All Communication Matters Pty Ltd
Speech Pathology

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All Communication Matters (ACM) - Group Terms & Conditions

Please review the group services terms and conditions below, which must be agreed to by the responsible parent/guardian or client/participant (if over 18) to secure your position in our group. Note that these group terms and conditions are in addition to those signed in your ACM service agreement and align to the NDIS program of supports.

Group Terms & Conditions

1. **Payment of Group Planning Fee**
   - For Private Paying & NDIS Self-Managed clients - Payment of the group planning fee is to be made at the time of booking a group on our website. You will be prompted for payment on our website, as part of the booking in process. The group planning fee is non-refundable and non-transferable.
   - For NDIS Agency Managed clients – By agreeing to these terms and conditions, you acknowledge that ACM will claim this fee for you on the NDIS portal shortly after your booking is made on the website, for payment, in accordance with our 7-day payment terms. The group planning fee is non-refundable and non-transferable.
   - For NDIS Plan Managed clients – By agreeing to these terms and conditions, you acknowledge that ACM will invoice this fee to your plan manager shortly after your booking is made on the website, for payment, in accordance with our 7-day payment terms. The group planning fee is non-refundable and non-transferable.
2. **New to ACM**
   - If you are new to ACM and are NDIS Managed:
     - You will be asked to provide the following information: NDIS number; plan start and end dates, plan goals and plan manager name (if plan managed).
     - You will be asked to complete an intake form and intake phone call with one of our group coordinators as part of commencing services with ACM.
     - You will receive a booking confirmation email with some additional forms that you will be required to complete and return to us.
     - You will be required to have a planning meeting to discuss your NDIS goals, budget and for agency managed clients, a service booking quote (where applicable), promptly after registration. As a registered NDIS provider this is in accordance with best practice to clients and ACM auditor compliance.
   - If you are new to ACM and are privately paying:
     - You will be asked to complete an intake form and intake phone call with one of our group coordinators as part of commencing services with ACM.
     - You will receive a booking confirmation email with some additional forms that you will be required to complete and return to us.

3. **Payment for Group Therapy appointments**
   - For Private Paying and NDIS Self-Managed clients - Group therapy appointments are to be paid by the date of service for each group and ACM will issue you an invoice prior to group day.
     - STRIPE: If you are setup on Stripe, ACM will automatically process your invoice as follows:
       - Monthly groups - on the day of each group appointment, for each month of the group program
       - Termly groups:
         - If held on one day, it will be processed on the day the termly group appointment is held, or
         - If held over consecutive days, it will be processed on the FIRST day the termly group appointments commence.
       - If you are not already set up on Stripe and would like to do so, please speak to our admin team at your earliest convenience to arrange set up.
   - For NDIS Agency Managed clients - By agreeing to these terms and conditions, you acknowledge that ACM will claim this fee for you on the NDIS portal shortly after Group Day.
   - For NDIS Plan Managed clients - By agreeing to these terms and conditions, you acknowledge that ACM will invoice this fee to your plan manager shortly after group day, for payment, in accordance with our 7-day payment terms.
4. **Cancellations and refunds**
   - Our groups take weeks to plan. When an expected group member doesn't attend this not only affects other children in the group, but the pricing and viability of groups. We understand illness and misadventures occur, however please note the following:
     - The group planning fee is non-refundable and non-transferable and due at the time of booking.
     - Group therapy appointments are to be paid by the date of service for each group.
     - If a client/participant is unwell, please do not bring them. Instead, notify ACM that you are unable to attend, and we will work with you to offer alternatives.
     - If clients/participants are unable to attend in person, arrangements to attend online or provision of activities that can be completed at home to support the skills targeted in this group can be provided.
     - If ACM is unable to hold the group session on any given day, the client/participant will not be charged for the group session.
   - **Guide to cancelling group appointments**
     - To cancel a group appointment please do so before 8am ONE (1) DAY PRIOR to your appointment to avoid any fees being charged.
     - If a client does not attend their appointment and does not let us know in advance, a Fail to Attend Fee (100% of appointment cost) will be incurred.
     - If a client cancels their appointment after 8am (ONE) (1) DAY PRIOR to the appointment, this is considered 'short notice' and a Late Cancellation Fee (50% of appointment cost) will be incurred.

- The clinician will provide the relevant homework and resource materials used for that day.

5. **Attendance policy**
   - Regular attendance is an essential part of successful and effective therapy.
   - For our termly group attendees:
     - Clients must attend for the duration that they are enrolled in.
   - For our monthly group attendees:
     - Monthly group dates for the term will be provided at the time of group enrolment. Your acknowledgement of these terms and conditions when registering confirms your acceptance of attendance to each group date for the term. If a client/participant knows up-front they are unable to attend a group session, they must discuss this with their clinician **prior to** registering for the group program as this may affect their ability to enrol.
     - The clinician will consider individual circumstances together with the group program content to determine possible solutions. This may include (but not limited to) enrolment into only the sessions they can attend, or enrolment into all the sessions with relevant homework and resource materials provided for a session missed, or no enrolment into the program for that Term. It will be group and client/participant dependent and at the discretion of their ACM clinician and group coordinator.