



# SUPERYOU THERAPY

## PRIVATE THERAPY AGREEMENT & FEE GUIDE

Thank you for choosing Superyou Therapy! We look forward to working together to achieve your goals.

This form sets out what we will both do, in partnership, to ensure you receive the best possible services and support from Superyou Therapy. It outlines the supports we will provide and how they will be delivered.

Please make sure you have read, understood, and agree to the [Terms and Conditions](#) before completing this document. This must be acknowledged and accepted for Superyou Therapy to start delivering services.

### GUIDE TO FEES & SERVICES

More information of Private Paying Fees & Services can be found here: [Privately Funded Therapy - Superyou Therapy](#). Payment is required on the day at your appointment via EFTPOS.

#### Your Investment

Our rates are calculated using the same pricing structure across all service settings. Minimum consult lengths vary depending on where therapy is delivered.

Consult type	Total cost (inclusive of session time, preparation and clinical notes)	
	Occupational Therapy Speech Pathology	Physiotherapy
30 minute consult <i>**Please note this consult length is only available for sessions in clinic locations</i>	\$145.49	\$137.99
45 minute consult <i>**Please note this consult length is only available for sessions in clinic locations</i>	\$209.51	\$198.71
1 hour consult	\$290.99	\$275.99
1.5 hour consult	\$419.02	\$397.42

#### Additional Billable Items

Additional billable items are charges for work that supports your therapy but may occur outside the main appointment time outlined above, or in addition to your booked consult. All additional charges are explained and discussed with you prior to charging.



Item	Cost
Additional consult time or non-face-to-face supports (e.g. reports)	\$193.99 per hour
Travel Time	\$97.00 per hour
Travel Kilometres	\$0.99 per kilometre travelled

Minimum consult length for home, school, and community visits:

All non-clinic consults are booked for a minimum of one (1) hour face-to-face time. Shorter consult lengths apply only to clinic-based and telehealth services.

Additional expenses are your responsibility and not included in the cost of the supports and will not be paid by Superyou Therapy. Examples include entrance fees, transport costs, meals, etc.

## TRAVEL

You will be charged for the time it takes your clinician to travel to and from an appointment. You will also be charged for additional costs incurred with travelling to deliver face-to-face services (such as parking fees and the running costs of the vehicle). Our costs are consistent across all clients and will be charged at the current prices and subject to change.

## MEDICARE & PRIVATE HEALTH INSURANCE CLAIMS

All payments are required on the day of your appointment. After payment is taken on the day at your appointment, you will receive a final invoice showing the paid amount within 24 hours. If you are claiming a rebate, you will be required to apply for this claim yourself directly with Medicare or your Private Health Insurer. We are unable to do this for you. If there are any issues with your claim, please contact our team via [invoices@superyou.org.au](mailto:invoices@superyou.org.au).

## CANCELLATION POLICY

When appointments are booked, the clinician reserves the entire consult time especially for you. Therefore, we have the following cancellation policy in place to allow us to offer the allocated time to another person who may be on a waiting list for that appointment.

We understand that you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact us as soon as possible to explain the situation - we can be contacted on (08) 6263 8623 / [hello@superyou.org.au](mailto:hello@superyou.org.au)

### PLEASE NOTE:

We require 1 full business day's notice to reschedule or cancel a session without incurring any extra fees.

If you fail to attend or notify us, there is a 100% cancellation fee.



If a client attends an appointment and has a fever, runny nose, cough, diarrhoea, vomiting, conjunctivitis, unknown rash, headlice or nausea, our clinicians will not conduct the appointment and the client will be charged.

If you are unable to attend due to sickness or personal issues, we are more than happy to reschedule if given adequate notice. Applicable fees will be invoiced to the client in the week following the missed appointment.

## **USE OF ARTIFICIAL INTELLIGENCE (AI) TOOLS**

At Superyou we utilise AI to support our documentation to improve the efficiency and quality of our written supports, so that we can spend more time focusing on the client. These tools:

- are in compliance with the Australian Privacy Principles, the Privacy Act, the Health Insurance Portability and Accountability Act (HIPAA) and General Data Protection Regulation (GDPR).
- do not use your personal information or the personal information of your clients for any purpose other than the primary purpose of transcription and documentation. Data is not stored on OpenAI servers.

In agreeing to this contract you acknowledge and understand that:

1. Artificial Intelligence tools designed to assist clinicians with high quality and more efficient clinical documentation.
2. These tools will not be making any clinical decisions or providing direct patient care. Clinicians remain responsible for reviewing and finalising documentation
3. All information processed by these tools are in line with Superyou Therapy's privacy, security and confidentiality requirements.

## **FEEDBACK, COMPLAINTS AND DISPUTES**

We are always striving to improve our services and we welcome your feedback. Superyou Therapy will listen to your feedback and respond in a timely manner.

You can provide feedback directly to the therapy team or their manager in writing, in person or by phone. All feedback can also be submitted via our website: <https://superyou.org.au/give-feedback/>

## **ACKNOWLEDGEMENT**

By acknowledging this Agreement, I acknowledge that I fully understand and accept the Terms and Conditions listed in this document and on Superyou Therapy's website.