



Privacy, Payment & Cancellation Policy

Updated: 14 December 2024

At Absolute Care Therapy, we are committed to providing high-quality care and protecting your privacy. This policy outlines our payment, cancellation, and privacy practices.

PAYMENT INFORMATION

- Preferred Method: Bank transfer. An invoice will be issued with a 7-day payment term.
- Home Care Package (HCP) Clients: We can directly bill your package coordinator or send invoices to you.
- NDIS Clients:
 - We accept plan-managed and self-managed participants. We can bill your plan manager directly or send invoices to you.
 - Important: You are responsible for your account if NDIS funding is declined or exceeded. Monitor your NDIS plan to ensure services remain within budget.
- Medicare CDM & Health Insurance: After payment, a receipt will be provided for claiming rebates.

Cognitive Stimulation Therapy Group Program

- Option of full payment upfront, or scheduled invoices – we will discuss this on an individual basis.
- Cancellation and Refunds:
- Due to the structured nature of the Group Cognitive Stimulation Therapy program and the impact of missed sessions on the group dynamic, we are unable to offer refunds or make-up classes.
- However, we understand that unforeseen circumstances may arise. In the event of a missed session, we will provide you with a summary of the key topics and activities covered, enabling you to stay informed about the program's progress.

CANCELLATION AND NO-SHOW POLICY

- 48-Hour Notice: We ask that you provide as much notice as possible to cancel or reschedule a visit. At least 48-hours' notice is required to avoid a cancellation fee.
- Cancellation Fee: If an appointment is cancelled within 48 hours of the scheduled time, and it cannot be replaced by another appointment, the full fee will apply. The time reserved for your appointment can be used to provide non-face-to-face support, including preparation, documentation, and coordination related to your care, please request this with us if desired.
- No-Show Fee: If you do not attend an appointment, the full fee will be charged.
- Home Visit Policy: If a home visit is completed and you are not at home or available, the full fee plus travel time will be charged.



- Cognitive Stimulation Therapy (CST) Group Program: Please refer to the specific cancellation and refund policy outlined for the CST Group Program above.

Outstanding Payments

- Late Fees may apply for payments not made within the designated timeframe.

Insurance Claims and Rebates

- Responsibility: It is the client's responsibility to understand their insurance coverage and claim process.

Price Increase for Services

- Notification: We will inform you 30 days in advance of planned price increases.
- Communication: Notification will be provided via email.
- Rationale: A clear explanation for the price increase will be provided.
- Discounts and Assistance: Discounts or financial assistance may be considered on a case-by-case basis for clients experiencing hardship.
- Regular Review: Price adjustments will be reviewed regularly based on market analysis and client feedback to ensure competitiveness and fairness.

Communication Policy

We may use your details to reach out for appointment reminders, email or letter updates, or informative pieces. Feel free to contact us at any point to be taken off the contact list.

PRIVACY INFORMATION

We handle personal information, including your health information, in accordance with the Commonwealth Privacy Act 1988. This policy explains:

- What information we collect and hold about you
- How and why we collect it
- How we use and share your information
- Your right to access and correct your records
- How to make a privacy complaint
- Whether we disclose information overseas

Collection of Information

Absolute Care Therapy will collect information which is necessary to properly assess and treat you and this may include:



- Contact Details
- Medical history
- Family medical history
- Social support in place
- Billing/account details
- Photographs to support reports or liaison with health providers
- Other information on a case-by-case basis from other sources such as other medical practitioners, radiology reports, and other health related sources.
- Absolute Care Therapy uses 'Splose' for client management software. You can read more about them here: <https://splose.com>

How do we Collect and Hold your Personal Information?

We will generally collect personal information about you in these ways:

- directly from you when you give us your details (eg, face-to-face, over the phone, via registration form or an online form)
- from a person responsible for you
- from a third party where we are permitted by law to do that (eg. other health care professionals involved in your care, from your health insurer, from the My Health Record system etc.).

Why do we Collect and Use Information About You?

We primarily collect and use personal information about you to help us understand your situation, health condition, and this assists us to undertake a comprehensive assessment and provide accurate recommendations and therapy support.

We also sometimes use that information for other purposes, including:

- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our IT systems and
- to conduct accreditation, quality assurance or internal audits.

When and Why Might We Share Information About You?

We may disclose information about you to others outside of our practice as permitted or required under law. This will include situations where we disclose information about you in order:

- to comply with our legal obligations (e.g. mandatory reporting under legislation, responding to a court order or subpoena)
- to consult with people or health professionals or involved in your healthcare



- to get test results from diagnostic and pathology services
- to claim on insurance
- to communicate with your health fund, with government and other regulatory bodies such as Medicare
- to help us manage our accounts and administrative services (eg. billing or debt recovery, arrangements with health funds, pursuing unpaid accounts etc.)
- to lessen or prevent a serious threat to a patient's life, health or safety or a serious threat to public
- health or safety
- to help in locating a missing person
- to establish, exercise or defend an equitable claim through the My Health Record
- to prepare for anticipated or existing legal proceedings
- to discharge notification obligations to liability insurers.
- Others reasons not disclosed in here, with the intent of supporting you and improving our service delivery.

Your Right to Seek Access and Correction of Information We Hold

You have the right to seek access to and correction of the personal information we hold about you. There may be a small fee to cover administrative costs of this.

We will normally respond to your request within 30 days. To make the request, you should contact Amanda Burnby via info@absolutecaretherapy.com.au. If you do not receive confirmation from me within 14 days, please telephone me on 0491 048 871.

If you think that the information we hold about you is not correct, let us know in writing. We will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. From time to time, we may also ask you to verify that the information we hold about you is correct and current. And please notify us if your contact details change.

Security: How We Hold Your Personal Information

We take reasonable steps to protect the information we hold about you. These are designed to prevent unauthorised access, modification or disclosure and to prevent misuse and loss.

This includes:

- holding information in a lockable cabinet
- holding information in secure cloud storage
- Digital software including: Halaxy <https://www.halaxy.com/>, Splose <https://splose.com/> and Xero <https://www.xero.com/au/>
- Use of Security Software on all business devices
- access to information restricted on a 'need to know' basis and



- strong password protection when accessing the information on a computer.

Disclosing Information About You Overseas

We do not propose to disclose information about you to anyone overseas. If we want to transfer your personal information overseas, we will first seek your consent, unless we are required by law to do the transfer.

If You Have a Privacy-Related Concern About Us

If you have concerns about the way we've handled your privacy, let us know. You should do that in writing. We will then respond to you within 30 days.

If you are not satisfied with our response, you can refer your complaint to the Office of the Australian Information Commission; Phone: 1300 363 992.

We will update this policy from time to time, to reflect any changes in our information-handling practices or the law or both.

We will notify you of changes to the policy by displaying this on the website.
www.absolutecaretherapy.com.au

Contact Us

- Email: info@absolutecaretherapy.com.au
- Phone: 0491 048 871

Changes to this Policy

We may update this policy periodically. We will notify you of changes by displaying them on our website.