



At Absolute Care Therapy, we aim to provide high-quality, person-centred services in a safe, respectful way. This policy outlines how we manage your personal information, payments, cancellations & pricing.

## Privacy & Confidentiality

We respect your privacy and take confidentiality seriously. We follow the Australian Privacy Act 1988 and use trusted, secure systems like Splose, Halaxy, Xero, and AI tools with built-in protection.

### What we collect:

- Your contact and billing details
- Medical and family history
- Relevant support or care team contacts
- Any photos (only with your consent) used to support therapy
- Information from other health providers with your permission

### How we collect it:

- Directly from you or someone authorised to speak for you
- From health professionals or relevant services involved in your care

### How we use it:

- To provide safe and effective therapy
- To communicate with your care team (with your consent)
- To manage billing, administration, audits, and quality assurance

### Who we share it with:

- Your health providers, insurers, or support teams (only as required or with consent)
- Emergency services or authorities if legally required
- We do not send your information overseas without your permission

### Your rights:

You may request access to your information or ask us to correct it. A small fee may apply. Please contact Amanda Burnby at [info@absolutecaretherapy.com.au](mailto:info@absolutecaretherapy.com.au) or 0491 048 871.

### Concerns:

If you have a privacy concern, contact us in writing. If unresolved, you can contact the Office of the Australian Information Commissioner on 1300 363 992.

## Payment Information

### Preferred Payment Method:

Bank transfer (details provided on your invoice)

### Private Clients:

- Discounted upfront payment is available and due 1 week before program starts
- Or choose 2 instalments:
  - After Week 2 of the program
  - Upon program completion
- Initial assessments are billed separately
- Additional consultations are billed at \$183.99/hour (pro rata)

### HCP Clients:

- We can invoice your package coordinator or you directly

### NDIS Clients:

- We support plan-managed and self-managed participants
- We can bill your plan manager or you directly
- You are responsible for any shortfall if your plan doesn't cover services



# Absolute Care Therapy

Dementia Consultancy

## Receipts:

You'll receive an itemised invoice suitable for claiming private health or rebates, if applicable.

## Cancellations & Missed Sessions

- Cancelling before program start: \$250 administration fee applies
- Cancelling after program starts: Full program fee applies
- Missed sessions: No refunds or make-up sessions due to group structure. A home-based activity may be provided on request.
- Home visit no-show: Full fee plus travel time will be billed


## Price Changes


- Our prices are reviewed and indexed twice a year — on **30 June** and **31 December** - to reflect changes in service costs and to remain in line with industry standards.  
Program fees will be updated accordingly, and any changes will be communicated in advance.

## Communication

We may contact you about appointments, updates, or service-related information via email, SMS, or phone. We will also communicate with your GP or other health professionals involved in your care to support safe and coordinated therapy – if you do not agree with this, it is your responsibility to inform us.

## Contact Us

 [info@absolutecaretherapy.com.au](mailto:info@absolutecaretherapy.com.au)

 0491 048 871

 [www.absolutecaretherapy.com.au](http://www.absolutecaretherapy.com.au)