

How We Work Together



This document explains our collaborative Occupational Therapy services.

Our services are offered in any environment

Some examples are:



- home

- workplace

- school

- recreational spaces

- Beach

- Shopping Centre

Appointments, Therapy and Associated Costs



All face-to-face and non-face to face billing will directly support the achievement of your goals.



Reports need to be completed from time to time and will be billed at the therapist's rate.



Travel costs for each session will be agreed on in the initial telehealth consultation



We send a courtesy SMS appointment reminder 24 hours before your appointment.

What Is In Our Service Agreement



Your NDIS plan dates.



The date of the agreement and its expiry.



The estimated cost of the sessions, including any travel expenses.



The legality of our provision of mobile services.



Our Cancellation Policy

Cancellations, Ceasing Therapy and Rescheduling



48 hours notice on cancellations will not be charged



Cancellations made within 48 hours will be charged.

The travel will not be charged.

Time can still be used as indirect time.



No-shows to sessions after 10 minutes will be charged the full fee including travel.

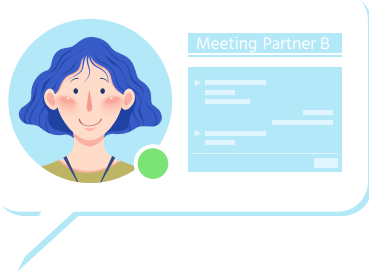


We require two weeks' notice for ending sessions.



To reschedule your appointment, please get in touch with us at your earliest convenience.

Gathering Your Personal Information



We gather your

- Name
- Address
- Telephone number
- Date of birth



Health and disability details

- Participant number
- Medical history
- Disability history



- Professional opinions
- Past and current supports
- Past and current services

How We Use This Information



- Planning therapy



- Report writing



- Assisting in goal achievement



- Ensuring safety