



Absolute Care Therapy – Policy Overview

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

Privacy & Confidentiality

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

What we collect:

- Contact and billing details
- Medical and family history
- Relevant support or care team contacts
- Photos (only with your consent) used to support therapy and communication
- Information from other health providers

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
- 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 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 fee may apply to cover administration time. Please contact Amanda Burnby at info@absolutecaretherapy.com.au or 0491 048 871.

Concerns:

If you have a privacy concern, please contact us via email. 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)

Group Program Enrolments (All Clients):

- Group enrolments require a **\$500 non-refundable deposit** for private clients. Funded clients do not pay a deposit, but a **\$500 cancellation fee** applies if they cancel after booking is completed.
- Discounted upfront payment is available for private clients, due 1 week before program starts
- Or choose 2 instalments (private clients):
 - After Week 2 of the program
 - Upon program completion

Individual or Additional Services (All Clients):



Absolute Care Therapy

Dementia Consultancy

- Initial assessments are billed separately
- Additional consultations are billed at a set hourly rate as specified in your agreement (pro rata)
- Early arrivals or late departures may incur a fee, billed in 5-minute increments at the therapist's standard hourly rate

Funded Clients:

- **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

Invoices & Receipts

- You will receive an itemised invoice for your sessions. Once paid, the same invoice serves as your proof of receipt.
- It is your responsibility to ensure that funding is in place and that any health care providers have agreed to cover the services. Any outstanding costs not covered by funding will be the responsibility of the participant..

Cancellations & Missed Sessions

- Cancelling before program start: \$500 administration fee applies
- Cancelling **after program starts:** Full program fee applies
- Missed sessions: No refunds or make-up sessions are available due to the group structure and high level of staffing and cost in running the program. 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 —**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

 0491 048 871

 www.absolutecaretherapy.com.au