



Mindful Beings upholds NDIS principles, fostering independence and social participation for individuals with disabilities. Our collaborative, client-centred, and evidence-based approach, aligned with industry standards, prioritises your choice and control to maximise our journey together!

## Sessions



- **Therapy session length:** 50 minutes face-to-face or Telehealth.
- **Therapist notes:** 10 minutes is allocated to generate a summary progress note which will be sent to you via email for communication, collaboration & homework.
- **Total billable time:** 60 minutes (includes session time and therapist note)

## Travel



The travel time fee will be determined based on the distance between your preferred session location and our office. This fee will be calculated at the therapist's standard hourly rate and will be clearly outlined in your service agreement before scheduling begins.

## Indirect Time



In addition to our sessions, we provide comprehensive care, including assessment review, goal setting, research, reports, and stakeholder collaboration. These services ensure focused, personalised therapy and are billed separately at the NDIS standard rate.

## Cancellations



- **Advance Notice Appreciated:** We kindly request a minimum of 48 hours' notice for appointment cancellations. If possible, even greater notice is appreciated.
- **Cancellations made within 48 hours** of your appointment will be subject to a session fee. However, if no travel costs were incurred, the travel fee will be waived.
- **Same Day or No-Show:** Cancellations on the same day or no-shows will result in a full session fee charge, including any travel expenses we incur.

## Service Agreement



Your Service Agreement outlines your rights and responsibilities as a client, along with our commitment to high-quality care. You'll receive a copy during your initial consultation and again for new plans. To ensure a smooth start, a review and signature is required before your following therapy session. Don't hesitate to discuss any unclear points; your complete understanding is our priority.

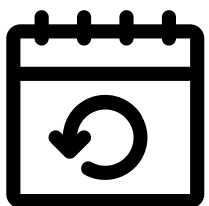
## Appointment Reminders



We prioritise scheduling appointments that fit your lifestyle and schedule. We offer mobile therapy, so sessions can be held wherever you are most comfortable, whilst enhancing transferable skills.

- 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 if helpful!

## Rescheduling



### Need to Reschedule?

We understand that life happens!

If you need to reschedule your appointment, please let us know at least 48 hours beforehand to avoid fees. You can easily reach us by calling or texting our team at 0412 745 015.

**Empowering independence,  
delivered where you need us most!**

