



Absolute Care Therapy

dementia therapy + support

PRIVACY, PAYMENT & CANCELLATION POLICY

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 AND BILLING INFORMATION

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

A **\$250 non-refundable booking fee** is required to secure your place in our group Cognitive Stimulation Therapy (CST) programs. In the event of cancellation, this will be used to cover administration and processing costs.

Therapy Time: Invoices may include both direct (face-to-face) and indirect (non-face-to-face) therapy time, such as preparation, documentation, or care coordination.

FUNDING AND SUBSIDY OPTIONS:

Home Care Package (HCP) Clients

- We can directly bill your package coordinator or send invoices to you. This must be discussed with your HCP provider prior to onboarding our services.

National Disability Insurance Scheme (NDIS) Clients

- We accept **plan-managed** and **self-managed** participants. We can invoice your plan manager directly or send invoices to you.
- **Important:** We do not monitor your funding situation, and you are responsible for your account if NDIS funding is declined or exceeded.

Health Insurance

- Due to the complex and extensive nature of our Cognitive Stimulation Therapy program, funding is most accessed through **Home Care Packages** or **NDIS funds**.
- You may be eligible to claim a partial rebate for the **physiotherapy component** of the program through your private health insurance. Please contact your provider and quote the following HICAPS item codes:
- **530 - Home Assessment**
- **500 – Group Program**

Note: Private health rebates are typically calculated against standard 20-minute physiotherapy sessions. As our program involves extended face-to-face therapy and extensive preparation and documentation, any rebate received may only cover a small portion of the total cost.

CANCELLATION AND NO-SHOW POLICY

Cognitive Stimulation Therapy Group Programs

- **Program Commitment:** We require full commitment to the entire program, due to the intensive staffing, personalisation, and resources required.



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- **Attendance/Refunds:** Unfortunately, **refunds are not available** for cancellation requests or missed sessions, as the program's structure and pre-planned commitments must be maintained.
- **Missed Sessions:** If you miss a session, we will provide a Home CST session for you to at home.

Home Visits

- **48-Hour Notice & Cancellation Fee:** To avoid a cancellation fee, we require a minimum of 48 hours' notice for any cancellations or rescheduling. If an appointment is cancelled within 48 hours and cannot be replaced, the full fee will apply. The time reserved for your appointment may be used for 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 we home visit & you are not at home or available, the full fee + travel will be charged.

Outstanding Payments

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

Price Review and Increase Policy:

Prices will be reviewed at the end of every financial year and again at the end of the calendar year to ensure they remain competitive and fair, based on market analysis and client feedback.

- **Notification Period:** Clients will be informed of any planned price increases at least 30 days in advance.
- **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 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 01/02/2025.

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.

Collection of Information

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

- Contact Details
- Medical history
- Family medical history
- Social support in place
- Billing/account details
- Photographs
- Other information (e.g. from medical practitioners or health-related sources)
- We use Splose Client Management Software: www.splose.com



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How do we Collect and Hold your Personal Information?

We collect personal information through the following methods:

- directly from you (eg, face-to-face, phone, online forms)
- from a person responsible for you
- from third parties (eg. healthcare professionals, health insurers, My Health Record system).

Why do we Collect and Use Information About You?

We primarily collect and use personal information about you to provide our therapy 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:

- Provide therapy services
- Manage accounts and administrative services
- Billing and arrangements with health funds
- Conduct quality assurance 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 legal obligations
- to consult with healthcare professionals
- to manage accounts and administrative services
- to claim on insurance

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. A small fee may apply to cover administrative costs. To make a request contact Amanda Burnby at info@absolutecaretherapy.com.au.

Security: How We Hold Your Personal Information

We take reasonable steps to protect the information we hold about you including;

- Holding information in secure cloud storage
- Using security software
- Access restricted on a 'need to know' basis.

Disclosing Information About You Overseas

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

Complaints

If you have concerns or a complaint, please contact us. 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.

How To Contact Us

Please email info@absolutecaretherapy.com.au

Phone 0491 048 871

Changes to this Policy

We may update this policy periodically. Our up to date policy is available on our website.