

Terms and Conditions



The following terms and conditions apply to services provided by The Complete Advantage. Their intent is to ensure that appointments run on time and that both your time and the therapist's time are used wisely.

1. Appointment times

Please ensure that you are on time for your appointments. If you are late for a session, the therapist will still have to end the session at the end of the allocated appointment time, which means that you get a shorter session that is charged at full cost. (The therapist will have other appointments booked in and cannot run over time as this will impact on other clients)

2. Cancellation of appointments

Appointments that are not cancelled with a **minimum of 24 hours notice will still be charged for in full.** This will apply to all missed appointments unless there are extreme circumstances that have caused you to miss the appointment. If you need to cancel an appointment or arrange for an alternative appointment time, please ring 1300 135 373.

3. Invoices

You will be sent an invoice following the appointment. Invoices can be paid by credit card, cheque or money order. Payments need to be sent to our central office: PO Box 20 Bentley 6982. The therapists do not regularly visit our central office and are therefore not able to courier payments for you.

4. Home visits

Where you have requested that your therapy/assessment be provided in your home, please ensure that there is a relatively quiet, distraction free space for the session. This will ensure that your child is able to get the most benefit from the assessment/therapy sessions.

5. Medicare

If you are claiming a rebate from Medicare it is imperative that the paperwork is completed by your GP or Paediatrician and sent to The Complete Advantage prior to your assessment/therapy session, or you **MUST** bring the relevant documentation to your first appointment. Failure to do so will result in the rebate being null and void. Invoices must be paid in full to The Complete Advantage. You are then able to claim back your rebate from Medicare with your invoice and receipt of payment in full.

6. FaCHSIA

If you are claiming FaCHSIA funding please send your eligibility letter to our central address prior to your appointment, or bring the relevant paperwork to the clinic on your first session. Invoices will be sent directly to FaCHSIA.

7. Parent Participation

In order for your child to achieve the best possible outcomes, it is a requirement that all parents are present during your child's therapy session.

8. Questions or Concerns

Please feel free to raise any questions or concerns you have related to your child's therapy with your therapist. If you feel that you need an in-depth discussion that may take some time, you may want to schedule an appointment with your therapist without your child present for this discussion. If you have any queries related to your invoice or any other concern, please contact our central office on 1300 135 373.

We wish you and your child every success with their therapy with The Complete Advantage.