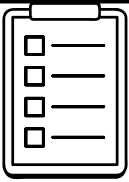


Our Client Commitment



At Mindful Beings, we focus on collaboration, support, and care.



This guide outlines what you can expect from us
and
what we'll need from you and your support team.

Things you can expect from us



Provide a Service Agreement to sign at your first appointment.



Invoice you after each therapy session.



Explain any non-face-to-face activities before invoicing
and seek your permission.

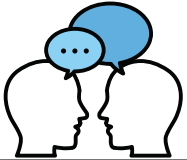
Things you can expect from us



Collect only therapy-related personal details.
Provide security to information collected.



Offer services in your chosen environment/community.



Clearly communicate our therapy approach.



Collaborate with you and support team on goals and therapy plans.



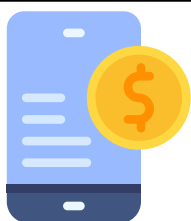
Document and share progress notes within 48 hours.



Send a reminder via SMS 24 hours before your appointment.



Notify you of any changes to your appointment.



Charge the full fee for cancellations less than 48 hours in advance.
Travel will be excluded from billing if cancelled prior to driving.

Things you can expect from us



Transparent about travel charges.
Minimise travel costs where possible.



We promise a response within 48 hours by text or phone on
Monday - Friday

Things we expect from you



Provide accurate, up-to-date information for better support.



Respect and show courtesy to our team.



Attend sessions fully committed and engaged.

Things we expect from you



Cancel appointments at least 48 hours in advance.
Contact us at 0412 745 015 to notify.



Some non-face-to-face activities are billable:

- Multidisciplinary meetings
- Therapy planning
- Email & Phone Liaison
- Letter & Report writing
- Creating support resources



Understand that Travel costs are billed at the therapist's hourly rate divided by travel time.

For Example:

\$193.99 is the hourly rate

$\$193.99 / 2$ (30 minutes) = \$96.995