







# Our Client Commitment

We're excited to help you unlock your potential and boost your skills and confidence in everyday life. This document outlines what you can expect from us, embodying the Mindful Beings approach to collaboration, support, and care.

We're committed to making your experience fulfilling and empowering. If you have any questions or need more information, feel free to reach out.

**We're here to support you on your journey to greater independence and well-being.**

| Here's how we'll support you on your journey  |   | To work together effectively, here's what we'll need from you   |
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| <b>ABOUT YOU</b><br>                       | <ul style="list-style-type: none"> <li>• <b>We respect your privacy.</b> We only collect personal information directly related to your therapy sessions.</li> <li>• <b>Your information is safe with us.</b> We take strong measures to keep your details confidential and secure.</li> </ul>   | <ul style="list-style-type: none"> <li>• To help us support you the best we can, please provide us with accurate and up-to-date information.</li> </ul>   |
| <b>ABOUT HOW WE DELIVER SERVICES</b><br> | <ul style="list-style-type: none"> <li>• <b>Therapy on Your Terms:</b> We bring therapy to you, wherever you feel most comfortable – at home, work, or in the community.</li> <li>• <b>Fully Focused on You:</b> You'll receive our undivided attention and commitment during every session.</li> <li>• <b>Working Together:</b> We'll listen to you, your family, and your support network to create a therapy plan that works best for you.</li> <li>• <b>Shared Decisions:</b> We'll explain our approach to therapy and involve you in every step of the way.</li> <li>• <b>Goal-Oriented Therapy:</b> We'll collaborate with you to set goals and develop a personalised plan to help you achieve them.</li> <li>• <b>Keeping You Informed:</b> You'll receive clear and easy-to-understand progress notes within 48 hours of each session.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Mutual Respect:</b> We value a respectful and courteous environment for everyone involved.</li> <li>• <b>Active Participation:</b> To get the most out of therapy, we encourage your active participation and commitment during sessions.</li> <li>• <b>Safe Space for Children:</b> For sessions involving children, a responsible adult, carer, or guardian is encouraged to attend to support implementation of therapy goals and to ensure a safe environment.</li> </ul> |
| <b>CHARGING FOR TRAVEL COSTS</b><br>      | <ul style="list-style-type: none"> <li>• <b>Transparent and Affordable Therapy:</b> We'll be upfront about any travel costs associated with your sessions and do our best to minimise them whenever possible. This ensures therapy remains affordable and accessible for you.</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Mobile Therapy Considerations:</b> As we provide mobile therapy services, there will be a travel fee. This fee will be for face-to-face intervention. clearly outlined in your service agreement and calculated based on the therapist's hourly rate prorated for travel duration.</li> </ul>   |

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| <p><b>YOUR SERVICE AGREEMENT</b></p>  | <ul style="list-style-type: none"> <li>• <b>Understanding Your Therapy Costs:</b> We'll provide a service agreement outlining all costs at your initial appointment.</li> <li>• <b>Simple Invoicing:</b> You'll receive invoices only after each completed therapy session.</li> <li>• <b>Clear Communication on Additional Services:</b> We'll always explain any non-face-to-face activities needed (like reports) and obtain your consent before completing them.</li> <li>• <b>Staying on Budget:</b> We'll track your NDIS therapy budget allocation and consult with you before your plan ends to discuss ongoing therapy needs and reports.</li> </ul> | <p><b>Please be aware that certain non-face-to-face tasks may be billable, including:</b></p> <ul style="list-style-type: none"> <li>• Multidisciplinary meetings</li> <li>• Therapy planning</li> <li>• Letter writing</li> <li>• Report writing</li> <li>• Note writing</li> <li>• Email liaison</li> <li>• Developing crucial resources to support your goals.</li> </ul> |
| <p><b>YOUR APPOINTMENTS</b></p>     | <ul style="list-style-type: none"> <li>• <b>Scheduling:</b> We work with you to schedule appointments that fit your needs and goals.</li> <li>• <b>Notice:</b> We'll contact you promptly if we need to reschedule, send you a reminder 24 hours beforehand, and follow our cancellation policy.</li> </ul> <p>Cancellation details are available in "How Mindful Beings Works With You" or our Service Agreements.</p>   | <p><b>Need to Reschedule?</b><br/>We understand that life happens!</p> <p>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.</p>   |
| <p><b>PROVIDING FEEDBACK</b></p>    | <ul style="list-style-type: none"> <li>• <b>Your Voice Matters:</b> We value your feedback and encourage you to share it with us at any time. We'll document your feedback and get back to you within 48 hours to discuss your concerns, explore potential solutions, and continuously improve our services.</li> </ul>   | <p><b>We ask that you:</b></p> <ul style="list-style-type: none"> <li>• <b>Share Your Thoughts:</b> We value your honest feedback, both positive and negative.</li> </ul>  |