



Summary of main points

1. Responsibilities of FFT

FFT will be as open, honest, and transparent as possible in all communication and decision making. FFT fully recognise parents and carers as knowing participants best. FFT clinicians will always act in what they deem to be the best interest of the client based on experience, knowledge and research.

2. Responsibilities of Participants and/or their carers

Participant's and their representatives will:

- Be open and honest with FFT staff.
- Understand that therapy is dependent on goals and once goal(s) have been reached are accepting that discharge will be completed.
- Be aware of the information in this service agreement.
- Understand that session times are rarely flexible and agree to be at their scheduled appointment
- Keep their accounts settled per the payment terms and conditions
- Give no less than 2 weeks' notice for termination of service.

3. Appointments

The client's appointment time is scheduled for them at a weekly (sometimes other) frequency. This time is rarely flexible and needs to be attended to avoid cancellation fees.

Initial bookings for new clients will require a deposit to be paid. Deposits for Parent Meetings will be taken at the time of booking via Credit Card details costing \$113.16. This will be allocated to the total session cost after the parent meeting has occurred.

4. Cancellations

Cancellations **the day before (not 24 hours)** a scheduled session will incur a full-session fee.

Cancellations of scheduled assessments within 48 hours of the assessment will incur a 50% cancellation fee unless rescheduled within two weeks from the date. This may not always be possible within the therapists' calendar. **All short-notice cancellations must occur via phone call to the office or your therapist. If they are unavailable, leaving a voice message is required. Text messages or emails for short-notice cancellations will not be accepted.**

5. Fees

FFT will only charge fees for work that is directly related to a clients' care/support. You understand this may include direct sessions, travel, report writing, resource-creation (specific for the client's goals) and phone calls/other forms of communication (to you and to other support services/professionals).

6. Reports

A minimum of 2 weeks' notice is required for report writing. Reports turnaround times within 2 weeks cannot be guaranteed.



Conditions of Service

Functional Focus Therapy aims to provide a professional, fun and safe environment for all clients, their families and other stakeholders with direct or indirect support in a person's life. As such we have a range of conditions in place which ensure families understand the requirements of Functional Focus Therapy but also their own requirements when accessing the service.

Responsibilities of Functional Focus Therapy

Functional Focus Therapy agrees to:

- talk to you about the sorts of supports you would like to receive
- provide the supports that we have agreed on
- communicate openly and honestly
- treat you with courtesy and respect
- include you in all decisions about how supports are provided
- listen to your feedback and resolve problems quickly
- give you information about managing any complaints or disagreements
- give you information about our cancellation policy
- tell you if we have to change an appointment with you and give you a minimum of 24 hours' notice whenever possible
- tell you if Functional Focus Therapy needs to end this service agreement and give you the agreed notice
- keep your information private and confidential
- obey all relevant laws and guidelines, including the National Disability Insurance Scheme Act 2013 and rules, and the consumer law
- keep your records about your supports
- give you regular invoices and statements for your supports
- ensure equipment is safe and ensure insurance is present for accidents onsite.

Participant (Participant Representative) Responsibilities

Participants agree to:

- communicate honestly and openly
- treat Functional Focus Therapy staff with respect and courtesy
- talk to Functional Focus Therapy about any problems or concerns about the supports being provided
- tell Functional Focus Therapy if you can't make an appointment by contacting at least a minimum of 1 business day before the scheduled appointment time
- tell Functional Focus Therapy if you need to end the Service Agreement (see Ending the Service Agreement below for more information)
- For NDIS participants you will let Functional Focus Therapy know immediately if your NDIS plan changes or you stop being part of the NDIS



General Processes

- **Therapists may need to observe and work with a child in community settings such as schools, preschools and day care centers without the parents present.** Appointments such as these will first be agreed to by the parents.
- Parents are strongly encouraged to stay with their children during clinic-based therapy sessions in order for strategies to be carried over to home. If you are unable to stay for the therapy session, please ensure your child is picked up on time. There are no child-minding facilities at the clinic and often the therapist will need to leave the clinic to attend other appointments. Fees for the extra time may be applied if the therapist is required to mind your child following the appointment. These fees will be charged in 30-minute increments.
- If you are late for an appointment the therapist will endeavour to make extra time for you at the end of the session. This may not always be possible if the therapist needs to attend other appointments. You will be charged for the full session time, however.
- Time will be allocated as part of the session for discussion with parents and the child about progress. If families require a written summary of the session time will need to be allocated during the session to complete the summary notes.
- Families who request therapy to be delivered in a school or community-based setting are required to participate in scheduled parent meetings (minimum 45mins) both mid-term and during school holiday periods. These meetings are essential to the therapy process, ensuring goals are shared, progress is reviewed, and strategies are implemented across all environments.
- Progress reports are available for collection within no less than 2-week of a request. These reports cost are charged at the normal hourly rate for therapy support.
- Session times may change during holidays. If you have had a regular timeslot during the term, this time will need to be confirmed prior to the school holidays. If you would like to be seen in the holidays, then please contact your therapist prior to the commencement of the break. Appointment times will be allocated on a first come, first served basis. However, school holidays are not a period for a therapy break as a general rule, unless therapeutically appropriate and discussed with your therapist beforehand; sessions are expected to continue during school holiday breaks.
- Home programs and activities will be provided when deemed necessary by the therapist.
- Siblings can be a help or sometimes a distraction for your child. If the therapist feels a sibling is decreasing the effectiveness of a session, they may ask that the sibling not attend future sessions. You also acknowledge that siblings are not covered by FFT's insurance, and no risk is accepted by FFT for siblings.
- It is recommended that your children do not play with the therapy toys or equipment unless supervised by the therapist. This will prevent breakages and accidents (some equipment is fragile while other pieces can be dangerous if not used correctly).
- Staff will endeavour to respond to phone calls promptly however specific times are allocated for extended phone calls and at times this may be a couple of days after your contact.
- Non-direct aspects of therapy provision (including talking with other stakeholders, creating resources, etc.) are a necessary part of the therapeutic process. Non-direct work that is specific and relevant to a client will be charged at the normal hourly rate. General resources will not be charged.

Fees and Payments

Functional Focus Therapy will seek payments on a regular basis for their provision of supports provided. Clients who attend the clinic should pay on the day. For community-based sessions clients will need to have credit card details kept on file to be debited following the session. For NDIS clients', your funds will be deducted in accordance with the



Schedule of Supports (see attachment) depending on how your plan is managed. Functional Focus Therapy may also have a direct debit payment system set up which will allow for automatic deductions from a nominated card/account once an invoice is created. All payments are required to be paid no later than 7 days from being invoiced. Please be open and honest with your therapist about any payment issues as Functional Focus Therapy will work with you where possible to create payment plans or the like.

For new clients, a \$113.16 deposit is required at the time of booking the initial parent meeting. This will be completed over the phone via our client management software. This deposit is required for the booking to be confirmed. In the rare instance therapy begins before a parent meeting, a \$390 deposit for the assessment session is required. If no formal assessment is taking place a \$113.16 deposit for the initial treatment session is required.

You agree to ensure that Functional Focus Therapy is paid for services.

General Fee Process Structure

The following is an explicit breakdown of session fees for regular services (regular services refers to clients who have standard weekly and/or fortnightly 60-minute bookings).

Please note – fees are subjected to change to be in-line with the NDIS pricing limits and recommendations. This is at the discretion of FFT.

There may be instances where gap (out-of-pocket) fees are required to be paid by families. These will be discussed with you personally, and agreed upon, before the service is provided.

Session booking time (general) – 70 minutes

Time allocation

- 50 minutes direct, face-to-face service provision with client and/or caregiver
- 20 minutes for non-direct clinical work explicitly related to the client. This includes, but is not limited to, clinical note taking, resource creation required to this/next session (note this does not include detailed resources that can take longer periods of time to create – these would be a separate booking and fee), planning and programming.

Cost (not inc. travel) = \$226.32/session

- Travel fees will be charged in addition to this per our travel fee terms and conditions for clients seen in community settings.



	FEES
Initial Assessment and report	<p>Standard assessment \$780</p> <p>Screening Summary \$300 – please note that a screening summary is a specific type of assessment for certain referral types. If this is an option you are considering, please discuss it with your therapist.</p> <p>If additional assessment time is required (such as a classroom observation) this will be charged at our normal hourly rate + travel.</p>
Individual Consultation (including phone calls and video conferencing)	<p>Therapist Rate (current)</p> <p>\$193.99 per hour (pro rata at 15-minute intervals)</p> <p>Therapy Assistant Rate</p> <p>\$86.79 p/h plus agreed amount of therapist input</p>
School or Home Visit	<p>Regular session fees with the below travel fees in addition:</p> <ul style="list-style-type: none"> - Labour travel costs - \$97/hour (pro rata at 15-minute intervals). Where possible travel will be apportioned amongst all clients seen in the visits for the day. - Non-Labor travel costs – \$0.99 per kilometre traveled. Any fees incurred such as parking, tolls, and public transport will also be billed at the client’s expense.
Reports	Standard rate of therapy provision
Meetings	Standard rate of therapy provision
National Disability Insurance Scheme	<p>Standard Therapist / Therapy Assistant Rate</p> <p>Our costs are the same across all clients seen within our service, irrespective of their funding type.</p>



Groups	Costs vary depending on the size of the group and number of therapists. Parents will be informed of costs for groups before attending. Group costs are calculated at the session time + the planning and preparation time divided by the number of participants. Group sessions are paid for up front as a block of sessions. Reimbursement will not be provided for missed sessions or non-attendance.
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Travel

In providing supports to you, Functional Focus Therapy may incur travel costs. Travel costs are outlined in the table above. For extreme travel circumstances (i.e. completing a specific visit 60 minutes away from the clinic), an individual travel cost agreement will be discussed with the client and/or their delegate prior to the visit occurring. Please note, where applicable, travel costs will be split between clients seen at the same location. However, participants realise that if the client(s) they split travel costs with is not present the full travel cost is required to be paid by the client who was seen.

There is a travel time guideline available in the appendix of this document. In circumstances outside of the therapists' control (such as being stuck in a traffic jam or having to drive a longer way than normal for some unknown reason) the guideline may change, and you agree it is your responsibility to pay the additional travel fees.

Multidisciplinary Collaboration and Liaison

From time-to-time collaboration, discussion and communication between Functional Focus Therapy and other organisations/individuals in a client's care/support team (e.g. teacher, support worker, psychologist, speech pathologist, etc.). This is a highly important part of the therapeutic process that supports transparency and consistency in information sharing between support networks in a clients' life. Any communication of this nature that is regarding a specific client will be charged under the normal therapy rate in increments of 15 minutes. This also includes inter-professional collaboration between disciplines within FFT's service (e.g. speech therapy and occupational therapy).

Continuity of service

FFT realise that family situations are busy and dynamic and from time-to-time things come up such as illness, short-term vacations, school events, etc. However, consistency and continuity of services are vitally important to positive changes to be made toward a client's goals and for positive relationships between therapist and client/family to develop. It is the policy of this service that:

- **If a client is attending less than 75% of their regular, booked sessions, FFT reserves the right to offer that spot to other clients/families.** The primary reason for this is mentioned above.
- **School holidays are not a time for default therapy breaks.** Therapy frequency is an individual consideration for each family based on what is deemed clinically most beneficial for the client toward their goals. It is the responsibility of both the family and their therapist to have discussions about this as the school holidays



approach. Therapy sessions during school holidays need to continue in one of the following formats - In-clinic and/or home sessions, telehealth appointments, Parent meetings or consults, Resource Creation or Report writing. Failure to attend sessions within school holiday periods may result in clients' appointment times having to be offered to families on the waiting list.

NDIS Plans

Participants are not obliged to share their plan with FFT staff; however, FFT reserves the right to cease services if this occurs. The information within these plans is highly pertinent to the therapeutic service including

- Goals
- Stated supports and funding amounts
- Plan dates and duration
- Provider requirements (e.g. report required 6 weeks before end date of plan)
- NDIS number
- Funding periods and periodical allocation

FFT general standard operating procedure is that a participant's plan is provided to administrative staff upon referral.

Changes to the Conditions of Service

If something needs to change about your supports or the way they are provided, we agree to discuss this and then to review the Agreement of Service. Any changes to the Agreement of Service will be in writing and signed and dated by you and Functional Focus Therapy.

Feedback, Complaints and Disputes

If you want to give Functional Focus Therapy feedback or have a problem or a complaint, you can do this by:

- Speaking to a Functional Focus Therapy staff member
- Emailing Functional Focus Therapy directly
- Mailing a letter to Functional Focus Therapy
- Accessing Feedback and complaints form (general or NDIA specific)
- Using the anonymous feedback or suggestions box available within the clinic.

If your queries do not receive a satisfactory response you can contact the service governing bodies OT Australia or AHPRA on <https://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>

For NDIS clients If you are not satisfied with this you can contact the NDIS Quality and Safeguard Commission by calling 1800 035 544, visiting one of their offices or <https://www.ndiscommission.gov.au/participants/complaints> for further information.

Cancellation Policy

All cancellations and non-attendance without prior notification will be billed at the following rates:



- Ongoing appointments
 - More than the day prior to your scheduled appointment - **no charge**
 - The day prior to your scheduled appointment (short notice cancellation) - 100% of agreed fee.
 - Failure to attend, no notice (including a cancellation within 20 minutes of your scheduled appointment time. **100% of scheduled fee**
- Assessments (including parent meeting and initial assessment session).
 - Less than 48 hours' notice (short notice cancellation) - 50% of scheduled fee unless re-scheduled within 2 weeks (therapists' calendars may not always have availability for this).
 - Failure to attend, no notice (including a cancellation within 20 minutes of your scheduled appointment time. **100% of scheduled fee**

When you have provided more than one business days' notice (48 hours for assessments), we will reschedule your missed appointment whenever possible without charge (subject to therapist availability). Please note this as **the day before your scheduled appointment, not 24 hours.**

All short-notice cancellations must be made via phone call to the office or your therapist. If staff are busy, please leave a voicemail. WhatsApp messages or emails will not be accepted as forms of notification for short-notice cancellations.

Illness Policy

Functional Focus Therapy endeavours to maintain a hygienic and safe environment for all children and adults. If you or your child are sick, then you should not attend therapy. Your therapist may refuse to treat your child if they are ill. In these circumstances, a full cancellation fee will be applied. If you or your child has had a gastrointestinal issue resulting in vomiting and/or diarrhea, they should not attend therapy within 48-hours of the cessation of symptoms.

Ending Services or Changing Frequency

Frequency of service

Bookings are generally long term and ongoing. At FFT, the majority of our clients will book in for weekly or fortnightly appointments. This is our standard operating procedure. In the initial stages of therapy, all new clients (unless in circumstances discussed with the therapist upon making a booking/in the initial assessment) will be seen weekly. This allows for a more regular capacity to build rapport, share information, and collaborate. Following this initial period (e.g. 5 weeks), a decision can be made with the therapist as to shifting the frequency of the sessions based on a client's goals and progress. Less frequent (i.e. consultative or school holiday) sessions are also options for service delivery for clients, however these instances must be first formally discussed with the client or their primary caregiver(s) and the therapist. This does not include an email, text message or something similarly informal that suggests you would like the frequency of the service to change.

For changes in frequency of any kind to occur the following is required

- A minimum of 1 session notice. For example, if your fortnightly session was on a Thursday, you would be required to fulfil that session before the frequency changes.



- A formal discussion with the therapist where both parties can collaborate on the pros, cons and adjustments necessary for the shift to be most beneficial or deemed clinically appropriate.

If the above do not occur, a session fee will be charged per the previously agreed upon session time and frequency.

Withdrawal or Termination of Services by a Participant

Functional Focus Therapy acknowledges that participants have choice and control in the delivery of their supports. In line with this a participant may terminate their Individual Agreement of Service at any time. A minimum of 14 days' notice is required for termination of an Agreement of Service. Notices should be given in writing or via email. As part of our commitment to quality service delivery and continuous improvement, Functional Focus Therapy will endeavour to ascertain the reason for the termination of services by the Participant.

Withdrawal or Termination of Services by Functional Focus Therapy

The Service Agreement may be cancelled by Functional Focus Therapy if:

- The Participant and/or their Nominee fails to do what is required of them under the terms of their Individual Service Agreement
- The Participant and/or their Nominee fails to comply with the policies and procedures of Functional Focus Therapy including the staff's right to feel safe and secure.
- The Participant and/or their Nominee fails to communicate and provide information pertaining to changes to support needs
- Workplace Health and Safety considerations are ignored
- Communication has broken down between the Parties and/or
- Payment for support and/or expenses has not been received

Privacy

At Functional Focus Therapy, we take the privacy and personal information of the clients who visit us, our employees and our suppliers very seriously. We won't discuss you/ your child or give you/your child's personal information to any individual, company or organisation outside of Functional Focus Therapy unless you've provided us with your written consent, or we are legally obliged to under court order.

Importantly, in the case of divorced or separated parents, both parents will have rights to information relating to their child unless under a specific court order or other legally binding order.

We will never sell or trade your personal data to third party list brokers or direct marketing companies. We'll do our very best to ensure that your personal data is kept safe and secure for as long as your details are in our care. Once our relationship has been concluded, Functional Focus Therapy will destroy or de-identify personal information due to redundancy, after our legal obligations to retain the information have expired.

Functional Focus Therapy takes reasonable steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security and restricted access to



electronic records. Functional Focus Therapy only use work-issued photography/recording devices to obtain any digital information that is sensitive in nature.

➤ Texting communication

For clients wishing to communicate with their therapist via a text style carrier service **WhatsApp** must be used. Therapists will not respond to SMS communication. WhatsApp allows client sensitive data to be sent via an encrypted service. It also allows communication to be exported to a client file for record keeping (necessary for health service providers and their obligations). Families/client's do not need to use WhatsApp and are welcome to use email/phone calls. Families/clients should also note that therapists are not obligated to have access to their emails on their mobile phones.

By reading and signing this service agreement you imply that you understand that client's personal and health information will be stored on what are reasonably understood to be secure software platforms.

Session Safety, Recording and Consent

To support child safety, therapist protection, and clinical practice, sessions may involve live streaming and/or video recording. Where a caregiver is not physically present, a secure live stream (e.g. via Microsoft Teams) may be provided for observation.

Recordings are used for clinical review and documentation, stored securely for up to two weeks, and then permanently deleted. Children may request video or audio to be temporarily paused during sensitive discussions, and therapists will respect these requests. Caregivers agree to access any live stream in a private setting and maintain confidentiality.

Therapy sessions conducted in schools or community settings will occur within a reasonable line of sight of others. Therapists reserve the right to cease or decline sessions if safety concerns arise. By engaging in services, you consent to these practices unless otherwise advised. Further details are available in our Therapist and Child Protection SOP upon request.



Functional Focus Therapy Agreement of Service

Your Name:

Name of person this agreement is for:

I understand that this agreement comes into effect the day of my initial booking, and I am aware of the information within this agreement:

Signature:

Date:



Payment Methods:

- Privately Funded
 Medicare

- NDIS:** Self-managed
 Plan managed

Plan manager: _____

Contact details _____

Name: _____

Invoice Email: _____

Plan start date: _____

Plan finish date: _____

NDIS number: _____

Credit Card Details: These details are stored securely on a client's account using our client management software encryption. I agree to have the required funds available at the time of the client's appointment.

Card details are not required for NDIS plan-managed participants.

Card Number: _____

Expiry: _____

CCV/CVV: _____

Name on Card: _____



Consent for Services and Information Sharing

Functional Focus Therapy recognises that participants and their families have choice and control over the supports they receive. Some aspects of service delivery require consent. While you may choose not to provide consent, this may impact how services are delivered.

Please read each item carefully and initial your consent where indicated:

Video Recording and Live Streaming

I consent to the use of video recording and/or live streaming as part of the therapeutic process. I understand this may be used for clinical review, intervention, documentation, and caregiver observation. I am aware recordings are stored securely for a limited time and then permanently deleted. I understand that only authorised individuals will have access to this content.

Information Sharing with Relevant Professionals

I consent to Functional Focus Therapy communicating and sharing relevant information about me/my child with other professionals involved in care (e.g. teachers, speech pathologists, psychologists, doctors, support workers) for the purpose of coordinated support.

If there are any individuals or services you do NOT consent to us liaising with, please list them below:

Professional Development and Supervision

I consent to authorised professionals (e.g. supervisors or mentors) within or external to Functional Focus Therapy accessing relevant information and/or recordings for the purposes of professional development, supervision, and clinical training. I understand this will occur in a confidential and secure manner.

Training and Educational Use

I consent to de-identified information and/or recordings of me/my child being used for training or educational purposes (e.g. staff training, parent education sessions). I understand that no identifying information will be shared, and content will not be made publicly available.

Signature: _____

Date: _____



APPENDIX: TRAVEL GUIDELINES

Functional Focus Therapy Travel Guidelines by Suburb

The following information is provided as a guideline for travel charges based on locality to the clinic, with the starting point being Functional Focus Therapy's office. In unavoidable circumstances, such as traffic jams or vehicle accidents where therapists' get stuck additional travel charges may apply.

15-minute return travel suburbs

Belmont	Floraville
Belmont North	Jewells
Belmont South	Valentine
Marks Point	Tingara Heights
Pelican	Redhead before Brown Street
Blacksmith (in cut off)	Croudace Bay

30-minute return travel suburbs

Swansea	Eleebana	Macquarie Hills
Swansea Heads	Warners Bay	Charlestown
Caves Beach	Speers Point	Kahibah
Murrays Beach	Lakelands	Whitebridge
Pinny Beach	Hillsborough	Dudley
Mt Hutton	Garden suburb	Redhead past Brown Street
Gateshead	Windale	Kotara South

45- 60 minute return travel suburbs

Cams Wharf	Crangan Bay	Lambton
Nords Wharf	Adamstown	New Lambton
Gwandalan	Kotara	Elemore Vale
Lake Munmorah	Merewether	Rankin Park
Summerland Point	Bar Beach	Glendale
Catherine Hill Bay	The Junction	Cardiff
Moonee	Broadmeadow	Argenton
Jesmond	Wallsend	Barnsley
Booragul	Woodrising	Fassifern
Blackhalls Park	Bolton Point	Marmong Point

Suburbs not listed are deemed areas where regular sessions may not occur. In specific instances where travel outside of these limits is required an individualised plan between Functional Focus Therapy and the client will be made and agreed upon prior to the appointment occurring.



THERAPIST SUMMARY CHECKLIST (OFFICE USE ONLY)

- Responsibilities of both client and therapist
- Fees and Charges
- Cancellations (inc. initial assessment cancellations)
- Ending services