

- Provider refers to Aim High Therapy Services Pty Ltd (AHTS) and its staff
- Participant refers to the client, and/or their legal guardian or plan nominee

### **Provider responsibilities:**

AHTS agrees to:

- Make every attempt to confirm appointments with you to ensure maximum attendance
- Review the service with you annually or sooner if requested
- Work with you to provide supports that fit your needs and at your preferred times within reason
- Treat you with courtesy and respect
- Consult you on decisions about how your supports are provided
- Listen to your feedback and resolve problems quickly
- Keep clear records on services provided to you
- Adhere to all relevant legislation regarding privacy and confidentiality (refer to privacy policy attached)

### **Participant responsibilities:**

Participant agrees to:

- Work with AHTS to ensure that the services and supports delivered meet my needs
- Treat AHTS representatives with courtesy and respect
- Attend/be present for appointments or give 48 hours' notice if unable to attend. AHTS reserves the right to charge cancellation fees (refer to cancellation policy)
- Respond to requests for further information (e.g. via email, phone, text) within seven (7) days where possible
- Talk to AHTS if I have any concerns about the services or supports being provided
- Give AHTS reasonable notice (outlined below) should I wish to cease this agreement.
- Provide a copy of my NDIS plan OR relevant excerpt pertaining to information regarding the supports to be delivered and goals
- Allow AHTS to communicate with my plan manager prior to the initial appointment for an agreed amount to ensure adequate funding is available.
- If self-managing, I will pay invoices within 7 days of the appointment. Failure to do so will delay further services being provided and may result in initiation of debt collection processes.

### **Ending this agreement**

Should either party require this agreement to end, we agree to give *4 weeks' notice*. If AHTS seriously breaches this agreement, then the requirement of notice will be waived. All invoices/monies owing must be paid prior to the agreement end date.

### **Cancellation Policy**

AHTS will make all attempts to work with you to maximise your ability to attend appointments, however we also need to ensure we can remain financially viable and therefore some fees may apply for non-attendance and late cancellations. You will be sent an automatic reminder for your appointment 1 day prior, or on a Friday for a Monday appointment. You must confirm your attendance or the clinician will not attend in the case of an offsite appointment.

For short notice cancellations, we may charge you a cancellation fee of up to 90% of the agreed price for cancelled appointments. Short notice is within 48hrs of your appointment time. Cancellations can be made by phone, email or text. If you need to cancel or reschedule for a Monday appointment, please contact your dietitian directly by either phone or text.

If you do not notify us of your inability to attend, we will make all attempts to ensure you are safe and well. In these cases, we may charge both travel (if applicable) and non-attendance fees.

### **Privacy and Confidentiality**

The privacy of your child and family are of utmost importance to us. Information regarding your attendance or content of sessions will only be shared when in the best interest of your child, and only with your prior consent. Exceptions to this are described below. Please note that progress letters are sent to GP referrers as a requirement of Medicare rules, informing of the client's progress and plan for future intervention if relevant. Due to this legal requirement from Medicare, direct consent is not required.

#### **Limits to privacy**

In the event of concerns regarding the safety or wellbeing of any child or children linked to your attendance at the service, AHTS is obligated as a NSW Mandatory Reporter to notify child safety concerns to the Department of Family and Community Services. Through Chapter 16A of the current Child Protection legislation (the Children and Young Persons (Care and Protection Act 1998) we are authorized to share information that helps deliver services and supports to promote the safety, welfare and wellbeing of a child or young person without parental consent.

Your child's information may also be accessed by legal subpoena, particularly in matter relating to Family Court or criminal proceedings. Please discuss this with the dietitian you see for initial appointment if you have any questions.

**It is the responsibility of the attending/referring parent to disclose to AHTS any parent orders, agreements, or arrangements whereby there are restrictions or requirements pertaining to the child's health information (e.g. court orders).**

Additionally, AHTS is obligated by law as an NDIS registered provider to report any incidents which meet the criteria for Reportable Incidents to the NDIS Commission.

### **Record Keeping**

All information pertinent to your contact will be filed either electronically or paper-based under the name of the referred person and maintained in a locked and safe place for up to seven (7) years after cessation of service delivery, or in the case of children for seven (7) years after a child's 18<sup>th</sup> birthday. For Aboriginal clients, we will hold the records indefinitely as per Commonwealth recommendations.

Electronic files are stored on a password-protected cloud-drive which is only accessed by direct employees or select contractors of AHTS.

### **Compliments and Complaints**

As we provide health and human services, compliments are welcomed either directly in person, via phone or email. It is important for us to know we are meeting your needs and providing you with a quality service. We also appreciate word-of-mouth referrals, so we can continue to grow our service. Constructive criticism is also welcomed as we continue to improve our service and meet the needs of our clients.

Complaints can be made in various ways which depends largely on the nature of the complaint. ***Initially, it is always best to contact us directly*** and make a complaint as we may not be aware of the issue at all and may be able to rectify the issue quickly and easily. We will always strive to make your interaction with AHTS a positive experience.

If this is not a suitable option, or you have already done this and found we have not responded adequately, you may also lodge a complaint with the following agencies (you may wish to seek help from a family member, friend or disability advocate):

- For concerns relating to our NDIS services – contact the NDIS Commission:
  - 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
  - National Relay Service and ask for 1800 035 544.
  - Completing a complaint contact form which can be found at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

- Dietitians Australia – for concerns relating to our actions as Accredited Practising Dietitians
  - Complete the form here <https://dietitiansaustralia.org.au/maintaining-professional-standards/how-to-make-a-complaint/>
  - Or phone this number (02) 6189 1200 if unable to complete the form
  - You can also contact the NSW Health Care Complaints Commission on 1800 043 159 or online here <https://ecomplaints.hccc.nsw.gov.au/>
- AHPRA – for concerns relating to other therapists:
  - Find information here: <https://www.ahpra.gov.au/Notifications.aspx>