



TERMS OF SERVICE & PAYMENT POLICY

1. Purpose of Service

Postnatal and lactation support services are offered to provide education, guidance, and emotional support for breastfeeding and early postnatal wellbeing. All information is provided in good faith and based on current best evidence based practice. Services do not replace medical advice, diagnosis, or treatment. You are encouraged to seek medical care from your GP, Paediatrician, or other relevant health professional as needed.

2. Bookings

Appointments can be made online or directly through the service provider. Once your booking is confirmed you will receive a confirmation message with your appointment details and location information.

3. Payment Terms

- Payment is required immediately at the conclusion of the appointment, unless prior arrangements have been made.
- Payments may be made via credit or debit card, direct bank transfer, or other accepted methods advertised at the clinic.
- For in-home support (if offered), travel fees may apply. Any travel cost will be confirmed prior to the scheduled appointment.

4. Cancellations & Rescheduling

We understand that the postnatal period can be unpredictable. Please update us as soon as possible of any changes.

- More than 24 hours' notice: You may reschedule or cancel without any charge.
- Less than 24 hours' notice or non-attendance: A cancellation fee of 50% of the appointment cost may apply.

If you are unwell or experiencing unexpected circumstances, please reach out—compassionate consideration is always given.

5. Late Arrival

If you arrive late, the session may be shortened to ensure the next family is not delayed. Full session fees will still apply.

6. Health & Safety

If you or your baby are unwell with a contagious illness, please contact us as soon as possible to discuss options for rescheduling, virtual support, or alternate arrangements.

7. Access to Premises

Please be aware that access to the Wynnum location is via stairs only. If you have any access needs, we encourage you to contact us ahead of your appointment to discuss available support options.

8. Privacy & Confidentiality

All personal and health information shared during your session remains confidential and is stored securely in accordance with privacy regulations. Information will only be shared with other health professionals at your request or where required by law.

9. Photography & Videography

Digital material via still photos or videography is for the sole purpose of assessment and monitoring progress. Digital material is stored in the clients medical record. Images will only be shared with other health professionals at your request or where required by law.

9. Follow-Up Support

Following your consultation, you may receive follow-up information, resources, or check-ins as part of your service. The type and duration of follow-up support will be outlined at your appointment.

A summary of your appointment will be emailed to you within 24-48hrs.

10. Private Health Rebate

Some private health funds offer rebates for lactation consultations under certain extras policies.

Eligibility varies between providers and levels of cover.

- You will receive a receipt once you have paid for your session. Please advise us of your Health Fund so we can ensure your receipt contains relevant information for your rebate to be processed.
- Please check directly with your health fund to confirm your eligibility, as each policy is different.
- Rebates are typically processed by your health fund after you submit your paid invoice.

11. Agreement to Terms

By booking a consultation, you acknowledge that you have read and agree to these Terms of Service and Payment Policy.