



Hunter Children's Clinics

Family Partnership Handbook

A Complete Guide to Our Care, Policies, and Community Standards Current as of:
19th February 2026

Welcome to Our Clinic

At Hunter Children's Clinics (HCCC), we believe that the best outcomes for children happen when there is a strong, transparent partnership between families and healthcare providers.

This handbook is designed to give you a deep understanding of how our clinic operates. By understanding our "rules of the road," we can spend less time on paperwork and more time focusing on your child's health and development.

1. Your Privacy and Information Security

Derived from: Privacy Policy, Internet & Email Policy, and Telehealth Policy

The "Rule of Three"

Your child's privacy is our highest priority. To ensure we never release sensitive medical information to the wrong person, our administrative team is required to ask for three (3) identifiers every time you call or visit:

1. Full Name of the Child
2. Date of Birth
3. Current Residential Address

Please do not be offended if we ask you for these details multiple times; it is a mandatory safety check required by our clinical software (Gentu).

How We Document Visits (Heidi AI)

To ensure our doctors can focus on your child rather than a computer screen, we sometimes use an AI medical scribe called Heidi. Heidi listens to the consultation and creates a highly accurate clinical summary.

- Security: Data is encrypted and managed in compliance with Australian Privacy Principles.
- Consent: By attending a consultation, you consent to this documentation method.

Digital Communication Boundaries

To protect your child's data, all clinical information must be sent to our official admin email and scanned directly into our secure system.

2. Managing Appointments & The Diary

Derived from: No-Show, Late, and Cancellation Policy and Family Expectations

Confirmations

You will receive an SMS reminder before your appointment. Please reply "YES" to confirm. If you need to reschedule, do not reply to the text—please call the clinic directly so we can offer the time slot to another family on our waiting list.

Cancellations and "No-Shows"

Because our clinicians' time is in high demand, we have a strict cancellation policy:

- Notice Required: We require at least two (2) business days notice for cancellations.
- Individual Fees: A fee of 50% of the consultation cost applies for late cancellations or no-shows.
- Organization Fees (NDIS/DCJ): A fee of 100% of the consultation cost applies, as per NDIS Pricing Arrangements.
- Late Arrivals: If you arrive more than 15 minutes late, we may not be able to see you, and a cancellation fee may apply.

Automatic Scheduling

If a follow-up is required but not booked by the end of your visit, our admin team will automatically schedule the next necessary appointment for you to ensure continuity of care.

3. Telehealth Services (Coviu)

Derived from: Telehealth Policy

The Platform

All video consultations at HCCC take place via Coviu, a secure, healthcare-grade platform. We do not use Skype or FaceTime for clinical visits.

Requirements for Telehealth

1. Identity Check: The clinician will verify the "Rule of Three" at the start of the call.
 2. Location: You must confirm your physical location at the start of the call for emergency safety protocols.
 3. No Recording: Families are strictly prohibited from recording Telehealth sessions without express written consent.
 4. Pre-payment: To confirm your slot, Telehealth fees must be paid in full prior to the session (except for managed NDIS participants).
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4. Prescriptions and Administrative Requests

Derived from: Prescriptions Policy, Admin Protocol, and Practitioner Directory

The "Consultation First" Rule

For the safety of your child, prescriptions are generally not issued without a face-to-face or telehealth consultation. This allows the doctor to monitor the medication's effectiveness and side effects.

Off-Session Script Requests

If an emergency script is required because an appointment was missed or rescheduled:

- Fee: A \$40 administrative fee applies.
- Wait Time: Please allow up to three (3) weeks for processing. Our doctors prioritize patients currently in the clinic.
- Proactive Planning: We recommend booking follow-up visits one month before your current script expires.

Forms and Letters

If you require a form for school, Centrelink, or NDIS, please email it to us prior to your appointment. Many clinicians require a dedicated phone call or appointment to complete these forms accurately.

5. NDIS Participants & Support

Derived from: NDIS Service Agreement Policy and Case Conference Billing

Service Agreements

To comply with NDIS Practice Standards, every participant must have a signed Service Agreement on file before ongoing supports can begin. This document outlines exactly what we will provide and how we will bill your plan.

NDIS Reports

Requests for functional impact letters or NDIS progress reports require a dedicated 30–60 minute administrative appointment in the doctor's diary. We cannot provide "on-the-spot" reports or guarantee specific deadlines due to high clinical volumes.

Record Lead Time

For new NDIS families, all previous clinical records and NDIS plans must be provided to the clinic at least two (2) weeks before your first visit so your clinician can prepare properly.

6. Separated Families & Legal Boundaries

Derived from: Separated Parent Policy and Procedure

We are here for the child. To maintain a neutral and safe therapeutic environment, we have established the following rules for separated families:

- Medication Consent: Unless there is a court order stating otherwise, both legal guardians must sign our "Separated Parent Consent Form" before any new medication (such as stimulants) is prescribed.
 - Billing: We do not offer "split billing." The parent who books the appointment and brings the child is responsible for paying the account in full on the day.
 - Court Disputes: HCCC does not perform assessments for the purpose of resolving custody disputes or legal arguments between parents.
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7. Payments and Financial Responsibility

Derived from: Patient Payment Policy and Case Conference Billing

Private Clinic Status

HCCC is a private facility. While some clinicians may offer bulk-billing at their own discretion, it is not guaranteed. Please expect a gap fee for most services.

- Payment on the Day: All accounts must be settled in full at the time of the consultation.
 - Medicare Rebates: Our admin team will help process your Medicare rebate on the spot, provided you have a valid GP referral.
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8. Workplace Safety & Zero Tolerance

Derived from: Zero Tolerance Policy and Clinic Property Damage Policy

Behavioural Expectations

We strive to provide a calm, neuro-affirming space for all children. We have a Zero Tolerance policy toward:

- Verbal aggression, shouting, or intimidation of staff.
- Discriminatory or offensive language.
- Physical violence or threats.

If these standards are breached, the consultation will be terminated immediately, and future services may be suspended.

Property Damage

Our clinics are filled with specialized equipment and child-friendly furniture. In the event of intentional or negligent damage to clinic property (such as walls, monitors, or furniture), a standard \$500 repair/replacement fee will be charged to the responsible account holder.

9. Health & Infection Control

Derived from: Infection Prevention and Control (IPC) Policy

Protecting Vulnerable Children

Many of the children we see have compromised immune systems.

- Screening: If your child has a fever, a new rash, or a persistent cough, please call us before you arrive.
- Transition to Telehealth: We will likely suggest moving your appointment to Telehealth to keep our waiting room safe.
- Hygiene: Please use the hand sanitizer provided at the front desk upon entry and exit.

10. Feedback, Complaints & Significant Events

Derived from: Complaints Policy, Complaints Procedure, and Significant Event Policy

We value your feedback as it helps us improve our service.

1. How to Lodge: Please put any concerns in writing to admin@hunterchildrensclinics.com.au.

2. Acknowledgment: We will acknowledge your email within two (2) business days.
 3. Resolution: We aim to investigate and provide a formal response within four (4) weeks.
 4. Learning: Every formal complaint is treated as a "Significant Event" in our clinic, meaning it is reviewed by our Directors to see how we can change our systems for the better.
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11. Social Media & Professional Boundaries

Derived from: Social Media Policy and Code of Conduct

To maintain the highest level of professional ethics:

- No Online Friendships: Our staff are not permitted to accept friend requests or engage in private messaging with patients or their family members on personal social media platforms.
 - Professional Pages: You are welcome to follow our official clinic pages for health information and education.
 - Clinical Advice: We never provide medical advice via social media comments or direct messages.
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Acknowledgment of Partnership

By choosing Hunter Children's Clinics for your child's care, you acknowledge that you have read and understood these policies. We thank you for your cooperation in helping us maintain a safe, professional, and efficient environment for all our families.

We look forward to working with you and your child!