

Client Name

Australia

TLC Policies and Permissions

Cancellation Policy

Do you agree to the terms and conditions of the cancellation policy?

This appointment time has been reserved especially for your child. We require cancellation 48 hours before a booked appointment, as the therapy is prepared ahead of the actual therapy time. Advanced notice allows us to offer the time to another family from our waiting list. This is in line with the NDIS cancellation policy. For NDIS clients please note that an appointment cancelled with less than 48 hours notice will be paid under NDIS guidelines.

Telehealth is available if your child has symptoms that mean they can't attend the clinic but are able to give attention to a session online. Please give 24 hours notice to reception staff in the office - therapists will require time to prepare the session.

If you need to cancel your appointment, please call us on 9476 0766 (Hornsby) or 8814 6275 (Bella Vista) during business hours. If we are unable to answer your call, you may leave a voicemail message. We will return your call as soon as possible.

If we are not advised of cancellation 48 hours before your appointment, you will be charged the full amount (100%) of the appointment fee. This includes if you do not attend your reserved appointment time.

If you wish to cancel all of your appointments, we require 4 weeks notice. Please make sure both our administration staff and your therapist are aware of this. This does not apply if your therapist has graduated your child.

No response

Attendance

Do you agree that a guardian/parent will attend your child's assessment?

At least one parent, guardian or carer is required to attend during your child's appointments. Your presence facilitates a better understanding of the areas that need to be addressed. One parent or carer is required to attend regular therapy sessions with your child.

No response

Do you agree that at least one of the following a parent, guardian, or carer will attend your child's ongoing therapy in the clinic?

No response

If you have an appointment booked, you are encouraged to fulfil the full time slot. If you are going to be late or cannot attend, we appreciate a phone call as soon as possible.

No response

Clients who frequently cancel their reserved time (without payment of the session) may lose their regular reserved timeslot or be moved to an off-peak appointment time depending on availability.

No response

Frequent cancellations is considered to be less than 80% attendance during term time.

No response

Payment for Appointments

Do you acknowledge that payment on the day is required?

Payment is required at the time of appointment for all self-managed NDIS, private health fund and Medicare clients. Please contact management at Therapy & Learning Centre if you are having financial difficulties and need to decrease the frequency of your sessions to manage this.

No response

Do you acknowledge that if you regularly accumulate 2 or more outstanding invoices, you risk forfeiting your child's therapy time/s.

No response

Assessment Deposit

Do you acknowledge our deposit procedure for an assessment?

We require a 50% deposit to secure your assessment time/s. The deposit can be paid over the phone or via direct deposit. We are able to refund the full deposit as long as we are given 2 business days notice if you wish to cancel. If less than 2 business days notice is given to Therapy & Learning Centre to cancel or reschedule the assessment/s, the deposit will be forfeited as a late cancellation fee.

No response

Photograph policy

Do you give permission for the therapists to photograph your child?

During the assessment, and occasionally at other times, the therapist may need to take photographs of your child's posture or pencil grip or while they are performing a task. These photos are a good way of measuring progress before and after their therapy. These photos are strictly confidential and will only be used in your child's therapy reports.

No response

Communications

Do you give permission to contact other therapists and your child's school?

To improve the therapist's understanding of your child's needs, it is sometimes helpful to contact other therapists involved in your child's care, or his/her teacher.

No response

If communications is greater than 5 minutes, there may be a communication cost.

No response

Non-face-to-face- supports Billing

I understand that any time dedicated to my child, outside of their therapy session, is billable.

To ensure we continue to operate and maintain our quality of service, we will bill for the time spent on your child outside of their therapy session. This includes but is not limited to: preparation for sessions, preparation of resources for your child, research for your child, internal communications regarding your child's therapy i.e. a mini case conference, time spent ordering equipment/other resources. Any time dedicated to my child, outside of their therapy session, is billable. Where possible, we will discuss these charges with the client first.

No response

Consent to treat

Do you consent to treatment?

Do you consent to your child being treated by the therapists at Therapy and Learning Centre? The therapists will explain the treatment throughout attendance at the centre. Practice at home improves the outcome of therapy. Further details of Privacy policy and Complaints and Feedback policy can be found at therapyandlearningcentre.com.au

No response

Respect Policy

I agree to treat all staff members with respect as I expect the same in return.

No response

I understand that if disrespectful behaviour is displayed on the premises as well as over the phone or email, my child's therapy may be terminated.

No response

School Holiday Appointments

Your normal ongoing appointment time DOES NOT carry through into the school holidays. Please ask reception to book in during the school holidays.

No response

We require deposits for our school holiday appointments. If less than a week's notice is provided to cancel or reschedule, your deposit will be forfeited.

No response

Signature

Parent/Guardian signature:

No response