



# PRACTICAL BEHAVIOUR SOLUTIONS

PTY LTD

## SERVICE CONDITIONS

### Framework of Practice:

Services are focused on behavioural challenges in people from age 2.5 and up (and their environment) with either solely a behavioural problem or diagnosed with a disorder such as ASD and ADHD and/or Intellectual Impairment.

The goals of service can be summarised as:

1. Gaining insight and understanding in
  - Behaviour
  - Special needs theories
  - Own contribution to problem/solution
2. Skill development in the area of:
  - Practical parenting
  - Strategy and tool development
  - Skill building in children

Services comply with practice guidelines formulated by Medicare as well as the Australian Association of Social Workers, including but not limited to guidelines in the areas of conduct, professional boundaries, record keeping and professional development.

### Medicare eligibility

To be Medicare eligible you need to meet the following requirements:

- You need to have a valid referral (see heading 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- The total amount of sessions of psychological assistance already received has not superseded the maximum of 10 sessions in that calendar year
- Services need to be provided by a Medicare registered professional.

### Referral:

A referral needs to be made under a Mental Health Care Plan, item number 2710 for GPs or item number 132 for Paediatricians and Psychiatrists.

It needs to contain:

- Name of the referring practitioner
- Date of referral
- Provider number of referring professional
- Address of referring professional
- Client details
- Diagnosed condition
- Specification of the reason for referral

### Cost of service:

#### Sessions

The duration of a single session is in between 50 and 70 minutes. These sessions are bulkbilled if you are Medicare eligible and if services are provided by a Medicare registered professional. This will be outlined in the initial phone conversation.

For cancellation fees, please see heading [cancellation policy](#).



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If you are not Medicare eligible the cost per single session is \$100.00. If you are a private person and not an organisation a 30% rebate will be provided if the service is provided by a non-Medicare registered professional. This needs to be paid 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 the payment.

Double sessions are available. The duration of a double session is in between 100 and 120 minutes. Only the first part of the session is Medicare eligible and will be bulkbilled if provided by a Medicare registered professional. An additional invoice of \$100.00 will be billed separately. If you are not Medicare eligible the cost per double session is \$200.00. If you are a private person and the service is provided by a non-Medicare registered professional a 30% rebate applies. Invoices need to be paid 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 the payment.

## *Correspondence*

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 within 7 days of issuing the correspondence. Charges for additional correspondence cannot be paid for by Medicare benefits.

## *Reports*

Behaviour Support Reports can be written at an additional cost based on an hourly rate + 10% GST.

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

The total price of the Behaviour Support Report will be discussed in advance and needs to be paid within 7 days of issuing the report. Charges for a Behaviour Support Report cannot be paid for by Medicare benefits.

## *Consent to exchange information*

To be able to provide quality service obtaining or releasing information from or to other professionals and/or community organisations is necessary. This includes the referring professional. Therefore the General Consent Agreement needs to be signed and returned before service provision can start.

Social Workers do have the legal obligations to report child safety concerns, even if consent has not been provided.

## *Record keeping*

Every Social Worker 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.



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## Stability of service

For the best results stability of service is necessary. It is recommended to make regular fortnightly appointments unless otherwise discussed.

If there is no stability in sessions the effectiveness of service will be evaluated and requirements will be determined on an individual basis.

Insufficient stability can lead to cessation of service.

## Cancellation policy:

All cancellations need to be made via phone. The cancellation phone call needs to be made directly to the worker. If you are unable to contact the worker a phone call needs to be made to reception.

Cancellation fees apply for all cancellations made less than 48 hours before the appointment

50% of the fee will be charged + 10% GST if cancellations take place between 48 hours and 24 hours of the appointment.

The full appointment fee + 10% GST will be charged if cancellations take place within 24 hours of the appointment.

Owed amounts need to be paid 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 the payment.

## Complaints

Ethical conduct is the behaviour expected of Social Workers 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.

More information can be found on the AASW website: [www.aasw.asn.au](http://www.aasw.asn.au) in the Ethics Complaints Management Procedure document.



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## FEE STRUCTURE:

### SESSIONS:

All sessions are BULK BILLED where possible.

Otherwise:

SINGLE SESSION : \$ 100 (30% rebate applies to private person if service is being delivered by a non-Medicare registered professional)

DOUBLE SESSION : \$200 (30% rebate applies for private person if service is being delivered by a non-Medicare registered professional)

### CANCELLATIONS:

48 hours before appointment	: \$ 0
Between 48h and 24h before appointment	: 50% + GST
Within 24h of appointment	: 100% + GST

### REPORTS:

Reports (except for a report every 5 sessions to the referrer), emails and additional correspondence is written on a hourly rate of \$100 + GST (30% rebate applies to private person if service is being delivered by a non-Medicare registered professional).