

How we will work together

No matter your age—whether you're a child, teenager, or adult—Mindful Beings is committed to assisting you and your family in pursuing fulfilling and joyful lives. This document outlines our collaborative approach to providing top-notch OT services.

Our Approach to Service Delivery

We believe in optimising the value of your NDIS therapy funding by extending services to your preferred location for holistic support in adapting routines, building confidence, and integrating new skills. This approach aims to assist you in implementing changes across various environments, adapting your daily routine to practice new skills, and ultimately helping you to build confidence and achieve your full potential.

Therapy and Associated Costs

To ensure transparency, we'll provide a detailed Service Agreement outlining all associated therapy costs during your initial consultation. This agreement requires your signature before starting therapy sessions.

Cost	Details
Face-to-Face Support	<p>Our team provide personalised support directly to your everyday environments. This enables our team to assess your specific needs and challenges within the context of your various environments. Together, you'll collaboratively develop a tailored intervention plan to tackle specific obstacles you face in different settings, empowering you to participate more successfully in the activities you need, want, and have to do (occupations!).</p>
Non - Face-to-Face Support	<p>In addition to your therapy sessions, there may be times when reports are needed to support your NDIS plan or applications for low, mid, or high-cost items. We also offer non-face-to-face support, such as phone consultations, note-taking after sessions, liaison with other professionals, and report writing. All non-face-to-face support is directly linked to achieving your goals and is charged at the service agreement rate.</p>
Travel	<p>Mindful Beings minimises travel costs by coordinating and prioritising grouped sessions in your area. We only charge for the therapist's time spent travelling, not mileage. This reduces your overall cost and sets us apart from competitors who charge per kilometre in addition to time.</p>

Service Agreements

To comply with NDIS regulations, you'll receive a service agreement during your initial consultation. This agreement outlines:

- **Your NDIS plan dates and service agreement validity period.**
- **Estimated session costs, including travel (if applicable).**
- **Confirmation of our mobile therapy services.**
- **The portion of your NDIS funding allocated to our services.**
- **Cancellation policy details.**

Review and signing of the agreement is compulsory before starting your second therapy session.

Appointments & Reminders

We prioritise scheduling appointments that fit your life. We offer mobile therapy, so sessions can be held wherever you are comfortable.

- We send a courtesy SMS reminder 24 hours before appointments. However, we recommend utilising a personal calendar or reminder system to ensure you don't miss sessions. We can assist you with setting this up during your initial consultation.

Cancellations

- Cancellations with at least 48 hours' notice incur no fees.
- Cancellations within 48 hours may be charged at the session rate (minus travel fees).
- If you miss a scheduled appointment without notice, the therapist will wait 10 minutes at the appointment location after calling you before leaving. You will be charged the full session fee, including travel.

In the event of a cancellation by you with less than 48 hours' notice:

- We can attempt to reschedule within the same week (subject to therapist availability).
- If rescheduling isn't possible, the therapist will use this time for tasks related to your therapy, such as report writing or preparing resources for you.

Ceasing Therapy

While we value your time with Mindful Beings, we understand that circumstances may change. If you decide to discontinue therapy services, a two-week notice is appreciated.

Rescheduling

Please contact us promptly if you need to reschedule your appointment. We will do the same if we need to change your session time. We'll give you as much notice as possible and work with you to find a new suitable time.

Your Personal Information

Personal Information

- We consider information that identifies you (name, address, phone number, date of birth) and details about your health and disability (participant number, medical history, disability history, professional assessments, past/current support services) to be personal.
- Mindful Beings gathers this information from you, those familiar with your situation, and your current health providers.
- We only collect what's directly beneficial for your therapy, report writing, achieving your goals, and ensuring your safety.

Confidentiality

- We understand the importance of family dynamics. While we require current information about parents, guardians, and carers, you can discuss any confidential family matters directly with our Practice Manager.

Privacy Policy

- For detailed information on how we collect and manage your personal data, please refer to our Privacy Policy.