

Thrive

music therapy

POLICIES

PRICING

Thrive aims to charge an industry standard for sessions, which are outlined below:

Individual music therapy session, 30 minutes: \$80.00

Individual music therapy session, 45 minutes: \$120.00

Individual music therapy session, 1 hour: \$160.00

Small group music therapy session, 1 hour: \$85.00 per person

Large group music therapy session, 1 hour: \$55.00 per person

Music Therapy workshop, 1-2 hours: \$55.00 per person

Small group: 2-5 participants

Large group: 6-15 participants

Workshops: 15-30 participants

Session prices are not inclusive of GST, and a 10% GST charge will apply to each invoice. Music therapy is not yet a GST exempt service, but you will be updated when this changes.

TRAVEL FEES

Thrive provides both in-studio and mobile music therapy, and we are more than happy to travel to your home to conduct sessions. However, if your home is more than 30 minutes away from the Thrive studio, an extra travel fee will be incurred at the price of \$20. This will be included on your session invoice.

Thrive reserves the right to increase session and travel fees as is considered appropriate, with 30 days notice given to clients.

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PAYMENT OPTIONS AND TERMS

Thrive accepts payment through bank transfer or credit card payment through our invoicing service.

After your individual or small group music therapy session, you will receive an invoice from Thrive, which you can pay with either of these options. Payment is due no later than 14 days after your session. Invoices can be sent either to the client directly or to a plan manager for NDIS clients - please advise Thrive of your preference and correct email address for invoicing.

For larger groups and workshops, payment is required before your session. You will receive an invoice 1-2 weeks prior to your session or workshop and payment is due no later than 24 hours prior to your session or workshop beginning. Participants may pay individually or as a whole, but Thrive reserves the right to exclude participants who have not paid prior to the session.

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BOOKING POLICY

The following booking policies apply for all individual and small group music therapy sessions.

1. An initial assessment session will be booked with the client/s to assess and discuss client needs and their engagement with music therapy interventions. At the conclusion of the assessment session, Thrive and the client/s will arrange a therapy plan and book subsequent sessions from there.
2. After the assessment session, the client/s will be booked into sessions according to their plan and their recurring session time will be reserved for them in an ongoing manner until therapy is terminated.
3. The client/s are required to provide a suitable space for small group sessions, (home sessions are fine) or arrange with Thrive to pay for hire of a suitable space.

The following booking policies apply to large groups and workshops.

1. Large group sessions will be booked no less than 2 weeks/14 days prior to the session time, and will be paid prior to the session (see 'Payment Options' above). Group numbers and payment must be received no later than 24 hours prior to the session, with the exception of illness. Group members who are ill and don't make the session will either be refunded their fee or may use it as a credit for another session.
2. Workshops will be booked no less than 1 month/30 days prior to the workshop and final numbers and payments will be paid no later than 24 hours prior to the session.
3. For both large group sessions and workshops, the client must provide a suitable space for sessions to occur, or arrange with Thrive to pay for hire of a suitable space.

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CANCELLATION POLICY

In the event that you need to cancel or reschedule your session, the following terms apply.

1. A 24 hour cancellation policy applies for individual sessions. If you need to reschedule your session less than 24 hours prior to your session, Thrive will require a 50% payment of your original session price due to the late notice.
2. A 12 hour cancellation policy applies for individual sessions in the event of an illness. Thrive requires clients to reschedule sessions when unwell, so a shorter cancellation policy applies to these situations. If the client is unwell at least 12 hours before the session, please reschedule immediately to avoid a 25% payment for the session. In the event that a client has an early session and wakes up sick, please notify Thrive immediately and we will reschedule at no extra cost.
3. If the client fails to attend their session with no prior notice, full payment for the session will be required. In the case of an emergency, please contact Thrive and we will reschedule accordingly.
4. If the client wants to reschedule their session, Thrive cannot guarantee that another session will be available in the requested time, but will endeavour to find a time as close as possible to your preference. If your sessions are recurring, these times will be held for the client regardless, but extra sessions will be organised on a session-by-session basis.
5. If the client has failed to remit payment for previous sessions after the 14 day invoice date, Thrive reserves the right to refuse sessions until payment is received. These sessions may be charged for, unless the client is able to remit the payment immediately.

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PRIVACY POLICY

Thrive holds contact details, medical information and case notes for each client, in order to best meet client needs. The following privacy policies will be upheld by Thrive:

1. Thrive will not distribute confidential client information under any circumstances, unless required to by law or at the clients'/legal guardians' request. This includes contact details, medical information, case notes and any other information supplied to Thrive by clients.
2. Thrive will uphold client-therapist confidentiality in all situations, unless directed otherwise by the law. In the event that Thrive believes the client is a danger to themselves, a danger to others, or is at risk of abuse, Thrive may break confidentiality in order to report the situation to the relevant authorities or guardians. Clients will be informed that confidentiality will be broken, and permission will be requested from the client. If permission is not granted, Thrive may report situations regardless if it is deemed necessary.
3. In the event that Thrive suspects a minor is being mistreated, neglected or abused either sexually, physically, emotionally or psychologically, Thrive will report the suspected abuse to the Department of Child Protection in accordance with Western Australian Legislation.
4. Thrive will not publish case studies, images, or video content of clients without written permission obtained directly from the client and/or guardian. Thrive will not record therapy sessions in any manner unless express permission is granted by the client and/or guardian.
5. Thrive will keep accurate and comprehensive documentation for a minimum of 7 years in a secure location, either technological or physical.

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ETHICS POLICIES

Thrive will uphold ethical practice policies in relation to client care. The following policies apply:

1. Thrive will respect the humanity and dignity of all people in music therapy sessions, and will recognise and respect diversity among clients, treating everyone fairly and equally.
2. Thrive will recognise and respect vulnerability in clients, and will protect clients rights.
3. Thrive will use every possible resource available to ensure the highest quality of service to clients.
4. Thrive will take all reasonable steps to avoid harm to clients in therapy sessions.
5. Thrive will seek supervision and continue to engage in professional development in order to deliver the best service possible to clients.
6. Thrive will not engage in relationships of any form with clients outside of therapeutic practice.
7. Thrive will not publish any resources created in client sessions to social media or any other public forum without express written permission from the client and/or guardian.

The policies in this document are adapted from the Australian Music Therapy Association's Code of Ethics, which applies to all Registered Music Therapists. For further information, access the Code of Ethics below.

<https://www.austmta.org.au/public/151/files/Website%20general/Code%20of%20Ethics%202021.pdf>

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HEALTH AND SAFETY POLICIES

Thrive is committed to the safety of clients and the wider community, so the following health and safety policies apply. All checks that apply to Thrive staff may be requested for viewing at any time by clients.

1. Thrive will maintain updated Working With Children's Checks for all staff members.
2. Thrive will maintain updated Police checks for all staff members.
3. Thrive will maintain updated First Aid certificates for all staff members.
4. Thrive will collect necessary medical information from clients and it is the clients responsibility to inform Thrive of relevant medical information, as well as best practice on handling medical conditions. This includes allergies, sensory issues and anything else that could impact music therapy sessions.
5. Clients with severe allergies are required to carry their own Epi Pens as Thrive is unable to supply them for you. If a client requires an Epi Pen, it is the responsibility of the client to inform Thrive of their allergy and where their Epi Pen is kept, should Thrive need to intervene in the case of an emergency.
6. Clients who choose to have their sessions in their home must fill in a Client Home Safety Form in order to inform Thrive of any potential dangers or risks in the home prior to therapy beginning. Note: the Thrive Studio is not wheelchair accessible as it is a home studio, so if accessibility is an issue, please elect to have therapy sessions held in your own home.
7. Clients who choose to have their sessions at home must provide a clear, safe space for therapy sessions to occur in. This includes plenty of floor space, privacy if necessary and no potential dangers or risks in the area.

8 . Thrive reserves the right to refuse therapy to clients who are verbally, physically or otherwise abusive or disruptive. Thrive takes the safety of staff very seriously, and if staff members do not feel safe in the clients home or with certain clients, they are within their rights to refuse therapy and leave/ask the client to leave.

9. Parents and/or guardians are required to alert Thrive of any ongoing court cases involving the child. The names and phone numbers of all parents/guardians who are approved to collect the child from therapy must be provided to Thrive in the initial contact form or prior to beginning therapy sessions.

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COVID-19 POLICIES

Thrive is committed to the safety of clients and the wider community, so the following COVID-19 precautions will be upheld in the event of government mandated COVID-19 restrictions.

1. Thrive will provide proof of vaccination of all staff and will inform clients of any staff exposure to positive COVID cases, and will isolate staff as necessary. In the event of a staff member contracting COVID, therapy sessions will be cancelled or offered as telehealth sessions until recovered. Cancelled sessions will be fully refunded.
2. In the event of a COVID lockdown in Perth, music therapy sessions will be held online if the client is comfortable with this arrangement. Please see below for telehealth policies. In person sessions may continue if music therapy is classified as an essential service, and this will be advised if this situation occurs.
3. In the event of a mask wearing mandate in Perth, clients and staff will be required to wear masks to, from and during therapy sessions unless clients have a valid medical exemption or experience strong sensory issues with masks.
4. Thrive requests that clients disclose their vaccination status in order to protect staff members who may be vulnerable. Sessions may continue for unvaccinated clients at the discretion of the staff member, and clients will be advised of this on an individual basis.

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TELEHEALTH POLICIES

Thrive is committed to the online safety and confidentiality of clients. Telehealth is a service offered by Thrive Music Therapy for regional clients, immunocompromised clients or those who prefer to attend online sessions, as well as in the event of COVID-19 lockdowns. The following policies apply to telehealth sessions:

1. Thrive will offer telehealth through the Zoom platform, with end-to-end encryption enabled in order to increase online safety and confidentiality. Clients will need to download Zoom and create an account prior to sessions. Clients will be issued with a step-by-step guide to ideal Zoom setup.
2. Clients will be provided with comprehensive set up instructions, and it is important that these are followed to the best of the clients ability in order for a smooth transition to telehealth and to get the most out of the session.
3. Thrive will conduct telehealth sessions in a private office space, in which staff members will be alone and uninterrupted.
4. Thrive will not record online sessions in any way and the existing Thrive privacy policies will apply in the same way to telehealth sessions (See Privacy Policies above). Clients are not permitted to record the telehealth sessions from their device.
5. Clients will be required to ensure they are attending telehealth sessions in a private, quiet space away from other people (unless guardians/carers are required to be present). If clients are under 18 years old, a parent or legal guardian must be present, either in the room or the house. This distinction will be decided by the parents/guardians with the client to account for privacy issues. For younger clients, it is requested that parents/guardians help the client navigate the telehealth sessions and associated technology.

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REFERRAL AND END OF SERVICE POLICY

In the event that Thrive needs to refer a client to another provider for any reason, or Thrive and the client decide that the client goals have been reached and therapy should be terminated, the following policies apply. These policies also apply if a client decides to cancel their therapy plan.

- 1.If Thrive decides that a client is no longer suitable for therapy with Thrive, they may terminate the clients therapy plan at any time. Should this occur, Thrive will make all reasonable effort to provide the client with contact details and referrals to other suitable therapists. Additionally, Thrive will provide the client with a suitable explanation and will provide client closure in the last agreed upon therapy session.
- 2.If the client decides that Thrive is not the right fit for them, they must give 2 weeks/14 days notice of their decision to terminate therapy. Should the client choose not to attend sessions in this 2 week/14 day period, sessions will be charged to the client at a 50% rate.
- 3.If a client can no longer attend therapy sessions or needs to take an extended break from sessions due to an emergency (whether medical, familial, personal or otherwise) the client must immediately inform Thrive and the client will not be charged for sessions. Failure to attend sessions without notice will still incur the full fee of the session, as outlined in the Cancellation Policy.
- 4.If Thrive and the client agree that the client has achieved their initial goals through their therapy plan and have no additional goals they would like to achieve, then therapy will be terminated in a suitable time frame as determined by Thrive and the client. The client may resume therapy with Thrive at any time should additional needs arise.

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POLICY AGREEMENT

I, _____ have read and understood the policies outlined in this document and agree to abide by them.

CLIENT SIGNATURE: _____

DATE: ____ / ____ / ____

PARENT/GUARDIAN SIGNATURE: _____

DATE: ____ / ____ / ____

SERVICE AGREEMENT

I, _____ agree to receive music therapy from Thrive Music Therapy, and agree to the terms set out. I understand the costs, policies and responsibilities of both myself and Thrive, and the terms of agreement in regard to duration and dispute resolution.

CLIENT SIGNATURE: _____

DATE: ____ / ____ / ____

PARENT/GUARDIAN SIGNATURE: _____

DATE: ____ / ____ / ____