



WESTERN**KIDS**HEALTH



Terms of Service Guidelines



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Welcome to Western Kids Health

At Western Kids Health, we are committed to delivering high-quality, family-centred therapy for babies, children, and teens. Our goal is to partner with families to support each child in reaching their potential through evidence-based, personalised care.

These Service Guidelines outline what families can expect from us, and what we ask in return, so that together we can achieve the best outcomes for your child.

Bookings and Enquiries

- Complete our online Enquiry Form to share your child's needs.
- Our administration team will guide you to your initial appointment.
- A **\$110 deposit** is required to be paid at time of booking and is credited toward your session fee.

Your initial booking includes:

- A comprehensive assessment or consultation
- Guidance on therapy options for your child
- Up to two follow-up contacts to support therapy (*if required*)
- Reporting options are also available (*at an additional cost*)



Locations and Travel (if applicable)

Therapy is primarily delivered in our clinics at:

- Shenton Park (Victoria House)
- Hillarys (Hillarys Plaza)

For therapy delivered outside our clinics (home, school, or community), families will be charged for travel time at standard service fees. Telehealth is encouraged where possible to reduce travel costs.

Changing or Cancelling Appointments

Initial Appointment – Cancellations and Refunds

Less than 48 business hours' notice: The deposit is non-refundable. To support families when unexpected illness arises, we will offer the option to convert the session to telehealth instead of losing your deposit.

More than 48 hours' notice, but within 5 days of the booking: Your deposit can be held as a credit toward a rescheduled appointment. If the appointment is not rebooked, the credit will be forfeited.

More than 5 days' notice: You may choose a refund or a credit toward a rescheduled appointment.

Ongoing Appointments

- Cancellations or rescheduling **must** be provided at least 48 business hours before the scheduled appointment (*excluding weekends and public holidays*).
- For Monday or post-public holiday sessions, notice must be given by the same time on the preceding working day.

If You Are Unwell

We **do not expect clients to attend in person** if they are unwell or experiencing cold or flu-like symptoms. To keep our staff and families safe, **we strongly encourage** transitioning to a telehealth session, which remains an effective and flexible way for therapists to continue providing care.

If telehealth is not suitable, the standard non-attendance fee will apply, as it is not possible to reallocate that appointment time at short notice.

Telehealth & Adaptability

At Western Kids Health, we know that family life can be unpredictable. Children may become unwell, travel plans may arise, or attending the clinic may not always be practical. To ensure therapy continues seamlessly, we provide telehealth as a flexible and effective option.

What Telehealth Offers?

- Secure, private video sessions with your child's therapist.
- The same evidence-based therapy approaches you would receive in person.
- Interactive activities and resources adapted for online delivery.
- Support for parents and caregivers to actively engage in the session.

When to Use Telehealth?

We encourage families to use telehealth whenever in-person attendance is not possible, such as:

- If your child or family member is unwell (cold/flu symptoms or other illness).
- If you are unable to travel to the clinic.
- During school holidays or family trips when you still want continuity of care.
- To save time and reduce travel costs.

Why Telehealth Matters?

- Therapy progress continues without disruption.
- Families maintain consistent attendance (supporting our 80% attendance expectation).
- Children remain engaged and supported in familiar home environments.
- Parents and caregivers can model or practice strategies alongside their child.

Adaptability in Therapy.

Our therapists are skilled in adapting therapy across settings:

- In clinic: face-to-face sessions with specialised resources.
- At home or school: therapy in familiar environments to support generalisation.
- Online via telehealth: accessible, flexible, and family-centred care.

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Clients Rights and Responsibilities

What You Can Expect from Us:

- Open, honest, and timely communication.
- To be treated with courtesy and respect.
- Timely notice if we need to cancel an appointment, with assistance to reschedule.
- Privacy and protection of your personal and therapy information.
- Qualified therapists delivering evidence-based care.
- Support and guidance to achieve your child's therapy goals.
- Telehealth ensures progress continues if in-person attendance is not possible.
- Families and therapists work together to achieve the best outcomes for your child.

What We Ask of You:

- Work collaboratively with your therapy team.
- Treat staff, property, and other clients with courtesy and respect.
- Provide information relevant to safe and effective therapy.
- Give at least 48 hours' notice if you need to cancel or reschedule.
- Attend appointments regularly and complete any assigned home practice.
- Be responsible for payment of all services delivered.
- Provide a safe environment if therapy occurs at home.
- Notify us of any changes that may impact therapy delivery.

Attendance Expectations

Regular attendance helps your child make meaningful progress and ensures continuity of care. We ask families to prioritise therapy sessions and complete any recommended home practice.

To achieve the best outcomes, families are expected to attend **at least 80% of booked program sessions.**

Attendance below this level may result in:

- Slower progress toward therapy goals
- The need for additional or extended program sessions
- In some cases, disengagement from therapy services

Session Fees and Payments

- Payment of invoices is the responsibility of the client.
- An invoice will be issued after each service.
- Payment is due at the time of service, or within 7 days of receipt with prior management approval.
- Accepted payment methods: EFT or Visa/MasterCard (1% surcharge applies).
- Deposits are applied toward your first session fee.

Feedback

We value your feedback. If you would like to share a concern, suggestion, or compliment, please let us know.

- Speak directly with your therapist or our reception team on **08 6112 2977**
- Contact the Practice Manager at [**pracman@westernkidshealth.com**](mailto:pracman@westernkidshealth.com) .

All feedback is handled respectfully, confidentially, and in a timely manner.



Together, we can create the best possible environment for your child to grow, learn, and thrive!