

Terms of Engagement

OTFC Group provide services in the context of family-centred and client-centred care. We are here to provide therapy supports for your child and understand the importance of working in partnership with parents and caregivers. OTFC Group has established the following terms of engagement.

Commencing therapy services

1. Prior to engaging in therapy services, all caregivers of the young person attending OTFC Group must be aware of both our Terms of Engagement policy as outlined in this document and our Working Together document.

Scheduling and attending therapy services

1. Decisions regarding a young person's therapy journey (e.g., whether to commence therapy) should be agreed upon by all caregivers.
2. If a conflict should arise between parent/caregivers regarding the young person's therapy plan, therapy cannot commence and/or continue until a mutual agreement has been reached by relevant parties outside of OTFC Group
3. All caregivers can consent to therapy, schedule and attend therapy appointments for the young person once they are named as a primary or secondary contact and have signed to agree to this Terms of Engagement document
4. When an appointment is made by a primary or secondary parent/caregiver, it is the responsibility of this person to inform any other parents/caregivers. While there is no obligation to keep multiple parents/caregivers informed, we do recommend that this occurs between parents/caregivers

Communication regarding therapy services

A primary contact will receive all information regarding the young person's therapy services, including appointment schedules and billing information. A primary contact is responsible for sharing this information with all secondary contacts.

Secondary contacts are all caregivers who are involved in supporting the child's therapy. Secondary contacts can schedule and attend therapy services and have access to information regarding the child's appointment schedule and clinical information but will not receive that documentation directly from the OTFC GROUP (unless otherwise set out in a court order).

It is the responsibility of the primary contact to distribute information as required to all secondary contacts including the following:

1. All appointment information will be sent to the primary contact. Appointment reminders will be sent via text message to the primary contact.
2. All written clinical communication, including any requested clinical documentation and reports will be sent to the primary contact. (unless otherwise set out in a court order).
3. All billing information, including invoicing, will be sent to the designated contact. OTFC Group does not take responsibility for processing rebates for a client whose services are covered by a Medicare plan or Private Health insurance where caregivers are separated. Receipts can be emailed to the paying parent or printed for the paying parent to present to Medicare or Private Health insurer themselves.

Changes to parenting / caregiving arrangements

- As per our terms of engagement above, all caregivers wishing to engage in our services must read and agree to our Terms of Engagement in full prior to therapy sessions beginning or continuing.
- Should parenting/caregiving conditions change at any point during your young person's therapy journey therapy will be paused, and this agreement will be reissued to the existing primary contact. At this point, all caregivers wishing to engage in services must read and agree to our Terms of Engagement in full prior to therapy sessions continuing.
- If primary and secondary contacts cannot agree to the Terms of Engagement, therapy services will be ceased until resolved externally to OTFC Group

Specific to where there is a court order in place:

- OTFC Group must sight Court Orders (interim or final) for young people where Court Orders are in place before therapy can proceed.
- OTFC Group services will be delivered in line with Court Orders, unless there is further evidence sighted to state otherwise.
- It is the primary contacts responsibility to inform OTFC Group of any changes to Court Orders, including their expiry.
- We are not medico legal therapists, and you acknowledge that OTFC Group cannot partake in any legal proceedings on your behalf. OTFC Group does not write court reports or provide recommendations to solicitors or lawyers about custody disputes.
- OTFC Group does not provide recommendations about living recommendations for your children (i.e. recommendations about time sharing or parenting schedules)

Zero tolerance to occupational violence

We have employee policies and procedures in place to manage any form of occupational violence and we have zero tolerance to clinical aggression at OTFC Group.

If the relationship between caregivers is not cordial, it is recommended that only one caregiver attend session/s to respect the therapeutic environment. If there is ongoing conflict between caregivers, therapy services will be withdrawn, and they recommence when the family matter is settled. There is a no tolerance policy for conflict being played out at OTFC Group or through our therapy or administration team.

In complex family situations we recommend you access your own mental health and family supports, through your GP, psychologist, specialist etc.

These terms of engagement are in place so we can work with all individuals on the young person's support team with the primary focus of supporting the young person to reach their therapeutic goals.