

# General Service Terms and Conditions

## 1. Confidentiality and Privacy

Rehab Alive and its employees will endeavour to;

Take all reasonable precautions as may be necessary to;

- keep any Confidential Information confidential and secure, and to

Not use or permit the use of any Confidential Information other than:

- As required by the law of Australia whereby during any court process, relevant documents may be sought and handed over, at which point all responsibility rests with the court; or
- Where, the information has become available in the public domain (other than by a breach of confidentiality).

Maintenance of your confidence in our service is important to us and should you have any questions or concerns regarding our confidentiality or privacy obligations to you please do not hesitate to contact us.

## 2. Personal & Health Information & Visual Media

Rehab Alive is required to collect personal and health information (which may include images) from yourself/your significant other(s) and/or members of your health and medical teams relating to your health assessment and treatment. The information will be used in the following ways:

1. Service Delivery including liaison with other members of your healthcare and support teams when appropriate;
2. Billing and compliance requirements; and
3. Administrative purposes.

Please do not hesitate to discuss any issues directly with your treating therapist or Daniella Polita, Director of Rehab Alive.

## 3. Service Standards

Rehab Alive endeavours to provide a high quality, evidence based Occupational Therapy Service. Rehab Alive is dedicated to treating all persons with respect and deserving the right to make their own health care choices. We strive to act with integrity, honesty and fairness at all times within the limits of our professional code of ethics.

<http://www.otaus.com.au/onlinestore/free-resources/occupational-therapy-australia-national-code-of-ethics>).

#### 4. Service Timeframes

Rehab Alive provides professional services to many individuals. At times we will be required to prioritise clients according to urgency and need. We understand that your needs are important to you and will aim to progress and pursue your requirements in a timely manner. Your cooperation and engagement in this is important. Rehab Alive does limit the intake of referrals to ensure that our caseload is as manageable as possible, however from time to time demand will exceed capacity. Should you be dissatisfied with service timeframes please do not hesitate to contact us to discuss.

#### 5. What is Expected of our Clients?

- We request that as much notice as possible is provided for appointment cancellations. We may charge up to 50% of our hourly rate for cancellations occurring after 3pm the day before the scheduled appointment and for no-show and day of appointment cancellations, so please discuss your need to change your appointment with us as soon as you can to avoid this cost.
- Co-operation and collaboration will be sought in the setting of goals and objectives
- Wherever possible recommendations will be discussed at the time of assessment.
- We aim to work **with** our participants and will seek engagement, input and decision making (within the limits of the participant's ability) in all activities undertaken.
- Should you believe that treatment provided is not in your best interests (or that of your loved one/ person under your guardianship) please discuss your concerns with the therapist allocated so that alternatives can be identified, and re-direction can occur.
- Verbal and/or physical abuse will not be tolerated and will impact on our ability to continue to provide services.

#### 6. Ending a Treatment Relationship

##### Client: Ending service provision

Clients and their guardians are entitled to end a treatment relationship with us at any time, however please be aware that we are entitled to bill all unbilled costs accrued to that date. The outstanding figure will be reported to you.

Notification of intent to end the treatment relationship is required in writing or in the presence of or through an objective witness (case coordinator, medical or other treating professional or legal nominated guardian) and will be accepted immediately.

### Service Provider: Withdrawing from service provision

Should we determine that we are no longer able to provide ongoing services to you after acceptance of your referral we will provide you with 14 days written notice of our intention to withdraw.

Physical abuse by a client or a significant other will not be tolerated and will result in service provision being ceased immediately without the above notice period being enforceable.

## 7. Invoices

Invoices will be generated at the completion of a service or, if ongoing or long-term service provision is required, these will be generated at regular intervals where a body of work has been completed. Rehab Alive aims to bill at least monthly and our usual payment terms are **14 days**. We may accept extensions to these payment terms **only** upon written request and prior agreement. For ongoing service provision, failure to pay an invoice may result in service cessation. Long term non-payment will be referred to Tas Collection Service. Please discuss your requirements with us to ensure accurate, timely and agreeable invoicing procedures and expectations.

### GST

Most services will incur GST and GST will be itemised on invoices generated.

## 8. What to do if there is a problem or you have a complaint?

Please do not hesitate to discuss this directly with your treating therapist. If this does not resolve the situation or, if you feel that an inequitable service continues to be provided, please liaise directly with the Director of Rehab Alive, Daniella Polita on 0428 547 000 or via email at [daniella@rehabalive.com.au](mailto:daniella@rehabalive.com.au). Alternatively, you can contact the agency or individual that referred you to our service. Please be advised that Rehab Alive do take complaints seriously and will attempt to find an agreeable solution for all parties.