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Lilley Place NDIS Policy

- Lilley Place is NOT a registered NDIS provider, and the majority of our work is with other schemes. As such, Lilley Place will endeavour to remain up-to-date with NDIS changes at an individual and policy level. However, we highly recommend that your NDIA contacts, support coordinators and/or plan managers be utilised as your best sources of information regarding your plan and how it can be utilised in your individual case.
- Due to recent and expected changes in how the scheme operates, we will work to the best of our knowledge and ability to remain compliant with any NDIS changes as we understand them, even if they supersede previous agreements and recommendations (for example, if a service in your Service Agreement is no longer eligible or a support we have recommended is no longer funded). We will work in good faith with the Lilley Place community to navigate changes collaboratively and with the best interests of participants in mind.
- We highly recommend having a signed Service Agreement on file, as this sets out the extra rights and responsibilities of service providers and participants alongside our fee schedule. All other consent forms, policies and procedures of Lilley Place remain applicable. If participants or their nominated person opt not to sign the Service Agreement when it is emailed through to them, agreement to be charged under NDIS billing rules is considered implied by their continued attendance to sessions. This includes applicable administrative time, travel time and cancellation fees.
- For plan-managed participants, it is our standard practice to charge 15 minutes of administrative (non face-to-face) time per hour of clinical session. This is to allow for best-practice administrative procedures clinicians complete such as treatment planning, formulating, researching, finalising notes etc.
- For self-managed NDIS participants, the clinician's regular session fee applies, this fee takes into account administrative time.
- Further administrative time may apply for out-of-session tasks required to manage your case and provide good clinical oversight, or to complete support letters or other requests. Larger tasks or requests will be discussed with you prior to invoicing.
- Participants can choose whether to provide their NDIS plans. As a minimum, we require the plan dates and plan goals to ensure we are providing services that are goal-aligned, within funding dates and compliant with reasonable and necessary criteria.
- Mental Health Services under NDIS are not a replacement for other schemes such as Medicare. NDIA has recently set specific restrictions on what kinds of services can be funded under a NDIS session. They have been specific that they do not fund psychology as therapy or clinical treatment to address symptoms of mental health conditions. Further information about mental health on the NDIS can be found [here](#). Lilley Place will continue to work with the NDIA and clients to follow these guidelines as we understand them.