

COORANBONG PHYSIOTHERAPY

Session Packs – Terms and Conditions

Effective Date: _____

These Terms and Conditions apply to all patients purchasing a Session Pack from Cooranbong Physiotherapy. By purchasing a Session Pack, the patient acknowledges that they have read, understood, and agreed to these Terms and Conditions and will sign the accompanying Session Pack Agreement.

1. Purpose of Session Packs

Cooranbong Physiotherapy Session Packs are designed to provide a structured, evidence-based treatment program to assist patients in achieving meaningful improvements in pain, function, mobility, strength, and overall quality of life.

Each Session Pack includes:

- Comprehensive physiotherapy assessment and ongoing reassessment.
- Individualised treatment and management.
- Goal setting and progress monitoring.
- A structured treatment plan.
- Exercise prescription and home exercise programs.
- Evidence-based physiotherapy care tailored to the patient's presentation.

Patients are expected to actively participate in their treatment plan and home exercise program to maximise outcomes.

2. Commitment to Treatment

By purchasing a Session Pack, the patient agrees to:

- Commit to the recommended course of treatment.
- Attend scheduled appointments as advised by their physiotherapist.
- Follow the prescribed home exercise and self-management program.
- Work collaboratively with their physiotherapist towards agreed treatment goals.

A signed Session Pack Agreement is required before commencement.

3. Validity Period

All sessions included within a Session Pack must be completed within **12 weeks** of the date of purchase.

Any unused sessions remaining after the 12-week period may be forfeited unless otherwise approved in writing by Cooranbong Physiotherapy under exceptional circumstances.

Session Packs are intended to support a continuous and progressive treatment program and are therefore time-limited.

4. Non-Transferability

Session Packs are:

- Non-transferable.
- For use by the named patient only.
- Not permitted to be shared, gifted, or transferred to family members, friends, or any other individual.

Any attempt to transfer sessions may result in cancellation of the Session Pack without refund.

5. Conditions Covered

Session Packs are designed to provide a structured and progressive treatment program for **one injury, condition, or body region only**.

The Session Pack purchased will apply solely to the condition identified during the initial assessment and documented in the patient's treatment plan.

To maintain treatment consistency, continuity of care, and optimal clinical outcomes:

- Sessions cannot be used interchangeably for different injuries, conditions, or body regions.
- Sessions cannot be transferred to address a new injury that arises after the commencement of the Session Pack.

- If a patient presents with a new or unrelated condition, a separate assessment and treatment plan may be required.
- The treating physiotherapist will determine whether symptoms are related to the original condition covered under the Session Pack or constitute a separate condition requiring separate management.

The purpose of this policy is to ensure patients receive a focused, evidence-based rehabilitation program with clear goals, measurable outcomes, and an appropriate progression plan for the specific condition being treated.

6. Session Duration

Session Pack appointments are limited to:

30–45 minutes per consultation

The exact appointment duration will be determined by the treating physiotherapist based on clinical needs and scheduling requirements.

7. Fees and Payment

- Payment for each consultation is required on the day of service.
- Session Pack pricing provides a discounted rate compared with standard consultation fees.
- Session Pack fees do not include any products, equipment, braces, supports, orthotics, or consumables.

Additional items may incur separate charges, including but not limited to:

- Resistance bands.
- Exercise equipment.
- Rehabilitation aids.
- Other recommended products.

Patients will be informed of any additional costs before purchase.

8. Private Health Insurance

Patients may claim eligible physiotherapy services through their private health fund, subject to:

- Individual health fund rules.
- Available benefits.
- Annual limits and entitlements.

Cooranbong Physiotherapy cannot guarantee rebate amounts or eligibility.

Patients are responsible for confirming their level of cover with their health fund.

9. Excluded Funding Programs

Session Packs are not available for consultations funded through:

- National Disability Insurance Scheme (NDIS).
- NSW Workers Compensation (WorkCover).
- Compulsory Third Party Insurance (CTP).
- Chronic Condition Management Plans (CCM/GP Management Plans).
- Department of Veterans' Affairs (DVA) funded services.
- Any third-party funded scheme unless specifically approved by Cooranbong Physiotherapy.

These services are billed separately according to applicable funding arrangements.

10. Treatment Standards

Cooranbong Physiotherapy is committed to providing:

- High-quality, evidence-based physiotherapy care.
- Individualised assessment and treatment.
- Professional and ethical practice.
- Goal-oriented rehabilitation.
- Regular progress monitoring and review.

All patients will receive equal access to professional care regardless of the Session Pack purchased.

Clinical decisions remain solely at the discretion of the treating physiotherapist.

11. Cancellations and Missed Appointments

Standard clinic cancellation policies apply to all Session Pack appointments.

Failure to attend appointments or cancellations made outside the required notice period may result in forfeiture of that session from the Session Pack.

Patients are encouraged to provide adequate notice to allow rescheduling.

12. Refund Policy

Session Packs are intended to support completion of a structured treatment program.

Refund requests will be assessed on a case-by-case basis and may be subject to:

- Administrative fees.
- Deduction of completed consultations at standard consultation rates.
- Other reasonable costs incurred by the clinic.

No refunds will be provided for unused sessions after the expiry period unless required by law.

13. Clinical Outcomes

While physiotherapy aims to improve pain, function, mobility, and quality of life, Cooranbong Physiotherapy cannot guarantee specific clinical outcomes.

Results vary depending on factors including:

- Nature and severity of the condition.
- Patient compliance.
- General health status.
- Attendance consistency.
- Lifestyle and occupational factors.

Patients acknowledge that successful outcomes require active participation in treatment and rehabilitation.

Session Pack Agreement

I acknowledge that:

- I have read and understood the Cooranbong Physiotherapy Session Pack Terms and Conditions.
- I understand that all sessions must be completed within 12 weeks of purchase.
- I understand that sessions cannot be shared or transferred to another person.
- I agree to commit to the recommended treatment plan and home exercise program.
- I understand that Session Packs do not include products or equipment and that additional charges may apply.
- I understand that payment is required on the day of each service.
- I understand that Session Packs are not available for NDIS, WorkCover, CTP, Chronic Condition Management Plans, or other excluded funding schemes.
- I agree to participate in a structured rehabilitation program including goal setting, treatment, education, and exercise prescription.

Patient Name: _____

Patient Signature: _____

Date: _____

Cooranbong Physiotherapy

Session Packs are designed to support consistent, structured, evidence-based care and help patients achieve meaningful, long-term health outcomes.