



### Adult Terms of Trade

Can:Do Hearing is South Australia's only independent not-for-profit audiology clinic with proceeds supporting our charities Can:Do 4Kids and Deaf Can:Do.

**Our Mission is to empower people to achieve their full potential by providing them with specialised sensory services**

#### Can:Do Hearing Terms of Trade and Conditions

Please see the terms and conditions associated with receiving services through Can:Do Hearing below. By accessing our services, you are agreeing to the Terms and Conditions.

**Receiving hearing services through Can:Do Hearing will include Audiology services in accordance with:**

- Audiology Australia's Code of Conduct, Code of Ethics and Professional Practice Standards.
- Hearing Services Program best practice principles
- Can:Do Hearing (CDH) is an independent audiology clinic and is not aligned with or owned by a hearing aid manufacturer.
- Our Audiologists receive no commissions or sales based awards.
- CDH may access wholesale supplier discounts from manufacturers such as Unitron, Phonak, Starkey, Resound, Oticon, Widex, Sivantos, Bernafon and Sonic Innovations.

**In providing services Can:Do Hearing will be responsible for:**

- Providing services as agreed between the parties as per Individual Service Plan (if applicable).
- All insurances, taxations and other obligation in respect to its employees.
- Maintaining relevant accreditation and licensing arrangements.
- Managing all information in line with the organisational policy on privacy and confidentiality and only releasing information with the proper authorised consent.
- Providing information as requested to external agencies as per confidentiality guideline below.

#### Confidentiality

Can:Do Hearing is committed to protecting and maintaining the confidentiality and privacy of all associated persons and related records. Specifically, Can:Do Hearing will manage all information in line with organisational policy on privacy and confidentiality, including only requesting and utilising information pertinent to service provision and only releasing information with the proper authorised consent. Privacy policy of Can:Do Hearing can be viewed at [www.candohearing.com.au](http://www.candohearing.com.au)

### Payments

- All private accounts are to be paid in full at the conclusion of the appointment.
- For clients who are eligible for the Hearing Services Program, appointments are free of charge and government claim forms will need to be signed where appropriate.
- Can:Do Hearing cannot claim directly through private health insurers. You will be required to pay the account in full and take the receipt to your insurer for reimbursement.

### Cancellation Policy

- For privately funded clients there is a \$50 fee for cancellations, non-attendance and rescheduling of appointments made with less than 48 hours' notice of the original appointment time.
- In the case of illness, this fee can be waived upon production of a doctor's note.

### Commendations, Concerns or Complaints

If you have a concern or complaint, you can:

- Talk to a your Audiologist at Can:Do Hearing
- Contact one of our Client Services Managers
- Email feedback directly through the website
- Request our 'Commendations and Complaints' form, or
- Request an advocate to support you with giving feedback

### First Aid/ Medical Intervention

If a Can:Do Hearing staff member considers that you require emergency medical/hospital/ambulance assistance that an ambulance will be called and any costs incurred will be payable by the client.



### Client Consent

#### Consent for Students

Can:Do Hearing supports the continuing development of our professions and the sector, as such we offer numerous student placements across our organisation in a range of disciplines.

Do you agree to Student attendance and supervised participation in services?

Yes  No

#### Research and Evaluation

Can:Do Group is committed to providing evidence based practice across our services to ensure our clients have access to the latest in technology and audiological practices, as such we participate in and conduct research on our services and their outcomes.

Do you agree to Can:Do Hearing using your assessment data and results for the purpose of research – please note all identifying information will be removed

Yes  No

#### Fundraising Consent

Please indicate if you would like to be notified of upcoming events and invitation opportunities

Yes  No

#### Fundraising Information

Please indicate if you would like to receive newsletters and updates from the Can:Do Group and its entities.

I **WOULD** like to receive updates and newsletters

I would **NOT** like to receive updates and newsletters

#### Communication Method

What is your preferred method of communication **Mail**  **Email**

Email address (if applicable): \_\_\_\_\_



### Authority to obtain and/or release information

I give consent for Can:Do Hearing to release information in regard to services I may receive and request information pertaining to funding arrangements;

- Hearing Services Program
- Department of Veteran's Affairs
- Your General Practitioner: Name of GP \_\_\_\_\_ Name of Clinic \_\_\_\_\_
- Anyone else you approve (please list below)

To/From: \_\_\_\_\_

Contact details: \_\_\_\_\_

To/From: \_\_\_\_\_

Contact details: \_\_\_\_\_

#### CERTIFICATION:

**I have read and agreed to the Terms of Trade, consents and authority to share information.  
I understand that I can change or withdraw consent at any time.**

Name(s): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_/\_\_/\_\_

#### Contact Us

We would love to hear from you. For further information about our services please contact us on;

Phone: (08) 8100 8200

Fax: (08) 8178 3999

Email: [info@candohearing.com.au](mailto:info@candohearing.com.au)

Post: 59-61 Grange Rd, Welland, SA 5007

