

Rookery Road Service Agreement

About this Agreement

This Service Agreement is a formal agreement between the client (or caregiver/family) and Rookery Road Pty Ltd, outlining the services we provide and ensuring a shared understanding of expectations. This agreement will continue to roll over each 12-month period unless there is a change to your service needs or to the services provided by Rookery Road.

Provider Details

Rookery Road Pty Ltd, - 29 Hope Street, Spotswood VIC 3015 - **ABN:** 77 626 755 075

Please Note: Rookery Road Pty Ltd is not an NDIS-registered provider; however, we are able to provide services to NDIS participants who are self-managed or plan-managed.

Please read this Service Agreement and 2026 Fee Schedule in full.

By completing the **online acknowledgement form**, you confirm that you have read, understood, and agree to these terms.

Responsibilities

Rookery Road Responsibilities

We commit to:

- Providing services aligned with the client's goals and needs.
- Being open, honest, and respectful in all interactions.
- Adopting a client- and family-centred approach.
- Consulting with the client on how and when support is provided.
- Communicating clearly and promptly.
- Protecting client privacy and confidentiality; any information shared with professionals will be done only with written consent.
- Maintaining accurate records of support provided.
- Ensuring all staff maintain up-to-date registrations and adhere to Rookery Road Policies and Procedures.

Client Responsibilities

Clients and their caregiver/families are asked to:

- Inform Rookery Road of the support they are seeking.
- Treat all staff with courtesy and respect.
- Abide by the Rookery Road Illness/Infection Policy and not attend in-person sessions when unwell.
- Work collaboratively and communicate openly with Rookery Road.
- Notify Rookery Road of any concerns or suggestions about the service provided.
- Be aware of and follow the Rookery Road cancellation policy.

Service & Pricing Information

Please refer to the Fee Schedule for detailed pricing. Our services include sharing progress notes after each session, and session planning and resourcing.

Invoicing

- Invoices for regular sessions are sent out on a quarterly basis. Full payment is due two weeks prior to the commencement of the following term.
- Invoices for other services are sent out once appointments have been confirmed and are payable within 7 days or no later than 48 hours before the appointment.
- Unfortunately, we are unable to split invoices between multiple invoice recipients. The entire invoice will be sent to both invoice recipients. It is the parent's responsibility to organise for their portion to be paid by the due date.
- The details of invoices and the status of the account can be viewed through your student portal.
- It is the parent's responsibility to ensure that all account payments remain up to date. Rookery Road will seek payment from the parent who has accepted the terms of this Service Agreement if other parties fail to do so.

Travel

- Travel for off-site sessions is billed in 15-minute blocks at \$0.88 per km, including travel time.
- NDIS Plan-Managed participants can claim up to 50% of travel expenses; the remainder is billed privately.
- NDIS Self-Managed participants can choose to claim 50% or pay the full travel amount.

Payments

- Clients are invoiced for the term in advance for regular sessions. Our pricing is based on attendance for the 10-week term, with the aim to be a lower regular cost.
- Payments are to be made by clicking the pay invoice button on the invoice. This takes you to a secure payment portal via Tutorbird.
- Payments can be made by credit card (surcharges apply) or bank account direct debit. There are no surcharges for bank account payments. *However, at this time bank account payments are currently limited to \$1,500 per transaction due to our payment provider's limits.* *(A request to increase the bank-transfer limit has been submitted to our payment provider.)*
- You are still liable for student cancelled sessions, even where notice is given. Make-up classes are not charged.
- Payment plans can be arranged by emailing accounts@rookeryroad.com.au before the invoice due date.
- Payment plans require your bank account details to be entered into the student portal of Tutorbird. Payments will be debited as agreed from the account details provided.
- Please note that all payment plans require that the terms fees be fully paid up by week 9 of the term.
- Clients booking Ad Hoc sessions (i.e. sessions less than a term) will need to enter payment details into our secure invoicing system, Tutorbird. Payments for Ad Hoc Sessions will be deducted from the accounts once the cancellation period (24 hours prior to the appointment) has passed.

Overdue Invoices

- Rookery Road may pause upcoming sessions until accounts are up to date.
- If you experience difficulty with payments, please contact accounts@rookeryroad.com.au to discuss options.
- Persistent unpaid invoices may be referred to a collection agency.

NDIS General Notice

Rookery Road is not an NDIS-registered provider. We can support self-managed and plan-managed participants but cannot invoice the NDIA directly. As a result, we are unable to advise whether our services can be claimed through your NDIS plan. By agreeing to engage Rookery Road's services, you accept private responsibility for the total fees payable to Rookery Road, regardless of any NDIS funding arrangements.

- **NDIS Self-Managed Clients**

For self-managed clients, we are happy to be advised on any additional information you require on your invoices to facilitate your claims. Please note that these requests for additional information need to be emailed to accounts@rookeryroad.com.au and clearly state the information required. The invoicing will be on a weekly basis and must be paid within 7 days of the services being provided.

- **NDIS Plan Managed**

For plan-managed clients it is important that the invoicing requirements are determined prior to the commencement of the services. This includes rates, codes and any other details that are needed to facilitate the claim. We strongly recommend that you discuss your individual requirements with your NDIS plan manager/local area coordinator for any specific details around invoicing.

NB: As we are not a NDIS provider please note that you will be responsible for making payments for any fees should your plan manager not approve your payment or if your funds run out.

Attendance, Cancellations & Make-Up Sessions

We aim to be flexible and understanding; however, to maintain fairness and service quality:

- Notification: Please communicate cancellations or rescheduling as early as possible.
- Late Cancellations / Missed Appointments: Cancellations with less than 24 hours' notice, or missed sessions, incur the standard session fee.
- Make-Up Sessions:
 - Available for 1:1 sessions only, limited to one per term with at least 24 hours' notice.
 - Not available for group or pair sessions.
 - One camp-related make-up session per year may be arranged with prior notice.
 - Make-up sessions are scheduled during school holidays and subject to educator availability.
- If an educator cancels, a rescheduled session will be offered at a mutually agreed time.

Illness/Infection Policy

- Clients must not attend in-person sessions if unwell (e.g., fever, cough, sore throat, vomiting, diarrhoea, or other contagious illnesses).
- Where appropriate, clients may convert face-to-face sessions to online sessions.
- If online sessions are not suitable, educators may use the scheduled time for planning, reporting, or communications.
- Standard cancellation policies apply to illness-related absences if less than 24 hours' notice is provided.

Communication & Parent Involvement

Open communication is key to progress. We aim to respond to messages within five business days (excluding weekends and public holidays). Urgent concerns should be marked as 'Urgent' in the subject line.

Ongoing Communication Includes:

- Weekly session summaries via Tutorbird. Parents may forward summaries to schools.
- Biannual Planning and Review Sessions (online) provide structured feedback and goal setting, held at the start of each semester. These sessions are 1:1 between the educator and client's family, and will be invoiced as a 1:1 session at your therapist's individual session rate. These planning and review sessions are held in January and July each year.

Student Expectations & On-Site Conduct

- Arrive on time for sessions; late pickups may incur additional fees.
- Online sessions: ensure devices are charged and materials ready.
- Rookery Road is a safe, inclusive space; respectful behaviour is expected.

Health & Safety

- Nut-free environment; please do not bring nuts.
- Medical updates must be emailed to info@rookeryroad.com.au.
- Medication is not administered on-site, except for student-provided Ventolin or EpiPens in emergencies.
- Please provide an up-to-date Medical Action Plan if applicable.
- All staff hold current Working with Children Checks and comply with the Victorian Child Safe Standards (2022).

Privacy, Photography & Social Media

- All personal information is stored securely and shared only with explicit parental consent.
- Photos/videos for progress tracking may be shared privately with families.
- Social media posts never include full names or personal details.
- Recipients may opt out of marketing communications at any time by selecting **unsubscribe** within our emails or by unfollowing Rookery Road's social media accounts.

Mochii the Dog

Our mini Spoodle, Mochii, is a friendly companion often on site. If you prefer not to interact, please inform your educator, and we will accommodate.

Acknowledgements & Agreements

By enrolling at Rookery Road, you confirm:

- You understand and agree to all financial commitments and terms outlined in this Agreement.
- You support your child's participation in the program and recommended activities.
- You provide relevant medical and educational documentation.
- You follow the nut-free policy.
- You understand that medication (except Ventolin/Epipen) will not be administered.
- Sessions outside Rookery Road HQ are covered under Rookery Road public liability insurance.
- You will update contact and medical details as necessary.

Cancelling This Agreement

To cancel automatic rebooking, notify your educator before the last day of the current term. Late cancellation will incur 50% of the next term's fees.

Complaints

If you are unhappy with our service, please contact the Admin Team at info@rookeryroad.com.