Your Rights

You have the right to:

- Be involved in planning and making decisions about your services
- Receive safe, high-quality services
- Be treated with dignity, care, and respect
- Receive clear and timely communication
- End services at any time in line with notice requirements
- Have your personal information kept private, unless you agree or the law requires us to share it.
- Raise concerns or make a complaint about our services
- Have your beliefs, values, and culture respected, and have an interpreter if you need one

Your Responsibilities

You agree to:

- Tell us if your NDIS plan changes or you stop using NDIS funding
- Inform us of any changes that may affect your therapy, such as medication or health changes
- Keep your contact details up to date
- Let us know about changes to family or care arrangements
- Tell us before receiving the same therapy from another provider
- Treat staff and other clients politely and respectfully
- Advise us of any safety risks for therapists visiting your home
- Pay invoices on time

- Provide notice if you need to cancel or reschedule an appointment
- Tell us if you are unwell so we can adjust the service and reduce the risk of illness spreading
- Be considerate of others in waiting areas
- Tell us if an advocate or support person will be involved in your therapy
- Not use ESA offices for custody exchanges

Our Responsibilities

We will:

- Clearly explain the services we provide
- Work collaboratively with you when planning services
- Include advocates or support people with your permission
- Respond to concerns and try to resolve issues promptly
- Treat you with respect at all times
- Inform you of changes to services, such as a different therapist
- Provide clear invoices and records of services delivered
- Keep accurate, secure records and protect your privacy
- Help you understand these service terms
- Report risks, harm, or abuse when required by law
- Deliver services in line with all relevant laws and standards
- Obtain consent before providing physical assistance
- Use positive behaviour support approaches where required
- Not provide court reports, legal advice, or custody-related documentation

Making Changes to Services

Clients:

- Talk to your therapist if you would like changes to your services
- Provide two weeks' notice if you wish to end services, unless there is a serious issue.

ESA:

- Discuss any required changes with you
- Provide documents to support service changes
- Give two weeks' notice if services are ending, unless there is a serious issue
- Suspend or end services if there is a serious safety risk

Appointments and Cancellations

- Travel fees may apply when therapists visit locations such as homes or schools
- We aim to continue services during emergencies, including through telehealth when possible
- If you miss an appointment or cancel at short notice, you may be charged the full fee. [Missed appointments, cancellations and infection control statement](#)
- Appointments can be cancelled by calling 1300 372 439
- Safety and Emergencies
- ESA does not provide crisis services. In an emergency, please contact:
 - Emergency services (000)
 - Lifeline: 13 11 14
 - Kids Helpline: 1800 551 800
 - Beyond Blue: 1300 224 636
 - Your GP

Feedback and Complaints

We welcome feedback and complaints as an opportunity to improve our services. You can:

- Speak directly with your therapist
- Contact your clinic manager
- Complete a feedback survey
- Submit feedback online: <https://ncv.microsoft.com/wkSM1yi57B>
- Email feedback@earlystartaustralia.com.au
- Contact the NDIS Quality and Safeguards Commission if needed by calling 1800 035 544 or using their online complaint form - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Other Important Information

- Appointment times include planning and note writing, which are required by law
- Talking to others involved in your care may use some of your appointment time.
- If you arrive late, you can use the remaining appointment time only
- Longer appointments must be agreed to in advance and will cost more
- If you have any questions about these terms, please contact your local ESA clinic.