



Good to Better Therapy Services  
Good to Better Pty Ltd  
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ABN: 31 644 747 857  
GST-Registered Company

# Service Agreement - Second Opinion Service

**By booking an appointment with Good to Better Pty Ltd Second Opinion Service, you are indicating that you agree to the terms and conditions as outlined below.**

You: henceforth referred to as “the participant”

The name of the service provider: Good to Better Pty Ltd trading as “Good to Better Therapy Services”, henceforth referred to as “Good to Better”

## What will be provided in the Second Opinion Service?

- The second opinion is intended to help you, your therapist, and/or the person who coordinates your supports understand the options available, explore alternative solutions for more complex cases, and help you to receive the best quality of care possible.
- The Second Opinion Service is intended to support, and not replace, the therapy services you currently receive.
- The Second Opinion Service is a telehealth service and is provided by Zoom.
- The length of the session is selected by the participant and should be selected based on the complexity of the second opinion sought. For particularly complex issues you may need to book more than one appointment.
- The second opinion will be limited by the information you provide, appropriateness of the issue for telehealth assessment, and the length of time booked.
- The Second Opinion Service is not an ongoing service. The service would typically be used for less than 6 sessions per year per participant and may be used as a one-off service.
- The Second Opinion Service is not intended to provide a medicolegal opinion. Medicolegal opinions typically require an extensive assessment and report usually taking more than 10 hours. Please contact Good to Better Therapy Services at [admin@goodtobetter.com.au](mailto:admin@goodtobetter.com.au) if you are looking for a medicolegal assessment.
- Since Good to Better supports the training of current and future health professionals as part of our broad moral responsibility to the Australian healthcare system, at times a health professional student or other health professional may be present for the visit (in addition to the therapist providing the second opinion). You should let Good to Better know (by emailing [admin@goodtobetter.com.au](mailto:admin@goodtobetter.com.au)) if you do not consent to another health professional or health professional student being present during your appointment. In the case of another health professional or a health professional student being present, the second opinion will be provided by Good to Better’s therapist. With your agreement, the other health professional or health professional student may provide you with additional information or input (e.g., resources, information about equipment) after the appointment and this additional input will be at no cost to yourself. The additional input will be supervised by Good to Better’s therapist.

## What is expected of the participant?

- Being polite and respectful to the staff who work with you.
- Telling a Good to Better staff member if you've got any problems.
- Telling a Good to Better staff member if you can't make it to an appointment – you should always give at least 24 hours' notice or a cancellation fee may be charged.
- Having access to a device and internet connection to take part in the telehealth session.
- Telling a Good to Better staff member if your details (e.g., phone number) have changed.

## **What is expected of the service provider?**

- Providing the services that you have asked for within the constraints of the second opinion service.
- Being open and honest about the work that they do.
- Explaining things clearly.
- Treating you politely and with respect.
- Including you in all decisions.
- Letting you know what to do if you have a problem or want to complain.
- Listening to your feedback and fixing any problems quickly.
- Making sure your information is correct and up to date.
- Storing your information carefully and making sure it is kept private.
- Obeying all the rules and laws that apply.
- Providing invoices for your appointments.
- Checking whether GST applies.

## **How will payments be made?**

On completion of the appointment, an invoice will be sent to the email that was nominated while booking. Payments can be made by electronic transfer, Paypal (including credit card payment) or via cheque to Good to Better Pty Ltd.

Payment should be within 30 days of the invoice being sent. It is the responsibility of the person booking the appointment to ensure that there is sufficient funding available (e.g., in an NDIS plan) to pay for the service.

## **How to start or end the Agreement**

The Service Agreement starts at the time of booking your appointment.

The Service Agreement ends when the invoice has been fully paid.

## **What to do if there is a problem?**

If there is a problem, you can raise the problem directly with a Good to Better staff member or confide in a trusted person such as a family member or Support Coordinator.

## **Goods and Services Tax**

Most services provided under the second opinion service will not include GST. However, GST may apply to some services. It is the service provider's responsibility to check whether GST does or does not apply. By agreeing to this Agreement, the service provider says that they have checked whether GST applies.

## **The service provider's contact details**

Phone number:	0476 159 714
Email address:	admin@goodtobetter.com.au
Business address:	3245 Mary Valley Rd, Imbil QLD 4570
Postal:	PO Box 278 Imbil QLD 4570

## **Agreement**

The terms of the Service Agreement come into effect at the time that the appointment is booked.