



# Absolute Care Therapy

Dementia Consultancy

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

527 Canning Highway, Melville, WA 6156

(Cnr Rome Road and Canning Hwy)

## Privacy, Payment & Cancellation Policy

At Absolute Care Therapy, we strive to provide the best possible care and service. To ensure smooth and efficient operations, please review our policy outlined below:

### PAYMENT INFORMATION

Our preferred payment method is bank transfer. An invoice will be issued with a 7-day payment term.

#### Home Care Package (HCP) Clients

- Billing: We can bill your package coordinator directly or send invoices to you.

#### National Disability Insurance Scheme (NDIS) Clients

- Billing: We provide therapy for NDIS plan-managed and self-managed participants. We can bill your plan manager directly or send invoices to you.
- Costs: There is usually no out-of-pocket expense, however NDIS participants are responsible for their account if their funding is rejected or exceeded. It is important to monitor your NDIS plan and ensure that services remain within budgeted amounts.

#### Medicare Chronic Disease Management (CDM) & Health Insurance

- Payment: Once payment has been made, a receipt will be provided for you to claim your rebate.

#### Cognitive Stimulation Therapy Group Program

- Payment is required for the full course program prior to commencement. Due to the closed group setting and the complex nature of the therapy, we are unable to offer refunds or make-up classes for missed sessions. However, a summary of the session can be provided upon request.

### 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.
- 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.

#### Outstanding Payments

- Late Fees: May apply if payment is not made within the requested time.



## Insurance Claims and Rebates

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

## Price Increase for Services

- **Notification Period:** Clients will be informed of a planned price increase, 30 days in advance.
- **Communication:** Notification will be provided through email.
- **Rationale:** A clear explanation for the price increase will be provided.
- **Discounts and Assistance:** Discounts or financial assistance will be considered for clients experiencing financial hardship on a case-by-case basis.
- **Regular Review:** Price adjustments will be reviewed regularly to remain competitive and fair, based on market analysis and client feedback.
- **Effective Date:** This policy is effective from 30/06/2024.

## 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 are committed to handling personal information about you, including health information about you, in accordance with the requirements of the Commonwealth Privacy Act 1988.

In this Policy, we explain:

- what kind of information we collect and hold about you
- how and why we collect it
- what we do with that information and who we share it with (and when)
- your right to seek access to, and if required correction of, the records we hold about you
- your right to make a privacy complaint, to us and others
- whether we are likely to disclose information about you to overseas recipients.

## 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 utilise 'Splose' for client management software.



## 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 provide our physiotherapy services to you and to communicate with you and others involved in your care in relation to those services.

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 (eg. mandatory reporting under legislation, responding to a court order or subpoena)
- to consult with other health professionals 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.)
- if you have My Health Record, to upload and to download personal information about you from it
- 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 the defence of anticipated or existing legal proceedings
- to discharge notification obligations to liability insurers.

## 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](mailto: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](http://www.absolutecaretherapy.com.au)

### **How To Contact Us**

Please email [info@absolutecaretherapy.com.au](mailto:info@absolutecaretherapy.com.au)  
Phone 0491 048 871