



Our Terms Of Service



Terms of Service

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

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

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

Rights and Responsibilities

We both have rights and responsibilities.

They are:

- Be polite and respectful
- Communicate openly and honestly
- Provide regular updates
- Keep safe
- Tell each other when we need to change or cancel an appointment
- Tell each other if there are changes to your NDIS Plan
- Keep all information private unless there are safety concerns
- Work together to resolve problems quickly

Therapy Focus is responsible for providing services that meet your needs. We are also responsible for working within the law, including the National Disability Insurance Scheme Act 2013 and Rules, and Australian Consumer Law.

Feedback, Complaints and Disputes

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
- **People with Disabilities Western Australia (PWdWA)**
Phone 1800 193 331, email info@pwdwa.org or visit their office

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

Charges

Our hourly rates for therapy services are based on recommendations in the NDIS Price Guide. Please note that these rates are subject to change. We will give you four weeks' notice if any changes 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 7).
- Time spent helping you with assistive technology.
- Completing assessments and reports.
- Making resources that help you achieve your goals.
- Your therapy team working together to deliver therapy and help you achieve your goals.

- Writing a Therapy Service Plan and a Therapy Service Summary. We will charge up to one hour for a Therapy Service Plan and two hours for 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
- Preparing for your therapy sessions
- Setting up NDIS services
- Completing invoices and payments
- Therapists or students who attend appointments for learning purposes

Travel

We provide therapy in the locations 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 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 clinics, or receive therapy online via teletherapy to reduce travel costs.



Travel in the Perth metropolitan area and some regional centres:

- The maximum we charge for travel per session is 30 minutes each way.
- We will not use more than 20% of the funding you allocate to Therapy Focus for travel.

Travel in regional areas:

- The maximum we charge for travel per session is 60 minutes each way.
- We will not use more than 40% of the funding you allocate to Therapy Focus for travel.

Travel in remote and very remote areas:

- If we have an office in your area, the maximum we will charge for travel 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 (MM), which is used in the NDIS Price Guide.

A map of the Modified Monash Model 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 MM area for particular locations.

Cancellations

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

For example, if your appointment is at 11am on a Monday, you need to let us know by 11am the Friday before.

To cancel or change an appointment, please call the office listed in your **Service Agreement** or our Central Office 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 one business day, 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 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 purchasing services privately, have chosen to manage 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 issued 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 letter/email.
- 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 service.
- 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.

We do not accept part payments and have the right to suspend services until the full amount is paid.

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

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

Therapy Focus | ABN 67 796 715 775
5/1140 Albany Highway, Bentley WA 6102
Phone: 1300 135 373
therapyfocus.org.au



Printed on 100%
recycled paper

LR201207