



**Terms of Service**

## Terms of Service

Our Terms of Service outlines how we provide services. It includes your rights and responsibilities as a client, and our rights and responsibilities as a service provider.

Together with the Service Agreement, these Terms of Service form part of your agreement with CliniKids. Failure to meet your responsibilities as listed below may result in withdrawal of services.

**! Please note:** Our Terms of Service are subject to change. We will provide four weeks' notice before any changes take effect.

**📞 If you have any questions, please contact us on (08) 6319 1133.**



## Rights and Responsibilities



**What you can expect from us, and what we ask of you.**

### We will:

- ▶ Communicate openly and honestly in a timely manner and treat you with courtesy and respect.
- ▶ Consult you on decisions about how supports are provided.
- ▶ Be in touch with as much notice as possible should we need to cancel an appointment and do our best to reschedule.
- ▶ Protect your privacy and confidential information.
- ▶ Keep records of your personal and service information as well as full and accurate accounts and financial records of the supports delivered to you.
- ▶ Provide access to your personal information, therapy plan and notes on request.
- ▶ Communicate with other providers as outlined by you as well as any relevant funding body.
- ▶ Establish a written Service Agreement with you about the expected outcomes and the nature and price of supports to be provided.
- ▶ Deliver supports in accordance with this agreement.
- ▶ Claim/invoice for all services provided.
- ▶ Issue, at your request, an itemised statement listing the kinds of supports provided and invoiced to you, or claimed via the NDIS portal.
- ▶ Provide at least 14 days' notice in writing of termination of services to enable you, or the funder, to nominate an alternative provider to deliver those support services.
- ▶ Make sure all therapists are qualified and attend regular training.
- ▶ Follow the NDIS Practice Standards that ensure services are high quality.
- ▶ Promote safe work practices and environments.

## You will:

- ▶ Work together with your therapy team around goal setting and an agreed approach to service delivery.
- ▶ Work collaboratively with CliniKids and treat CliniKids property and its staff with courtesy and respect.
- ▶ Provide information relevant to safe therapy services, and talk to CliniKids if you have any feedback or concerns about the supports being provided.
- ▶ Give CliniKids at least 48 hours' notice if you need to cancel a session or service.
- ▶ Acknowledge that repeated non-attendance without notice or reason may lead to the loss of your regular timeslots as well as a charge in accordance with CliniKids' cancellation policy.
- ▶ Be responsible for payment for any services delivered.
- ▶ Give at least 14 days' notice of termination of services with CliniKids.
- ▶ Provide a safe environment for clinicians in the event of home visits.
- ▶ Request an interpreter or translator if you need one.



**Please note:** As part of service delivery, our therapists might refer you to other service providers for support to achieve your goals. This can include assistive technology suppliers, advocacy agencies and government bodies. CliniKids is not responsible for the quality of products or services provided by third-party service providers.



## Charges

Our pricing is subject to change. We will provide four weeks' notice for any changes that affect you.

You can request a hard copy from our client support team.

### We charge for the following activities:

- ▶ All appointments with your therapy team. If there is more than one therapist at an appointment, you will be charged for each therapist. We will discuss who attends appointments with you.
- ▶ Communicating with you in person, by phone, or email.
- ▶ Travel to the locations outside of the clinic, where you want to receive therapy.
- ▶ Working with the people in your life to make sure therapy happens in everyday situations.
- ▶ Time spent preparing for and individualising your therapy sessions and appointments.
- ▶ Helping you with assistive technology.
- ▶ Completing assessments and reports.
- ▶ Creating resources that help you achieve your goals.
- ▶ Your therapy team working together to provide therapy and help you achieve your goals.
- ▶ Writing a Therapy Service Plan and a Therapy Service Summary.
- ▶ Completing mandatory reports required by professional bodies under our duty of care.
- ▶ Writing notes after an appointment or phone call. We will only do this if we do not have time to write notes during an appointment.

### We don't charge for the following activities:

- ▶ Booking appointments with you.
- ▶ Setting up NDIS services, including completing Service Agreement and creating service bookings.
- ▶ Completing invoices and payments.
- ▶ Therapists or students who attend appointments for learning purposes.

## Travel

When we provide therapy in the locations outside of our clinic rooms, including your home, school, and other community settings, we charge for the time it takes for your therapist to travel to and from an appointment from their regular place of work.

Where possible, we book appointments with other clients in your area on the same day to reduce travel costs. You can also choose to receive therapy online via teletherapy to reduce travel costs. Your therapist can assist you in deciding if this is appropriate for your goals.

The maximum we charge for travel per NDIS-funded appointment in the Perth metropolitan area is 30 minutes each way.

Privately funded clients are charged for the time that it takes the clinician to travel to and from an appointment.



## Cancellations

If you need to change or cancel an appointment, we ask that you provide at least 48 hours' notice to avoid a late cancellation fee.

If your appointment is directly following a day when CliniKids is not open, for example a public holiday or weekend, you can email us on [clinkids.reception@telethonkids.org.au](mailto:clinkids.reception@telethonkids.org.au) to cancel, or phone and leave a message on 08 6319 1133 and your cancellation will be time stamped at the time you contacted us.

If you miss an appointment or cancel within 48 hours, we will charge the full cost of your appointment, including any time booked for travel.

If you cancel often, we will discuss what help you might need to attend appointments. If we cannot find a solution, we may decide to stop services until you are able to attend your appointments.

If your therapist needs to cancel an appointment, we will be in touch with as much notice as possible and do our best to reschedule.

## Invoice Payments

Payment of all invoices is the responsibility of the client, regardless of funding type. We will provide an invoice after each service. Please ensure your plan manager is aware of our terms of service to avoid any disruption to your sessions.

You can pay with EFTPOS or by credit card (VISA or MasterCard) or make an electronic funds transfer, as detailed on the service invoice. We will provide you with a receipt via email, unless a printed copy is requested. Invoices are payable at the time of receipt of the service or within 7 days of the invoice date.

- ▶ It is your responsibility to let CliniKids know immediately if the NDIS plan is suspended or replaced by a new plan, or if your child stops being a participant of the NDIS.
- ▶ It is your responsibility to keep track of the spending against the NDIS plan and ensure that there are sufficient funds to pay for the supports provided by CliniKids.
- ▶ If payment is not received within 7 days, we will send you a reminder.
- ▶ If payment is not received within 14 days, we will follow up with you to request payment immediately so as not to impact your services.
- ▶ Invoices that are outstanding by 28 days or more may result in suspension of your services. You will be responsible for charges associated with debt collection.

If you are having difficulty settling your fees, **please reach out and discuss this with us.**

A final invoice will be sent within 10 business days of your service end date.

## NDIS Participants

CliniKids will contact you prior to expiry of your NDIS plan, where you have provided this information to us, to discuss if you want CliniKids

services to be provided beyond your NDIS plan expiry date, and confirm payment arrangements.

You are required to let CliniKids know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or if you or your child stops being a participant of the NDIS.

You are required to keep track of the spending against the NDIS plan and ensure that there are sufficient funds to pay for the supports provided by CliniKids.

If your plan is NDIA managed, CliniKids will claim payments from the NDIA under a service booking. If your current plan expires while you are still actively engaged in CliniKids services, and you are waiting for a new plan to be issued, supports will continue as arranged previously with mutual consent and CliniKids will update the service books through the portal for payment claims.

## NDIS Service Bookings

We need an active service booking in the NDIS Participant Portal to start delivering services. A service booking allocates funding from your NDIS Plan for the services we will provide over an agreed timeframe.

If you have asked the NDIA to manage all or part of your funding, we will claim payment after we have provided services. This is referred to as an NDIA or Agency Managed Plan.

If you have an Agency Managed Plan (NDIA), we can make a service booking on your behalf in the NDIS Participant Portal (My Place). By signing this Terms of Service, you provide your consent for CliniKids to make claims against this service booking for services provided to you.

You can see what we have charged for in the NDIS Participant Portal (My Place). You can also request a Statement of Services from us at any time.

## Feedback and Complaints



We want to know when therapy is going well and when there are issues.

### You can give us feedback by:

- ▶ Accessing the Feedback form on the CliniKids website [www.clinikids.org.au](http://www.clinikids.org.au)
- ▶ Email to [clinkids.reception@telethonkids.org.au](mailto:clinkids.reception@telethonkids.org.au)
- ▶ Phone on (08) 6319 1133.
- ▶ Post to CliniKids, PO Box 855, West Perth 6872.
- ▶ In person at the CliniKids offices. Staff can assist the participant to make a complaint by transcribing information given verbally.
- ▶ Contacting your therapy team directly in writing, by phone, or in person. We can arrange an interpreter or any other assistance you might need to provide feedback.
- ▶ Contacting our Clinical Services or Operations Manager directly.
- ▶ Completing a feedback form online at [Provide feedback to CliniKids](#) or request that a feedback form be mailed to you.

Once we receive your feedback, we will address your comments and, if appropriate, take action as soon as possible. We will contact you within a week to discuss your feedback and let you know of any actions taken.

### If you would prefer to speak with someone outside of CliniKids, you can contact:

- ▶ **NDIS Quality and Safeguards Commission**  
Phone 1800 035 544 or visit [ndiscommission.gov.au](http://ndiscommission.gov.au)

### If you need help to make a complaint you can use an advocate. This can be a family member, friend, support worker or another agency.

For example:

- ▶ **People with Disabilities WA**  
Phone 1800 193 331, email [info@pwdwa.org](mailto:info@pwdwa.org) or visit their office.

## Incident Management

We are committed to providing a safe quality service.

### If an incident occurs, during or as a result of our service, we will:

- ▶ Make sure you and everyone involved is safe.
- ▶ Involve regulatory or enforcement bodies if required (such as the Police Department, NDIS Quality and Safeguarding Commission, Department of Communities - Child Protection).
- ▶ Record details about the incident on our systems.
- ▶ Find out the cause of the incident.
- ▶ Make changes so our service is improved.
- ▶ Provide you with ongoing support and keep you updated on changes we have made.
- ▶ Contact the NDIS Quality and Safeguards Commission if this is a reportable incident.

### If you feel unsafe or unhappy with our service, you can tell us by:

- ▶ Contacting your therapy team in writing, by phone, or in person. We can arrange an interpreter or any other assistance you might need to provide feedback.
- ▶ Contacting the Clinical Services or Operations Manager on (08) 6319 1133.

### If you prefer to speak to someone outside of CliniKids you can contact:

- ▶ **NDIS Quality and Safeguards Commission**  
Phone 1800 035 544 or visit [ndiscommission.gov.au](http://ndiscommission.gov.au)

### If you need help to report an incident you can use an advocate. This can be a family member, friend, support worker or another agency.

For example:

- ▶ **People with Disabilities WA**  
Phone 1800 193 331, email [info@pwdwa.org](mailto:info@pwdwa.org) or visit their office

# Privacy

## At CliniKids, we:

- ▶ Follow Australian privacy laws.
- ▶ Answer any questions you have about privacy.
- ▶ Tell you how we keep and use your personal information.
- ▶ Address any complaints you have about privacy.

All Disability Service Providers are bound by the Privacy Act 1988. CliniKids works to adhere to the Australian Privacy Principles, which regulate how we collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them. CliniKids is required to allow access to authorised third parties, including the National Disability Insurance Agency (NDIA), to our premises where accounts and records associated with the provision of services are stored.

**CliniKids can be contacted via the details below or email:**  
[clinikids.reception@telethonkids.org.au](mailto:clinikids.reception@telethonkids.org.au)



### **CliniKids - Subiaco**

100 Roberts Road,  
Subiaco 6008  
(08) 6319 1133

### **CliniKids - Joondalup**

51/57 Joondalup Drive  
Edgewater 6027  
(08) 6375 6375