
South West Kids Clinic THERAPY POLICY

Your child's development is of the highest importance at *South West Kids Clinic*. For this reason, the following policies ensure continuity of therapy and a common understanding between you and your therapist.

Payment of Fees – Clinic Consultations

It is expected that all fees will be paid at the time of assessment or therapy. Fees can be paid in cash or EFTPOS. Parents/caregivers of children who are eligible to claim through FaHCSIA must sign the record form at the time of therapy.

Payment of Fees – Off Site Consultations (including School/Preschool visits)

All offsite consultations (such as school and preschool visits) must be paid for in advance. Payment of fees is required no later than the business day before your child's appointment. This means that if your child is seen on a Tuesday, payment is required on the Monday before. Payments can be made via cash/EFTPOS at our clinic reception. Alternatively you can make payment via credit card over the phone or direct deposit. Direct deposit payment will need adequate processing time to allow the funds to be transferred to our account the day before your session. Please contact reception to gain bank details for transfer. Payments will no longer be accepted through the school office. Please be advised that your child will not be seen for therapy if payment is not received prior to the day of the appointment.

You are also welcome to pay for the whole term of therapy upfront which is often more convenient as it avoids having to remember to pay. It also ensures that your child will not miss any valuable therapy if you happen to miss a weekly payment.

Late arrival

If your child is late to a therapy session, the session will cease at the previously agreed completion time with the fee remaining the same. For example, if you arrive at 3.10pm for a 3.00pm appointment, the session will be completed at 3.30pm and you will be required to pay the fee for a half hour consultation. If you are more than 15 minutes late, the therapist may not be able to see you.

If the therapist is running late, the scheduled session length will remain as agreed. For example, if the therapist takes you in to the clinic at 3.10pm instead of 3.00pm, your session will continue til 3.40 (the full 30 minutes).

Cancellations

When scheduling an appointment, time is specifically reserved for a therapist to dedicate to your child. When you advise our clinic that you are unable to attend an appointment with adequate notice, we are able to allocate this time to another child's care as opposed to waiting for your arrival. From the onset of therapy, we are committed to providing you with excellent services of the highest quality and for this reason, we expect that you prioritise your child's therapy.

How to cancel an appointment:

You are required to contact reception prior to 2pm the day prior to your appointment. This can be via phone or email correspondence with our friendly reception staff. If you are calling outside office hours, you are required to leave a message on our voicemail and we will retrieve this message along with the time the message was left on voicemail.

Cancellation Fees:

Failure to attend therapy sessions without adequate prior notice (before 2pm the previous day) will result in a cancellation fee of 50% of the scheduled fee. Payment of this is required prior to the commencement of your next scheduled appointment. Failure to pay the cancellation fee may result in termination of therapy for your child. It is important to note that external funding bodies such as FaHCSIA or Ability Options or Marumali (for example) will not fund cancellation fees. Therefore you will be required to cover this cost via cash or EFTPOS.

Cancellation fee exemptions:

We understand that children often become unwell throughout the night/day, which means that you may not be able to provide adequate notice. In this case, the cancellation fee can be waived if a medical certificate (outlining the specific date of appointment cancelled) is provided to reception.

Frequent cancellations:

Regular attendance to therapy is integral to your child's goals being achieved. South West Kids Clinic has the right to terminate therapy if your child does not attend 3 consecutive sessions or less than 50% of sessions within a 2 month period.

Failure to attend:

If for some unforeseen reason you cannot attend your session, please contact your therapist as early as possible. Failure to attend therapy sessions without adequate prior notice (before 2 pm the previous day) will result in a cancellation fee of 50% of the scheduled fee. Payment of this is required prior to the commencement of your next scheduled appointment. This fee is not covered by FaHCSIA and will be required in cash or via EFTPOS.

Cancellation of school consultations:

If your child is scheduled to have an appointment with a therapist at school, it is your responsibility to notify our clinic if your child is absent from school this day. Similarly, if your child has an excursion or another event at school that will coincide with the therapist's visit, you will need to notify the clinic before 2pm the day prior. Due to the time required to prepare for a school consultation, you will be charged 100% of the fee if adequate notification is not provided.

Report Writing

Often your child's results will need to be communicated formally to other service providers such as a paediatrician, teacher or other therapists. For this reason, a report may be requested which will include the assessment scores and important information about how the particular challenges impact on his/her participation in daily tasks. It may also outline the steps that we will take together to achieve his/her full potential. This will provide information to allow others to better understand the difficulties experienced by your child and where suitable, accommodate his/her needs.

Due to the detail and quality of reports that we provide, there is an additional charge if you opt to have a report written for your child. A partial payment (minimum 50% of the fee) is required at the time that the report is requested. Your therapist will not commence writing a report until the deposit is paid. Your therapist will advise you when the report is completed and you will be provided a copy when full payment has been received.

Home Activities

Following the completion of your child's therapy session, home activities will be provided. It is your responsibility to ensure that these activities are incorporated into the home routine and conducted on a regular basis. Due to the nature of child development, much of your child's progress is dependent on the amount of therapy that is carried out at home.

We thank you for your understanding and look forward to working with you and your child!

Kind regards

South West Kids Clinic Management