

TERMS AND CONDITIONS

Physiotherapy Services

Consent

By making a referral to AgeHappy, you are confirming that you have read and agreed to our Terms & Conditions. You are also confirming that you have obtained informed consent from the client to disclose their personal information to our organisation and that the client consents to Physiotherapy services being conducted at their home address.

Rates and GST

All services provided by AgeHappy are billed at a rate of \$160/hr.
GST is not required for services provided under Support at Home funding. Private services include GST.
Please refer to our current Fees Schedule for further detail on available services and associated costs.

Travel

All travel is included in the standard appointment fees when the client lives within our established catchment. Any travel outside of this catchment will incur additional fees (quote provided during the referral processing stage).

Cancellation Policy

We value our client's and clinician's time.
Appointments cancelled by the client within 24hrs of a scheduled visit or if the client is not home at the time of a scheduled visit, a 1-hour fee (\$160) for New Assessments, or 30-min fee (\$80) for Review Appointments will be invoiced. Exceptional circumstances will be considered on a case-by-case basis.

Payment Terms

Our invoices are issued weekly.
Payment is to be made in full within 14 days of invoice being issued.

Third-party suppliers

Recommendations made by AgeHappy may include quotes from third-party suppliers e.g. mobility aid equipment. AgeHappy does not take responsibility for any injury or harm caused by product faults supplied by third-party providers.

Feedback

AgeHappy welcomes constructive feedback so that we can continue to provide optimal care for our clients. If you have any compliments or concerns, please forward them directly to hello@agehappy.com.au.