



Privacy Policy & Service Agreement

Read time: 5-10mins

Current as of: June 2025

1. Introduction

At **rara Therapy**, your privacy is important to us. This Privacy Policy outlines how we collect, use, store, and disclose your personal information in accordance with the *Privacy Act 1988*, *Australian Privacy Principles (APPs)*, and the *Speech Pathology Australia (SPA) Code of Ethics*.

This policy applies to all services delivered by **rara Therapy**, including therapy services, website usage, and any communication via phone, email, or telehealth.

2. Information

2.1 What Information We Collect

We may collect personal and sensitive information including (but not limited to):

- Name, contact details, date of birth
- Information related to assessment and therapy needs
- Health history and developmental background
- Information submitted via forms, phone, email, or therapy sessions
- IP address, browser type, and usage data through our website
- Details for invoicing and communication

We do not collect payment or financial details directly through our website.

2.2 How We Collect Information

We collect personal information you voluntarily submit through:

- Microsoft Forms on our intake form via our website
- Email or phone contact
- Conversations during intervention
- Automatically via cookies and analytics tools on our website

We only collect information that is necessary for delivering high-quality therapy services.

2.3 Why We Collect Your Information

Your information is collected and used to:

- Provide speech pathology services; assess and monitor therapy needs
- Manage scheduling, billing, and client communication
- Respond to inquiries and improve user experience
- Meet ethical, legal, and professional obligations
- Ensure the safety and quality of care

We do not use your information for unrelated purposes without your explicit consent.



2.4 Storage and Security of Information

Your personal information is securely stored:

- In secure cloud-based platforms (such as Microsoft 365 and Halaxy), protected by strong passwords. Please see Microsoft or Halaxy privacy policies for more information.
- On devices with antivirus protection, password protection and restricted access.
- On hard paper copies in restricted areas and destroyed as soon as appropriate.
- In accordance with the APPs, including on secure servers outside of Australia.

We take reasonable steps to ensure your data is protected.

2.5 Disclosure of Information

Your information may only be disclosed:

- With your consent (e.g., referrals to other professionals)
- When legally required (e.g., risk of harm)
- In medical or emergency situations (e.g., safety is at risk)
- To trusted service providers who are bound by confidentiality obligations
- Deidentified, in case discussions in professional development and supervision

We do not sell, trade, or rent your personal information.

2.6 Confidentiality

Confidentiality is important to us. All information you share with us is treated with strict confidentiality. This includes personal and sensitive health and social information in reports, emails, phone calls, conversations, assessment and progress records.

- Therapy records and progress notes
- Conversations during sessions
- Reports, emails, and other communications

3. Website Privacy

See full website privacy policy at www.raratherapy.com.au/privacy-policy

3.1 Website Cookies and Analytics

Manage cookie settings through your browser preferences. Our website may use cookies to:

- Improve your experience
- Monitor site traffic and performance
- Collect anonymous usage data

3.2 Third-Party Websites

Our website may include links to external websites. **rara Therapy** is not responsible for the privacy practices or content of these third-party sites.



4. Service Agreement

4.1 Respect

We maintain a **zero-tolerance policy** for disrespectful or inappropriate behaviour. You agree to communicate respectfully with all staff. Any verbal abuse, harassment, or threatening behaviour may result in **immediate service withdrawal**.

4.2 Platforms

Services are offered through **mobile appointments** (clinician travels to you at school, home, or in the community) and **telehealth appointments** (video-consultation via Microsoft Teams).

4.3 External Visit Safety Requirements

If you agree to receive therapy services via home or other location visit, you acknowledge and agree to the following safety conditions:

- There are **no firearms, weapons, or hazardous materials** on the premises
- **Pets will be secured** during the clinician's visit
- The property is **accessible** via **safe and stable** roads or driveways
- There is **reliable phone reception** at or near the property
- The environment is **clean, non-threatening, and safe** for both client and clinician
- Any individuals present during the session are expected to behave respectfully

Failure to comply with these safety conditions may result in services being paused or discontinued immediately.

4.4 Discharge and Referrals

Our clinical team is committed to providing quality and necessary support. If another service or provider is more appropriate, we may recommend **discharge or referral**. Services involved with discharge or referral such as handovers, reports, or summary letters may be billed before or after discharge or referral.

4.5 Cancellations

Our cancellation policy requires **2 clear business days' notice** to avoid a fee equal to the full session or service cost (in accordance with NDIS policies).

- *Example: A Wednesday 3pm appointment must be cancelled BEFORE Monday 3pm to avoid the cancellation fee*
- *Example: A Monday 3pm appointment must be cancelled BEFORE Thursday 3pm (of the previous week) to avoid the cancellation fee*

If you do not show up to your appointment after 15 minutes without notice, the appointment will be taken as a no show, and the cancellation fee will occur. At the clinician's discretion the remainder of the appointment may or may not be used depending on individual clinical circumstances.



4.6 Invoices

Invoices are emailed to the client (and where appropriate plan manager), with **direct bank transfer as the only accepted payment method**.

Invoices must be paid within 7 days. If payment is not received within this timeframe, future appointments will be cancelled.

4.7 Billing & Funding

Services are available to NDIS Plan-Managed, NDIS Self-Managed, and privately paying clients. All clients are billed in accordance with the current NDIS Pricing Arrangements and Price Limits:

- \$193.99 per hour of face to face and non-face to face work + \$0.99 per kilometre of travel.

Private health may be **used for face-to-face services only**. However, you must state if you wish to access this so that the correct information can be provided on invoices. Participants must claim private health rebates, themselves. This is to reduce costs and keep our prices as low as we can. Please check with your health care fund for details on how to claim.

If you are unable to access your preferred funding stream for any reason, you agree to be **personally responsible** for paying any outstanding invoices.

Service	Cost	NDIS codes		Private Health Codes		
		Item Number	Item Name		Initial	Subsequent
Direct Service Provision <ul style="list-style-type: none"> • Assessment • Therapy • Telehealth 	\$193.99 per hour	15_622_0128_1_3	Speech Pathologist – Assessment Recommendation or Therapy Training	0- 45 mins	310	340
				45-90 minutes	320	350
				Over 90 minutes	330	360
Non-Face-to Face Support Provision <ul style="list-style-type: none"> • Reporting & Documentation • Correspondence • Case Conference • Resource creation 	\$193.99 per hour	15_622_0128_1_3		Unable to claim in most situations		
Short Notice Cancellation (< 2 clear business days' notice)	\$193.99 per hour	15_622_0128_1_3				
Provider Travel Time (Up to 30 minutes each way)	\$193.99 per hour	15_622_0128_1_3				
Provider Travel – non-labour costs	\$0.99 per km	15_799_0128_1_3	Provider Travel – non-labour costs			



5. Consent, Service Changes, and Complaints

5.1 Consent

By completing the intake form, you confirm that:

- You consent to **rara Therapy** collecting and securely storing your personal and sensitive information
- Your data will be used to support the provision of services and will not be shared without your consent, unless required for legal, medical, or emergency reasons.
- You understand your rights as outlined in this Privacy Policy and agree to the terms herein

5.2 Your Rights and Choices

You have the right to:

- Access and review the personal information we hold about you
- Request corrections to inaccurate or outdated information
- Withdraw your consent at any time (where applicable)
- Decline to provide certain information (noting this may affect the services provided)

To make a request, contact us at laura@raratherapy.com.au

5.3 Changes to This Policy

This Privacy Policy may be updated periodically. The latest version will always be available on our website at www.raratherapy.com.au.

5.4 Questions, Concerns, or Complaints

If you have any questions, concerns, or wish to make a complaint about how your personal information or services are handled, please contact us first, at laura@raratherapy.com.au. If you are not satisfied with our response, you may contact:

Company	Website	Phone / Email
Office of the Australian Information Commissioner (OAIC)	www.oaic.gov.au	1300 363 992
NDIS Quality and Safeguards Commission	www.ndiscommission.gov.au/complaints	1800 035 544
Health and Disability Services Complaints Office (OHO – Office of the Health Ombudsman)	www.oho.qld.gov.au	133 646
Speech Pathology Australia	www.speechpathologyaustralia.org.au	feedback@speechpathologyaustralia.org.au