



**ABN 91 380 166 573**  
**1/13 Robertson Rd**  
**Killarney Vale NSW 2261**

**Clinics at Killarney Vale, Woy Woy, Toukley & Wyoming**  
**(02) 4388 1110**  
admin@coastwidetherapy.com.au

## **Terms and Conditions**

### **ELIGIBILITY CRITERIA**

Coastwide Therapy Services provides therapy services to:

- Predominately participants from 0-18 years of age.
- Clients can come from a range of funding sources including NDIS, fee for service, Medicare, other insurance schemes, Department of Education or alternate educational settings.
- Children DO NOT require a referral to access our services.

### **SERVICE DELIVERY**

Our services are provided in a flexible and responsive way in each of our clinics along with the individuals natural environment such as preschool, school and home. The location of services is based on individual preferences and a therapist's capacity to do so. Access to our service is clear, transparent and non-discriminatory, so people are treated equally and fairly no matter what their culture, sexuality, economic status or funding model.

Each participant and their family will be actively involved in the development of meaningful goals and service plans. Coastwide Therapy Services (CWTS) is committed to consulting with its clients on how your service will be provided, listen to feedback and resolve any issues in a timely manner. Our therapists adhere to evidence and informed based practice and provide open and clear communication with you via your preferred method.

Coastwide Therapy Services agrees to provide service to its clients, which will be charged at the applicable hourly rate agreed prior to commencement of service provision. Services will be billed for direct and indirect work completed in increments of 15 minutes. A service may attract an additional travel cost which will also be outlined prior to a service being completed. CWTS can provide a summary of service at the request of the client. An estimate of hours required to complete agreed services will be outlined in the clients Service Plan where applicable.

People have the right to accurate, clear and transparent information to help make decisions about accessing and leaving our services. Information is not limited to one type of media and can be changed to meet individual needs and preferences (including translating written documents or using graphics/ visual supports when required).

CWTS will ensure that each participant has access to timely and appropriate support without interruption where possible. Efforts are made to refer on where services cannot be provided within our team. People are assisted to access the supports and services that meet their needs, goals and preferences within CWTS and they are assisted to explore and are referred to external services when appropriate and/or requested.

Information about our services is proactively and responsively available to all people via CWTS webpage, Facebook and Instagram pages and through written correspondence. We work with other organisations and community supports to share information to build a strong referral network, keeping the needs of people with a disability at the core.

## **PAYMENT**

Payment methods for service delivery can be:

- Applicable government funding packages e.g. NDIS
- EFT
- Merchant facility card payment.

All accounts for services completed must be paid at the time of service delivery or according to the requested due date on the invoice. Coastwide Therapy Services reserves the right to either place service on hold or cancel service where accounts remain outstanding past the requested due date.

A receipt for payments made will be provided by Coastwide Therapy Services either on site or via email. For disputed payments please refer to our Refund Policy below.

## **REFUND POLICY**

If you are not entirely satisfied with our service, please notify us within 7 days of the completed service.

We are committed to investigating feedback and complaints made in and timely manner. Instances where service delivery is deemed unsatisfactory, or where charges are correctly disputed, we will process a refund to your nominated bank account within 5 business days.

### **Policy Updates**

This Policy may change from time to time and is available by contacting us using the details below.

### **Service Delivery Policy Feedback and Complaints**

If you have any feedback or complaints about our Service Delivery, please contact us at:

**Coastwide Therapy Services**

[admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au)

[www.coastwidetherapy.com.au](http://www.coastwidetherapy.com.au)

**(02) 4388 1110**

## EASY TO READ FEEDBACK AND COMPLAINTS POLICY

### **Our policy is:**

- Complaints, suggestions and compliments are welcomed and important to us because it helps us make sure our services are the best.
- You can give feedback to us by talking to your therapist, writing us an email at [admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au) , talking to us on the phone 43 881110 or chatting to one of our staff at the front desk.
- We encourage and respect your right to raise a complaint and give feedback.
- Throughout the year we may also ask for feedback by surveys, on our Facebook and Instagram pages or by meeting with you. You can say NO to being part of our feedback process.
- How you give your complaint and feedback does not impact on how long it will take for us to get back to you with our result. We try and resolve all complaints within 30 days.
- Our staff work with children who are vulnerable and they are trained to listen carefully to their feedback and complaints too.
- We handle complaints in line with legislation and we have a standard procedure that we follow every time.
- We make sure that complaints are logged on a register so we can look for any trends or risks and make changes to the way we do things where needed.
- You will be updated about the progress of your complaint as we are investigating.
- We manage all feedback and complaints fairly and we always try to resolve it in a positive way.
- We make decisions based on evidence and not here say.
- Some times we need to share your personal information if the court asks or if we are concerned about your safety.

Our full feedback and complaints policy is available if you would like a copy - just ask your therapist, or someone at the front desk, or call 43 881110 or email [admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au)

Please call or email us if you would like someone to read or explain something to you in more detail.

## **EASY TO READ PRIVACY POLICY**

### **Our policy is:**

- We keep information about you at Coastwide Therapy Services so we can best support you.
- We collect and use information so we can help you develop meaningful goals and guide how often, how long and where therapy services are delivered.
- We only use information to help us do our jobs. Information is NOT shared with other services without your permission (consent).
- Information is kept up to date on a secure data base called Echidna.
- You can ask us if you want to see the information we keep about you.
- If any information we have is old, or not right we can make changes at anytime.
- The only time we will share information about you without your permission is if we think you might not be safe or if we need to by law.
- We will ask you before we use any videos or photos that you are in.
- You can change your permission (consent) at any time just ask your therapist and they will have you sign another consent form.
- Please give us feedback or let us know if you think we have done the wrong thing with your information.

Our full privacy policy is available if you would like a copy - just ask your therapist, or someone at the front desk, or call 43 881110 or email [admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au)

Please call us or email us if you would like someone to read or explain something to you in greater detail.

## **EASY TO READ RIGHTS POLICY**

### **Our policy is:**

- All people regardless of their abilities (including children and young people) have rights and they should be respected at all times.
- Our staff respect your dignity and privacy.
- You have the right to receive support and information free from discrimination, abuse or neglect.
- At Coastwide Therapy Services you are treated equal to all other people in society and your individual and cultural needs are valued.
- You have the right to make your own decisions about not only how therapy services are delivered but also how you choose to live your life, free from judgment.
- Information and support is available to help you understand your rights by talking to your therapist, writing us an email [admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au) , talking to us on the phone 43 881110 or chatting to one of our staff at the front desk.
- We help you and encourage you to build the skills to advocate for your rights. We also support you to access advocacy services if you want extra support. There is a list at each clinic or you can ask your therapist and they can print it out for you.
- We always work with the child, their family, friends, carers or those most important to them to ensure they have a voice and are being heard.
- We keep your personal information private and on a secure database and we do not share your information unless we have permission (consent) from you.
- Sometimes by law we need to share your personal information if the court asks us or if there are concerns for your safety.
- Parents/Carers can make decisions and choices about how, when, where, how often therapy services are provided and they also have choice and control if they want to cease services.
- Children are also involved in the decision making process and we may use ipads, visuals, photos etc to help them be more involved in the decisions that impact on them.
- Staff are trained to make sure they know about risks and how to respond if they believe there has been abuse, neglect or significant harm.

Our full rights policy is available if you would like a copy- just ask your therapist, or someone at the front desk, or call 43 881110 or email [admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au)

Please call or email us if you would like someone to read or explain something to you in more detail.

### **EASY TO READ SERVICE ACCESS POLICY**

#### **Our policy is:**

- Access to our service is clear, transparent and does not discriminate.
- All people are treated equally and without judgement.
- All people have the right to easily accessible information that help them make decisions about accessing and leaving our service.
- Information can come in many forms and can be changed to meet your needs. We can have people read you information, we can use pictures if that works best or we can have an interpreter if that would make things easier.
- We work closely with lots of other services in the community and share information with them at meetings, through workshops or via the phone/email. This means we have a good referral network if you need something that we can't provide.
- Your therapist or our admin team at the front desk can help with referring you onto other people if that helps.
- We try and be as flexible as possible when we are providing your therapy services. We see children at our clinics, at home, preschool or school depending on what works best for you.
- We have 4 clinics and always try to match you with a therapist and clinic that is closest to you to make it easier for you to access therapy.
- We value feedback from people who use our service so we can make changes and always improve the way we do things.

Our full Service Access policy is available if you would like a copy - just ask your therapist, or staff at the front desk, or call 43 881110 or email [admin@coastwidetherapy.com.au](mailto:admin@coastwidetherapy.com.au)

Please call us or email us if you would like someone to read or explain something to you in greater detail.