

SERVICE DELIVERY & ENGAGEMENT POLICY

Practice: Amrita Sinha Occupational Therapy Pty Ltd

Version: 1.0

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Approved By: Practice Director

Purpose

To define how occupational therapy services are delivered across face-to-face, telehealth, group, and online formats.

Policy

Service Modalities

- Face-to-face
- Telehealth (secure platform only)
- Group programs
- Online courses (non-emergency educational format)

Session Structure

- Review goals
- Intervention
- Functional application
- Summary and next steps

Attendance & Cancellations

- Cancellation policy provided in writing
- NDIS price guide adhered to where applicable
- Late cancellation fees applied per agreement

Telehealth Requirements

- Secure internet

- Private environment
- Identity confirmation
- Emergency contact details on file