



## Welcome to Therapy Pro Online (Medicare)

Thank you for choosing to work with us. Please review the following essential information which is split into the following sections:

### Service Agreement (Terms and Conditions)

**Support and Services:** Therapy Pro commits to providing registered and accredited therapeutic support and services based on professional standards.

If the client is under 18 or has a legal guardian, their representative provides consent on their behalf.

**Payments:** Full session fees of AUD\$220 per hour are due on the day of service.

Clients can utilise the booking portal for payment or request details from the therapist at the end of the session for payment on the day. Clients eligible for a Medicare or private health rebate will be provided with a receipt to enable you to make a claim.

Additional services such as a progress report for legal or insurance purposes will be quoted separately. Services may be discontinued if payments remain outstanding.

**Cancellation Policy:** A full cancellation fee is charged for Therapy Pro Online (Medicare) appointments canceled with less than 24 hours' notice or for no-shows (the therapist may wait for 15 minutes to allow for late arrival. However, the appointment will finish at the scheduled time). Clients will be notified of any changes to this policy.

**Abuse, Harm, and Neglect:** Therapy Pro ensures a safe and supportive environment, taking necessary actions in cases of abuse or neglect. Allegations and incidents of violence, abuse, neglect, exploitation, or discrimination are acted upon, and support will be provided to all clients involved.

### Client Consent and Authority to Exchange Information

**Privacy & Consent Statement:** Therapy Pro collects and stores personal information per the Commonwealth Privacy Act 1998, ensuring secure storage and limited information sharing, except in specific circumstances.

**Limitations to Confidentiality:** Therapy Pro has a duty of care to their clients. Personal information remains confidential except in cases of legal requirements, if there is a risk to the client, a close relative of the client or a Therapy Pro staff member or with the client's prior approval.

If we must provide the client's information as a legal requirement, Therapy Pro will inform the client that this has occurred.

The client can withdraw their written consent at any time by calling or writing to us.

By agreeing to this document, you acknowledge the terms and conditions and our privacy policies. Should you have any concerns, please contact us immediately.

