

## Terms and Conditions of Our Service

Welcome to Tuned In Music Therapy. We look forward to working with you to help you meet your therapy goals.

Our terms and conditions provide essential operational information and outline our fees for music therapy services as of July 2024.

### Provider Responsibilities: Tuned In Music Therapy agrees to:

- treat the Participant with courtesy and respect and ensure you are not harmed, physically or emotionally through our service provision. We are an inclusive practice and adhere to policies to ensure equity and fair practice to all of our participants. Our policies can be found [here](#).
- consult with you on decisions about how your service is provided
- provide open and clear communication with you via your preferred method. Feedback and complaints can be made in person or via email info@tunedinmusictherapy.com.
- where possible, endeavour to give the Participant 48 hours notice if the Provider has to change a scheduled appointment
- protect the Participant's privacy and confidential information.
- adhere to evidence-based and neuro-affirming practice in the delivery of our therapeutic services.
- adhere to NSW health guidelines including COVID policies and infection control procedures.

### Participants and their representatives are kindly asked to:

- inform the Provider about how they wish the supports to be delivered to meet the Participant's needs
- communicate with the provider if they have any concerns regarding service provision
- give the Provider 48 hours' notice if the Participant cannot make a scheduled appointment. If notice is not provided within this timeframe, the Provider's cancellation policy will apply which is currently a full charge for the session time. This notice period allows us to schedule another participant to your appointment so ensuring that your therapist has work and revenue available to them.
- let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a participant in the NDIS.
- not attend the clinic if you or your child are unwell. You can opt to have your session conducted online via telehealth OR if too unwell to attend, you can cancel your session.

- where possible, provide 24 hours notice to change from in-person to online services and vice versa so that your therapist can prepare program content accordingly.

## Changes to terms and conditions

If changes to the supports or their delivery are required, the Parties agree to discuss and review these terms and conditions. The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

## Ending your service of music therapy

Should either Party wish to end this Service Agreement they must give **14 days notice** verbally or in writing. A cancellation fee will apply should less notice be given. The provider can be contacted at [anita@tunedinmusictherapy.com](mailto:anita@tunedinmusictherapy.com) or 0416 102 393.

## Schedule of supports

Tuned In Music Therapy is a registered NDIS provider (NDIS provider number: 4050012084). Registration group "Therapeutic Supports and Innovative Social and Community Participation". Both registration groups are listed under Capacity Building Supports, Improved Daily Living.

Services will be billed for direct and indirect work completed as detailed below. Indirect services relates to program evaluation necessary for your therapist to determine progress and program design to achieve your goals.

Tuned In Music Therapy can provide a summary of the service at the request of the participant at any time. Services are billed as follows

Music Therapy Service	Fee
<b>40 minutes</b> - 30mins direct service and 10mins indirect service	<b>\$129.25</b> per session (inc. GST)
<b>50 minutes</b> - 40mins direct service and 10mins indirect service	<b>\$161.65</b> per session (inc. GST)
<b>60 minutes</b> - 50mins direct service and 10mins indirect service	<b>\$193.99</b> per session (inc. GST)
Liaison with Allied Health professionals and <b>only as agreed with the participant or family representative</b> to inform the program goals	\$193.99 per hour (pro rata for time allocated)
Preparation of therapy goals and music therapy plan report	\$193.99 per hour (pro rata up to max 1hr charge)
NDIS progress report	\$193.99 per hour (pro rata up to max 2hr charge)

*Prices will be reviewed in line with NDIS changes and will reflect NDIS price changes as they occur.*

## How will the support be provided

Music therapy supports the progress of life goals through live, active musical play. This can involve instrumental play, singing, music and movement and the use of music technology and songwriting. Receptive music therapy techniques involving the use of playlists and other listening approaches

may also be included depending on program goals and participant needs.

Specific music therapy goals and strategies will be documented to support your NDIS plan goals. These will be communicated to you as your program progresses. Program goals and objectives will be formally outlined in writing by your music therapist after 5 sessions from the commencement of your program and progress notes recorded on our internal system abiding by our privacy and confidentiality policy. A formal report of therapy goals and your therapy plan are billed as per the table on page 2 and available to you upon your request. You can request file notes of each session should you wish to review these and periodically, your therapist will provide formal written updates.

## Accreditation

Your music therapist has insurance relevant to their role and is formally accredited as a Registered Music Therapist by the Australian Music Therapy Association.

This means your therapist is bound by a code of ethics relating to the delivery of your service and is required to continue professional development in their role.

Tuned in Music Therapy is an NDIS-registered provider. Provider Number 4050012084. We recently passed our audit confirming our NDIS registration. Our next audit is due in 2026. Our policies and procedures are linked on page 1 of these terms and conditions and can be made available to you should you wish to seek further clarification regarding our service delivery.

## Work Health and Safety and Risk mitigation

Work health and safety policies and workers' compensation are in place for all of the Tuned in Music Therapy team. We also have required insurance to operate as allied health professionals. We have a policy for operating with due care for the health and safety of our team and participants.

Incident forms and complaint forms are available [here](#) and you can share your feedback, positive or complaint, via our website page <https://www.tunedinmusictherapy.com/contact>.

Tuned In Music Therapy operates from the Kite Centre which is a disability and dementia-friendly facility. Accessible parking and facilities are available.

Thank you for booking your music therapy with us.

### Signature of Provider:

Anita Connell



Date: July 2024