



EXE16.3

Child 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 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.
- Office of hearing services best practice.
- Can:Do Hearing 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.

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

- Providing services as agreed between the parties as per Individual Service Plan.
- 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.
- Communicating to family as per agreement in Individual Service Plan (where applicable).
- Providing information as requested to external agencies as per confidentiality guideline below.

Confidentiality

As part of this agreement Can:Do Hearing will maintain 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.

Can:Do Hearing's privacy policy can be viewed online at www.candohearing.com.au

It is the responsibility of the parent/guardian to update Can:Do Hearing on the commencement or alteration of any legal orders affecting the sharing of information in relation to your child.

Payments

- All accounts are to be paid in full at the conclusion of the appointment.
- The total cost of the two Auditory Processing assessment appointments is to be paid at the conclusion of the first appointment.
- 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

- There is a \$50 fee for cancellations, no-shows 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 your child requires emergency medical/hospital/ambulance assistance that an ambulance will be called and any costs incurred will be payable by the client's parent/guardian.

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 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

Marketing 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

What is your preferred method of communication Mail Email SMS

Authority to obtain and/or release information

I give consent for Can:Do Hearing to release information to relevant Government departments in regard to services our child may receive and request information pertaining to the safety and welfare of our child.

Other agencies/individuals that information will be shared with/received from to facilitate services are:

To/From: _____

Contact details: _____

To/From: _____

Contact details: _____

To/From: _____

Contact details: _____

To/From: _____

Contact details: _____

I consent for _____ (child's name) to become a client of Can:Do Hearing.

I have read and agreed to the Terms of Trade, consents and authority to share information on behalf of my child and understand that changes to the Terms of Trade may occur as a direct result of policy changes and directives from the National Disability Insurance Scheme (NDIS). CD4Ks will provide 14 days notice of any changes of Terms of Trade prior to these being implemented.

I understand that I can change or withdraw consent at any time.

Parent/ Caregiver's name(s): _____

Signature: _____

Date: __/__/__

Contact Us

We would love to hear from you. For further information about our services and to discuss your child's needs please contact us on;

Phone: (08) 8100 8200

Fax: (08) 8346 9625

Email: info@candohearing.com.au

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