

CONTINUUM TELETHERAPY AND ALLIED HEALTH

Client Service Agreement

The plain language service agreement for clients of Continuum Teletherapy and Allied Health.

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Entity	Continuum Health Group Pty Ltd ABN 34 698 399 058 ACN 698 399 058
Clinical Director	Dr Sandhya Jaswal, Registered Dentist, AHPRA DEN0001861873
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1. Purpose of services

Continuum Teletherapy and Allied Health provides telehealth-based allied health services for individuals who experience barriers to accessing traditional in-person healthcare. Our services are designed to support people in regional, rural, and remote areas, individuals with disabilities, those managing chronic health conditions, and anyone who may benefit from flexible, online allied health care. Our contracted practitioners deliver evidence informed support in psychology and dietetics by video. Speech pathology and occupational therapy are on a waitlist and are not yet delivered. Oral health is a separate pathway led by our Clinical Director, who is a registered dentist, and it is not delivered inside an allied health appointment.

2. Appointments

Clients are responsible for attending scheduled telehealth sessions at the agreed date and time. Appointments are conducted via secure video conferencing platforms. We recommend logging in a few minutes early to ensure your technology is working correctly. If you experience technical difficulties at the time of your appointment, please contact us as soon as possible so we can assist or reschedule. Repeated non-attendance may affect your ability to continue accessing services.

3. Cancellation policy

We understand that circumstances change. At least 48 hours notice is required if you need to cancel or reschedule an appointment, so that we can offer the time to another client. If you cancel or reschedule with less than 48 hours notice, or do not attend, a cancellation fee may be charged to the card held on file for private-paying clients. Where care is funded, being NDIS plan-managed or a compensation scheme, any short-notice cancellation is handled in line with the relevant funding rules and nothing is charged to you personally. We may waive this at our discretion in genuine exceptional circumstances. Full details are set out in our Terms and Conditions, which form part of your agreement with us. Where possible, we will work with you to find an alternative appointment time that suits your needs.

4. Fees

Service fees will be communicated to you prior to your first appointment and at any time fees change. Fees may vary depending on the type of service, the clinician providing the service, and the duration of the session. We do not take deposits. Where you are paying privately, your card is securely stored with our payment provider at the time of booking and the consultation fee is charged shortly after your consultation begins. Where your care is funded, for example through the NDIS or a workers compensation claim, we invoice the funder and do not hold your card. You will receive a receipt or invoice for each session attended.

5. Medicare, NDIS and insurance

Eligibility for Medicare rebates, NDIS funding, or private health insurance rebates depends on your individual circumstances and the requirements of the relevant program. Medicare rebates may be available for eligible psychology services under Better Access with a valid referral and mental health treatment plan, and the amount you pay out of pocket depends on whether your psychologist holds a clinical endorsement. Continuum is not a registered NDIS provider, so we can work with plan managed and self managed participants only, and not with agency managed participants. Allied health services may be claimable from an NDIS plan where the plan allows it, and you should confirm this with your plan manager or support coordinator. The oral health consultation with the Clinical Director and the Personalised Oral Health Care Plan are private pay only and are never funded by the NDIS. We recommend checking with your private health insurer regarding your level of cover for telehealth consultations.

6. Professional standards

All clinicians at Continuum Teletherapy and Allied Health are registered or certified with their respective professional bodies and operate in accordance with the ethical guidelines and regulatory frameworks governing their profession. Each practitioner is engaged as an independent contractor, practises within their own professional scope, and is responsible for their own continuing professional development and for meeting any supervision requirements of their own profession. Continuum provides platform level clinical governance and does not clinically supervise practitioners in disciplines outside the Clinical Director's own registration. Services are delivered in line with current evidence based and evidence informed practice.

7. Referrals

Where clinically appropriate, your clinician may recommend referral to another health professional or service. This may include referral for in-person assessment, specialist consultation, or additional support services. Referrals will be discussed with you and made with your informed consent. We are committed to coordinated, connected care and will communicate with other members of your care team where you have provided consent to do so.

8. Confidentiality

All personal and health information collected by Continuum Teletherapy and Allied Health is handled in accordance with the Australian Privacy Act 1988 and the Australian Privacy Principles. Your information will only be disclosed to third parties with your consent, or where required or authorised by law. Clinical records are stored securely and access is limited to authorised personnel. For further information, please refer to our Privacy Policy.

9. Complaints

We are committed to providing high-quality services and welcome your feedback. If you have any concerns or complaints about the services you have received, please contact us directly so we can work to resolve the matter promptly. You may also lodge a complaint with the relevant professional registration board or the Australian Health Practitioner Regulation Agency (AHPRA). Our contact details are provided below.

10. Contact

Entity	Continuum Health Group Pty Ltd, ABN 34 698 399 058, ACN 698 399 058
Email	reception@continuumteletherapy.com.au
Phone	1800 565 565
Website	continuumteletherapy.com.au

11. Document control

Version	Date	Author	Change summary	Status
v0.2	12 August 2026	Dr S Jaswal	Master document generated from the current published web copy at continuumteletherapy.com.au/service-agreement. Content is identical to the published version.	Current

Version history prior to v0.2 is not recorded in this master. Earlier version entries should be added by the Clinical Director if a full change history is required. This agreement is read together with the Continuum Terms and Conditions, Telehealth Informed Consent, and Privacy Policy. The current version supersedes all previous versions.