



# PRACTICAL BEHAVIOUR SOLUTIONS

PTY LTD

## SERVICE CONDITIONS PRACTICAL BEHAVIOUR SOLUTIONS

### Framework of Practice:

At PBS we offer a range of services:

- Social Work/Behaviour focused services
- Naturopathy and Nutrition Services
- Community Access and Skills Teaching Services (such as Music Tutoring & Connection, Social Skills training and Academic Tutoring Services).

All of our services are focused on people with or without special needs and with or without behavioural challenges in the ages 2.5 and up. All of our services are needs-based.

The goals of our services can be summarised as:

1. Gaining insight and understanding in
  - Behaviour
  - (Un)Healthy habits
  - Special needs
  - Own contribution to problem/solution
2. Skill development in the area of:
  - Practical parenting
  - Strategy and tool development
  - Skill building in children
  - Improving overall health

Services comply with practice guidelines formulated by the relevant professional bodies (AASW, Medicare, Private Health Insurance, etc.), including but not limited to guidelines in the areas of conduct, professional boundaries, record keeping and professional development.

PBS respects, values and works according to the National Disability Standards (upload your copy from our website).

### Costs of services:

For the costs involved, please see Price List downloadable from our website.

Payments for Social Work/Behaviour Services will take place at the end of every session by EFTPOS. The Medicare benefit amount will be claimed and put back into your account straight away. Please have your Bank card (Debit, Cheque or Savings) and Medicare card at hand during the appointments.

All other services will be invoiced.

Invoices will be sent to the party who has agreed to pay for services as well as the client.

### Cancellation policy:

Cancellation fees apply for all cancellations made within 48 hours before the appointment.



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Owed amounts need to be paid for at least 48 hours before the next session takes place and within 7 days after receiving the invoice.

If the payment has not been received 48 hours before the next planned session, this session will be cancelled as result. A new appointment will be made after receiving payment.

If cancellation fees are not being paid for by the due date, an administration fee will be added to the owed amount.

## Medicare and Private Health eligibility:

Only our Behaviour Services are currently Medicare eligible.

To be able to claim your Medicare benefit:

- You need to have a valid referral from a GP, Paediatrician or Psychiatrist and
- The total amount of sessions of psychological assistance already received has not superseded the maximum of 10 sessions in the calendar year

Only our Naturopathy Services are Private Health eligible.

Provide your payment receipt to your Private Health Fund, who will provide you with a rebate.

## NDIS:

PBS can offer services under NDIS if plans are being plan managed or self managed. At this stage PBS is not NDIS registered and can't provide services under NDIS registered plans.

## Sessions:

The duration of a single Behaviour or Naturopathy session is in between 50 and 70 minutes.

The duration of other services will be discussed and decided upon collaboratively.

## Correspondence and Reports

Correspondence to the referring professional, usually after 6 sessions and after 10 sessions, is included in the service at no additional costs.

Additional correspondence within the framework of service will be calculated at an hourly rate + 10% GST. The total price of correspondence will be discussed in advance and needs to be paid for within 7 days of issuing the invoice. Charges for additional correspondence cannot be paid for by Medicare benefits.

Behaviour Support Reports can be written at an additional cost, see price list.

A Behaviour Support Report includes background information, description of behaviour, step-to-step strategies to deal with behaviour including visuals if applicable.

Charges for a Behaviour Support Report cannot be paid for by Medicare benefits.



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## Consent to exchange information

To be able to provide quality service obtaining or releasing information from or to other professionals and/or community organisations can be necessary. Prior to commencing services we will ask you to sign a general consent agreement, however explicit verbal or written permission will be obtained from you before exchanging information.

Our service providers have the legal obligation to report child safety concerns, even if consent has not been provided.

Internal information exchange will take place with client's permission only and only information relevant to the service provider will be shared.

## Record keeping:

PBS is obliged to keep records of client contacts. Records are stored safely and need to be kept for at least 7 years or until the client turns 18, whichever comes first.

## Complaints:

Ethical conduct is the behaviour expected of professionals in their work. This can be summarised as:

- Respect for human dignity and worth;
- Commitment to social justice;
- Competent and humane social work service;
- Professional integrity;
- Practice competence; and
- Responsibilities to clients, colleagues, the workplace and the profession.

A complaint can be made if you feel these guidelines have been violated.

PBS recommends to discuss your concern directly with the professional involved.

If you don't feel safe to do so or this hasn't led to the desired outcome, please contact our Director to discuss your concerns.

If this is still not satisfactory, please contact the applicable professional organisation or the Health Ombudsman.

We welcome every concern or complaint as this will lead to improvement of service.

For the full Naturopathy Service Conditions we refer to our Naturopath's website.