



Our Terms Of Service



Terms of Service

Our Terms of Service outline how we provide services. It includes our rights and responsibilities as a service provider, and your rights and responsibilities as a customer.

These form part of the agreement with Therapy Focus. Failure to meet your responsibilities as listed in the Terms of Service may result in withdrawal of services.

Please note: Our Terms of Service are subject to change. We will provide four weeks' notice before any changes take effect.

If you have any questions, please contact us on **1300 135 373**.

Rights and Responsibilities

What you can expect from Therapy Focus, and what we ask of you.

We will:

- Involve you in decisions about your life
- Make sure you have all the information you need
- Develop a therapy plan with you and the people who are important to you
- Keep a record of therapy and other supports we provide
- Ask for your feedback and work with your ideas
- Help you participate in the community
- Help you achieve more independence
- Promote safe work practices and environments
- Make sure all therapists are qualified and attend regular training

- Respect your privacy and make sure your information is protected
- Follow the NDIS Practice Standards that ensure services are high quality

You can:

- Receive services when and where you need them
- Stop receiving services when you like
- Expect therapists to be respectful and considerate
- Request an interpreter or translator if you need one
- Access your personal information, therapy plan and notes when you like
- Provide feedback at any time

We ask you to:

- Work together with your therapy team
- Be respectful of your therapy team
- Be considerate of other customers in therapy groups and activities
- Respect Therapy Focus property and resources
- Provide information about any health conditions you have
- Let us know if you need to change or cancel an appointment

Please note: As part of service delivery, our therapists might refer you to other service providers for support to achieve your goals. This can include assistive technology suppliers, advocacy agencies and Government bodies. In these instances Therapy Focus is not responsible for the quality of products or services provided.

Charges

Please note that our pricing is subject to change. We will provide four weeks' notice for any changes that affect you.

You can view our current pricing and hourly rates on our website at therapyfocus.org.au/pricing. Or you can request a hard copy from your key worker or therapy team.

We charge for the following activities:

- All appointments with your therapy team. If there is more than one therapist at an appointment, you will be charged for each therapist. We will discuss who attends appointments with you.
- Working with the people in your life to make sure therapy happens in everyday situations.
- Talking with you in person, by phone, text message and email.
- Travel to the locations where you want to receive therapy (more info on page 6).
- Time spent preparing for your therapy sessions and appointments.
- Helping you with assistive technology.
- Completing assessments and reports.
- Creating resources that help you achieve your goals.

- Your therapy team working together to provide therapy and help you achieve your goals.
- Writing a Therapy Service Plan and a Therapy Service Summary.
- Going to your home, school or workplace to check that everyone is safe to work there.
- Completing mandatory reports required by professional bodies under our duty of care.
- Writing notes after an appointment or phone call. We charge up to 10 minutes and will only do this if we don't have time to write notes during an appointment.

We don't charge for the following activities:

- Booking appointments with you.
- Setting up NDIS services, including completing Service Agreement and creating service bookings.
- Completing invoices and payments.
- Therapists or students who attend appointments for learning purposes.

Travel

We provide therapy in the locations where you want to receive it. This can include your home, school, workplace and in community settings.

We charge 85 cents per kilometre and the time it takes for your therapist to travel to and from an appointment from their regular place of work.

Please note that therapists delivering specialist services may charge travel from a different office location to your usual therapy team.

Where possible, we book appointments with other customers in your area on the same day to reduce travel costs.

You can also choose to come into one of our offices, or receive therapy online via teletherapy to reduce travel costs. You can find an office near you by visiting therapyfocus.org.au/locations.



Travel in Perth and regional areas:

- The maximum we charge for travel per appointment in the Perth metropolitan area and some regional centres is 30 minutes each way.
- The maximum we charge for travel per appointment in regional areas is 60 minutes each way.

Travel in rural and remote areas:

- If we have an office in your area, the maximum we will charge for travel per appointment is 60 minutes each way.
- If we don't have an office in your area and it will take more than two hours for your therapist to travel to and from an appointment, we will discuss this with you and provide a quote.

Travel times are determined by geographical areas in the Modified Monash Model (MMM), which is used in NDIS Pricing Arrangements.

A map of the MMM areas can be found on the Department of Health DoctorConnect website (health.gov.au/resources/apps-and-tools/health-workforce-locator), which provides a tool to look up the MMM area for particular locations.

Cancellations

If you need to change or cancel an appointment, we ask that you provide two days' notice, and let us know within regular business hours.

For example, if your appointment is at 9am on a Monday, you need to let us know by 9am the Thursday before.

To cancel or change an appointment, please call our Customer Liaison Team on **1300 135 373** during business hours. Please do not contact your therapist directly, as they may not receive your message in time.

If you miss an appointment or cancel within two business days, we will charge you the full cost of your appointment. This includes travel.

If you cancel often we will discuss your therapy services and goals, and what help you might need to attend appointments. If we can't find a solution then we may decide to stop services until you are able to attend your appointments.

If your therapist needs to cancel an appointment we will do our best to reschedule.

NDIS Service Bookings

We need an active service booking in the NDIS Participant Portal to start delivering services. A service booking allocates funding from your NDIS Plan for the services we will provide over an agreed timeframe.

If you have asked the NDIS to manage all or part of your funding, we will claim payment after we have provided services. This is referred to as an NDIS or Agency Managed Plan.

If you have an Agency Managed Plan, we can make a service booking on your behalf. If you want us to do this for you, please provide consent in your **Service Agreement**.

You can see what we have charged for in the NDIS Participant Portal. You can also request a Statement of Services from us at any time.



Invoice Payments

If you are managing all or part of your NDIS funding, or if you are using a plan manager, we will send invoices after we have provided services.

Invoices are provided each month for services provided in the previous month. **Payment is required within 14 days of the invoice date.**

Invoices can be paid by direct deposit or credit card. Please use the customer number on your invoice as the reference when making a payment. A receipt will be sent to you once the payment has been cleared.

You have seven days from the date of invoice to raise any issues with your key worker.

- If payment isn't received within 14 days we will send you a reminder.
- If payment isn't received within 21 days we will follow up with you again.
- If payment isn't received within 28 days we will suspend your services.
- If payment isn't received within 42 days you will be discharged from services.
- If payment isn't received within 49 days we will refer your case to a debt collection agency. You will be responsible for charges associated with debt collection.

We do not accept part payments.

A final invoice will be sent within 10 business days of your service end date.

Feedback and Complaints

We want to know when therapy is going well and when there are issues.

You can give us feedback by:

- Contacting your therapy team or their Team Leader directly in writing, by phone, or in person. We can arrange an interpreter or any other assistance you might need to provide feedback.
- Contacting our Quality Officer on **1300 135 373** or emailing **feedback@therapyfocus.org.au**
- Completing a feedback form online at **therapyfocus.org.au/feedback** or request that a feedback form be mailed to you

Once we receive your feedback we will address your comments and, if appropriate, take action as soon as possible. We will contact you within a week to discuss your feedback and let you know of any actions taken.

If you would prefer to speak with someone outside of Therapy Focus you can contact:

- **NDIS Quality and Safeguards Commission**
Phone 1800 035 544 or visit ndiscommission.gov.au

If you need help to make a complaint you can use an advocate. This can be a family member, friend, support worker or another agency.

For example:

- **People with Disabilities WA**
Phone 1800 193 331, email info@pwdwa.org or visit their office

Incident Management

We want you to receive a safe quality service.

If an incident occurs, during or as a result of our service, we will:

- make sure you and everyone involved is safe
- involve other organisations if required e.g. the Police
- record details about the incident on our systems
- find out the cause of the incident
- make changes so our service is improved
- provide you with ongoing support and keep you updated on changes we have made
- contact the NDIS Quality and Safeguards Commission, if this is a reportable incident

If you feel unsafe or unhappy with our service, you can tell us by:

- Contacting your therapy team or their Team Leader in writing, by phone, or in person. We can arrange an interpreter or any other assistance you might need to provide feedback
- Contacting a Clinical Manager on **1300 135 373**

If you prefer to speak to someone outside of Therapy Focus you can contact:

- **NDIS Quality and Safeguards Commission**
Phone 1800 035 544 or visit ndiscommission.gov.au

If you need help to report an incident you can use an advocate. This can be a family member, friend, support worker or another agency, for example:

- **People with Disabilities WA**
Phone 1800 193 331, email
info@pwdwa.org or visit their office

Privacy

At Therapy Focus, we do our best to:

- Tell you how we keep and use your personal information
- Follow Australian privacy laws
- Answer any questions you have about privacy
- Address any complaints you have about privacy
- Improve how we manage and store personal information

All Disability Service Providers are bound by the Privacy Act 1988. Therapy Focus works to adhere to the Australian Privacy Principles, which regulate how we collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

For more information about how privacy and your personal information is managed at Therapy Focus, visit therapyfocus.org.au/privacy.

You can also contact our **Quality Officer** on **1300 135 373**.



Therapy Focus

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