

Therapy Terms & Conditions

If utilising NDIS funding; this service agreement is made for the purposes of providing support under the participants' National Disability Insurance Scheme (NDIS) Plan.

Privately funded clients please disregard NDIS related questions.

In signing this document the participant/client agrees to AkindaCo terms and conditions of therapy.

Participants/clients Name:	
Participants NDIS number:	
NDIS Plan Manager:	
Date of birth:	
Parent/Carer's name:	
Participants tel. no:	
Participants email:	

Therapy Length and Appointment Times

If we decide to work together then we will verbally agree on a specified amount of time e.g. 12 sessions, or more usually, or it will be for an open-ended therapy where your needs as a client will dictate the length of time we work together. Please let us know if you need this information provided in writing. We can also discuss if you have particular issues that you would like to work on, so that we can prioritise these in our work. Appointment times are subject to short-term change based on the therapists' availability due to our delivery of other scheduled therapy commitments such as the Safe and Sound school holiday program. We can provide information about this program in your initial appointment if desired. **Phone consultations or multi-disciplinary meetings relating to client work lasting 15 minutes or more are billed.**

If your child is attending therapy, you must be available to collect your child 10 minutes before the scheduled end of the session. If you leave the building you must supply the therapist with your contact details and anticipated location. If a child is not collected on time following their session, there is a charge of \$50 for every 10 minutes late the parent or guardian is. If a child has not been collected after 40 minutes and efforts to contact the parent or guardian have been unsuccessful, it will be necessary to contact the Department for Child Protection.

Lateness & cancellation

Our cancellation policy non-negotiable. Two business days notice is required when clients need to reschedule or cancel a session, otherwise a cancellation fee occurs (100%). One business Cancellation Fees will apply without adequate notice of non-attendance. NDIS participants; if you are unable to attend a session, it is your responsibility to inform the therapist in advance so that the time can be made available to others. If sessions are occurring at school or childcare, it is the responsibility of the caregiver to inform us if they are not in attendance for any reason (i.e. sickness, pupil free days), and the same cancellation (48 hours – business days) and reschedule policy (24 hours – business days) applies.

As we are only able to charge for a limited number of cancelled sessions - it's always preferable to reschedule sessions. AkindaCo reserves the right to discontinue appointments, if we feel that a lack of commitment to therapy is preventing goals being attained.

If the therapist is late for a session, they will make up the time so long as this is possible for you or reimburse you accordingly. If you are late, please expect the session to finish at the appointed time. If the therapist cancels a session, you will not be expected to pay for it and, if possible, you will be offered another appointment time. Please inform AKINDACO of any change in your contact details so we can reach you should we need to cancel a session.

If you need to cancel an appointment please call as soon as possible on 08 7081 5886, as emails may not reach us in time and you may be liable for a fee. AKINDACO reserve the right to terminate therapy if cancellations, no-shows or late payments become excessive; the therapist will discuss this with you prior to cancelling services.

Holidays & breaks

The therapist will try to give you good notice of forthcoming holidays and breaks and we hope you will give us as much notice as you can. As a guide a minimum of two weeks' notice on either side is advisable.

Confidentiality, good practice and safety

What is shared in the session will be treated as private. Any information about you and/or creative work is held with utmost confidentiality and can only be released by the exceptions outlined below:

Under mandatory reporting legislation AKINDACO are ethically and legally required to tell other people;

1. If there is serious concern that you may endanger yourself or others
2. If there is a suspicion or disclosure of child abuse

3. If records are subpoenaed by court order

There may be times when you consent for your information to be shared, such as with your medical professional, allied health practitioner, case manager and/or psychologists. This would only occur with discussion and your written consent is required. If you do have any concerns whatsoever in this regard, please do raise them with the therapist.

If you prefer therapy services to be provide to you at home or another location, it is your duty to inform AKINDACO of any risks to safety that you may be aware of (for example, if you have an aggressive animal or if a former partner may visit during a session, who may pose a safety risk).

Waiting room

Children must be accompanied by a responsible adult at all times in the waiting area.

Ending

You have the right to terminate therapy at any time by providing 2 weeks' notice in writing (email is acceptable) and you will typically be the one who decides when therapy will end, with the following exceptions:

- a. If cancellations and no shows become an issue, as described above.
- b. If AKINDACO are not able to help with your particular difficulty (if it is outside of the therapist's scope of practice), if this is the case AKINDACO will inform you of this at the earliest opportunity and refer you to another therapist who may meet your needs.
- c. If you do violence to, verbally or physically, threaten or harass the therapist, AKINDACO reserve the right to immediately discontinue your therapy.

If AKINDACO terminate your therapy we will offer you referrals to other sources of care, but cannot guarantee that they will accept you for therapy. If we have been working together for any length of time, it is important to give as much notice as possible before you finish so we have plenty of time to plan an ending. AKINDACO would encourage you always to attend the ending sessions to appropriately conclude therapeutic work.

Payment and Fees

NDIS fees:

NDIS hourly charge is \$193.99 (psychologist rate \$234.83).

Initial appointments are charged at 120 minutes [90 minutes plus 30 minutes of Therapy Plan writing].

Ongoing appointments are charged at 70 minutes [60 minute appointment plus 10 minute clinical note writing].

NDIS progress reports are charged at 1.5 hours, and full reports charged as 2 hours.

We request Credit Card details (provided via phone OR via our Intake Form, to be completed 7 days before initial appointment) of Self-Managed clients to process full upfront payment of initial appointment fee minimum of 5 business days prior to the appointment. If payment is not made within 5 business days of the Initial Appointment request, the Initial Appointment session is not confirmed and will be cancelled. Stored credit card details will also be used to charge ongoing session fees 30 minutes into session time.

Plan managed managed clients will NOT be charged via stored Credit Card details.

Private fees:

Our Private (Standard) rate is \$185.00 + GST per hour.

Our Private (Psychologist) rate is \$225 + GST per hour.

Our Private (Clinical Director) rate is \$235 + GST per hour. This applies to appointments booked with Shane Fotheringham or Paula Gillespie-Fotheringham.

Confirmation of Initial Appointment session (90 mins) for private paying clients requires full upfront payment 5 days before the initial appointment. If payment is not made within 5 business days of the Initial Appointment request, the Initial Appointment session is not confirmed and will be cancelled.

For ongoing sessions, Credit Card details are required (via our Intake Form, to be completed before initial appointment) in order for processing of fees to occur 30 minutes into session time.

Initial appointments are charged as 90 minutes.

MHCP Fees

Current rebates for MHCP is \$89.65. This leaves a gap charge for Psychology of \$135.35. Clients are required to pay full fee (\$225.00/hr) for Psychology services, and will receive the rebate back onto their card or nominated bank account [2023 onward].

MHCP Reduced Cost Fees

With a valid Mental Health Care Plan, clients can receive 10 sessions [50 minutes + 10 minutes clinical administration] at the reduced fee of \$135.35 with any clinical staff member registered with PACFA, ANZACATA or AASW. Initial appointment/s is included in these 10 sessions. Clients can choose from 2x 60 min [50 min + 10 min clinical admin] or 1x 120 min [100 min + 20 min clinical admin] for the initial appointment/s.

In-office appointments only [no outreach]. Subject to practitioner availability. MHCP must be valid (dated within that calendar year). Multiple MHCP can be used for one family (i.e. multiple members have MHCP, and so can receive 10x Reduced Fee sessions per valid MHCP per person]. Request our MHCP Reduced Fee Information Sheet for more detail.

Confirmation of Initial Appointment session for MHCP-reduced fee paying clients requires full upfront payment 5 days before the initial appointment. If payment is not made within 5 business days of the Initial Appointment request, the Initial Appointment session is not confirmed and will be cancelled.

AkindaCo reserves the right to charge late fee of \$50 after two weeks of failed payment, and \$20 accruing each week after this. AkindaCo may also pursue legal action for accrued debt.

Plan managed clients will be invoiced via their plan manager and Self-managed clients will be invoiced and charged directly. Plan-Managed clients' payments are required within 7 days of the invoice date (a late fee of \$25 will be charged for late payments), and self-managed payments must be made upfront (see NDIS Fees section).

As a service not registered with the NDIS, we choose to charge the prices set by the NDIA, which are reviewed annually. AkindaCo reserves the right to change the price of sessions in accord with any changes made by the NDIA to service pricing.

Please note that we may charge under the "Other Professional" fee line for our services, as our staff provide an integrative service involving therapeutic interventions from a range of modalities including systemic family therapy, play therapy and expressive therapy. These interventions are not typically classified as "counselling", and we therefore reserve the right to charge under this fee line. If a client's Plan Manager disputes this fee-use, clients will be liable to paying any differences between the Plan Managers preferred fee-line and the AkindaCo charge.

Safe and Sound Protocol

The Safe and Sound Protocol is generally delivered over 5 days, and costs \$1406 for these appointments, pre and post outcome measurements and materials. Private paying clients incur 10% GST charge on this cost. The SSP will be charged either in full to confirm booking (for private paying or NDIS self-managed clients) or across 5x appointments within the week of delivery (NDIS plan managed). If the therapist determines it is clinically appropriate for the SSP to be delivered remotely without supervision, the standard rate for the entire program still applies.

If therapist-supervised follow up appointments are required (for example, if the client needs more than 5 days for the 5 hours of listening), then follow up appointments are charged at the standard hourly rate (i.e. NDIS or private rates, see 'Fees' section). This includes zoom appointments or in person.

Travel

Fees for travel in respect of a NDIS & Private clients will be charged at the same hourly rate as agreed with the participant for the primary support, travel time will be capped at 30 minutes per journey within metropolitan Adelaide region.

Where therapeutic work may be provided to more than one participant in a 'region' then the travel fees will be apportioned between the clients / participants, with the agreement of each participant in advance.

If you require the therapist to travel to your home or another site, such as school, this will be billed at the normal hourly fee. All unpaid fees will be legally pursued.

Communication

Please switch off your mobile phone and other devices for the duration of your therapy session. School aged clients are required to leave their device with their parents/carers for the session. Clients can contact the therapist by e-mail or text to confirm or change appointments or update basic information. Clinical questions and issues cannot be answered/discussed via e-mail/ SMS or text and will be deferred to the next session. This is because these forms of communication are not considered a secure/ confidential enough form of communication.

Letters and Reports

Please provide between 3 and 4 weeks' notice when a report or assessment is required. **All letters and reports under 200 words are free of charge. If you require a full progress report regarding your therapy this will be timed and charged at 2 hours of the standard session rate [see Fees section]. NDIS reports are charged as 2 hours.**

Therapist Responsibilities

- To be prepared and ready for each session
- To provide a safe and supportive environment
- To keep all personal information and creative work confidential

Client Responsibilities

- To keep scheduled appointments, show up on time and leave promptly after sessions
- To switch off your phone/devices
- To be open and trust the process of therapy
- To only share what you feel comfortable to share

Client Agreement

By signing the terms and conditions, you also agree that mistakes made by referring parties of billing details (such as identifying a client as plan-managed when they are in fact NDIA managed), that you as the client are liable to pay outstanding fees to AkindaCo. We endeavour to work with your support team to manage this, however you will be liable for any outstanding charges if we are unable to charge a suitable plan management agency.

I have read the preceding information and understand my rights and responsibilities as a client. My signature below acknowledges this understanding and indicates I accept the conditions of service provision at AkindaCo.

I _____ have been informed of the above conditions and accept the terms of service for therapy via AkindaCo. I have read, understand and agree with the above (including the cancellation policy).

NAME (Please Print) _____

SIGNATURE _____

DATE _____

INFORMED CONSENT	
This section is to indicate if you give permission for us to inform your other practitioners/health professionals of your involvement in therapy. This doesn't mean that clinical information is shared without your permission, but that we can contact them to let them know you are engaged in therapy and later on an as needs basis – if necessary	
I, DO GIVE / I DO NOT GIVE my informed consent for the Therapist to contact my other treating practitioners.	
They are Listed as follows:	
Signed (client)	

Please return this form to hello@akindaco.com