

Be Your Best Occupational Therapy Terms and Conditions

Responsibilities:

We agree to:

- treat you with respect
- work with you to reach your goals
- review your goals with you at least every 12 months. This may be talking about the work we do in OT or planning how we will use OT time.
- listen to your questions or worries about our services and work together to solve problems
- keep records of work done
- keep your work confidential unless there are worries about safety
 - Be Your Best Occupational Therapy engages in regular peer supervision practice with external Occupational Therapists. This may include peer-review of reports. You may opt out of this practice.
- have adequate insurance against claims of Professional Indemnity and Public Liability, and assess our own risk to determine if additional insurance is required to protect against loss of income due to injury and/or illness
- acquire from you a signed Consent Form that reflects your rights under the Privacy Act 1988 (ticking the box on your referral form electronically provides this signature)
- provide services in a professional and ethical manner.

You agree to:

- inform me about how you wish the supports to be delivered to meet your needs and goals
- treat me with courtesy and respect
- talk to us if you have any concerns about our service to you
- tell us if reports need to be finalised earlier than planned
- give a minimum of 24 hours' notice if you cannot make a scheduled appointment; and if the notice is not provided by then, I can charge a cancellation fee in accordance with the policy within these Terms and Conditions
- give me the required notice if you need to end our services

Service Costs:

The costs of services provided to you by Be Your Best Occupational Therapy are written in the 'Schedule of Supports' linked in your referral form and published on our website.

These costs include any agreed expenses incurred by us to provide your service. Additional expenses not included in the Schedule of Support are your responsibility.

All prices in the Schedule of Support include GST if this is applicable.

Invoices and payments for services:

Invoices for services provided by Be Your Best Occupational Therapy are issued either immediately after face-to-face visits, or weekly (if no face-to-face visit has occurred). Payment of invoices is due within 7 days of the date of issue.

If you are not satisfied with any services provided by Be Your Best Occupational Therapy, and/or you wish to dispute an invoice or payment for services, you agree to raise your concerns with us prior to Be Your Best Occupational Therapy providing any further paid services to you. It is our right to resolve all payment disputes before the risk of incurring a financial loss occurs.

If payment of your invoice is overdue, Be Your Best Occupational Therapy has the right to cease providing service until all outstanding payments are made in full.

Services on an invoice might include:

- Face to Face or Telehealth Sessions
- Clinical note writing
- Clinical communication (including phone calls and emails)
- Assessment analysis and interpretation
- Planning and evaluating therapeutic sessions
- Report writing
- Making resources
- Travel costs

Reviewing, amending, and ending this Agreement

The purpose of reviewing this agreement periodically is to ensure that it still works well for both parties. Because circumstances change, this means sometimes an agreement will need to change too.

If this agreement and/or the Schedule of Support needs to be amended, both parties will agree to all amendments before they are implemented. Where possible these amendments will be reflected in writing.

Should either party wish to end this Agreement, *2 weeks (14 days)* notice must be given in writing to the other party. If either party seriously breaches this agreement the notice can be waived.

My cancellation policy

If You need to cancel a visit from Be Your Best Occupational Therapy, you need to provide a minimum of 24 hours' notice prior to the commencement of the visit.

If you cancel after this time, it is our right to charge a cancellation fee. Our cancellation fee is the full amount of the visit time up to a maximum of 2 hours. We will not charge this if we are able to fill your visit time with other paid work.

If your therapist arrives for a scheduled visit and you are not home, or unwell and unable to attend the visit, travel may also be charged in addition to the cancellation fee.

Giving feedback and making a complaint

Your feedback is welcomed by Be Your Best Occupational Therapy. You are encouraged to share how you think the services provided to you can be improved.

If you don't feel comfortable giving feedback or making a complaint directly with us, you can contact another support person for advice and assistance. For example, you may seek support from an advocate.