



With me.
With you.

MEDICAL SERVICES TERMS OF SERVICE

With Me With You Pty Ltd

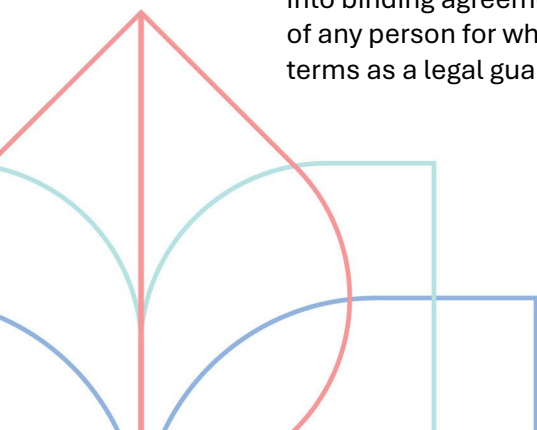
ABN: 14 689 699 590

ACN: 689 699 590

AHPRA Registration: MED0001866792

1. INTRODUCTION AND ACCEPTANCE

- 1.1 These Terms of Service constitute a legally binding agreement between you (the patient, client, or website user) and With Me With You Pty Ltd ABN 14 689 699 590 ACN 689 699 590, a company registered in Queensland and operating medical practice services in the Australian Capital Territory. By accessing our website at withmewithyou.com.au, booking appointments through our online systems, or receiving medical services from our practice, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service in their entirety.
- 1.2 With Me With You Pty Ltd operates as a specialist general practice providing medical services exclusively to Australian Defence Force veterans, serving ADF members, and First Responders, including police officers, firefighters, paramedics, and correctional officers. The practice specialises in mental health care, occupational injury management, lifestyle medicine, and transition support. We assist veterans and serving members with Department of Veterans' Affairs (DVA) diagnostic forms, liability assessments, permanent impairment assessments, and facilitation of DVA-funded services. For First Responders, we provide equivalent support across applicable state and territory workers compensation schemes, first responder-specific mental health provisions, and relevant compensation pathways. We maintain the highest standards of medical professionalism while recognising the unique healthcare needs and service-related conditions experienced by the veteran and first responder community.
- 1.3 These Terms of Service govern all aspects of our relationship with you, including but not limited to the provision of medical consultations, DVA and workers compensation medical assessment services, telehealth consultations, online appointment booking, payment processing, and communication through digital platforms. The terms apply regardless of whether services are provided in person at our consulting facilities, via telehealth platforms, or through any future service delivery methods we may implement.
- 1.4 By continuing to use our services, you confirm that you are legally capable of entering into binding agreements and that you have the authority to accept these terms on behalf of any person for whom you may be seeking medical services. If you are accepting these terms as a legal guardian, carer, or under an Enduring Power of Attorney, you warrant





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that you have the necessary legal authority to do so and that such acceptance is in the best interests of the person receiving medical care.

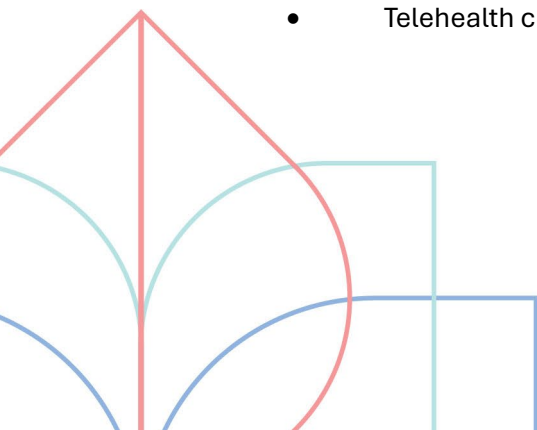
- 1.5 We reserve the right to modify these Terms of Service at any time to reflect changes in our service offerings, regulatory requirements, or business operations. Any modifications will be posted on our website with an updated effective date, and your continued use of our services following such modifications constitutes acceptance of the revised terms. We encourage you to review these terms periodically to ensure you remain informed of any changes that may affect your rights and obligations.

2. PROFESSIONAL STANDARDS AND INDEPENDENCE

- 2.1 We operate under the Medical Board of Australia's professional standards and maintain current AHPRA registration. Our practice is fully independent from the Department of Veterans' Affairs and worker's compensation insurers, with no special connections, influence, or ability to expedite claims processing. We provide professional medical assessments and prepare clinical reports based solely on clinical findings and professional judgement.
- 2.2 We do not provide advocacy services and maintain strict professional boundaries. While we communicate with DVA delegates and veteran advocates with appropriate consent, our role is limited to medical assessment and documentation. We do not guarantee specific DVA or insurance claim outcomes or compensation determinations.

3. SERVICES AND APPOINTMENTS

- 3.1 We provide services such as:
- Initial consultations ('The First Conversation')
 - Follow up consultations ('The Check In' / 'The Quick Check In')
 - Consultations for investigation and specialist referrals
 - Claims consultations ('DVA Claims Support')
 - DVA Diagnostic Assessments
 - DVA permanent impairment assessments
 - Routine medical consultations
 - Telehealth consultations





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- 3.2 Patients are required to provide a minimum of 24 hours' notice if they need to cancel or reschedule an appointment. Where more than 24 hours' notice is provided for a privately paid consultation, any deposit paid will be refunded in full to the original payment method or applied to a future appointment at the patient's request. Appointments cancelled or rescheduled with less than 24 hours' notice, or where a patient fails to attend a scheduled appointment without prior notice, will incur a cancellation fee. For the purpose of calculating this fee, appointments will be charged at the practice's standard private rate of \$125 per 15-minute appointment interval.

For example:

- 15-minute appointment – \$125 fee
- 30-minute appointment – \$250 fee
- 45-minute appointment – \$375 fee
- 60-minute appointment – \$500 fee

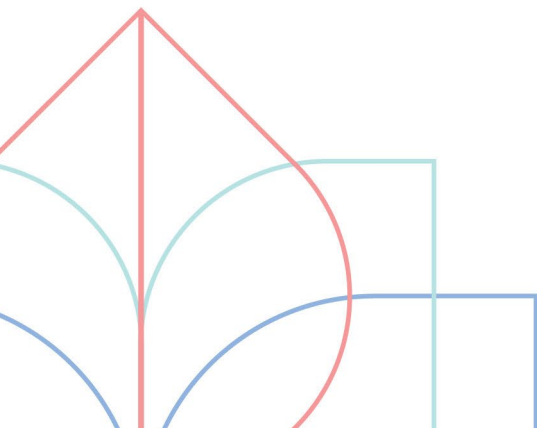
- 3.3 We understand that unexpected illness, emergencies, and other unforeseen circumstances may occasionally prevent attendance at a scheduled appointment. Patients are encouraged to contact the practice as soon as possible if they are unable to attend. The practice may, at its sole discretion, waive or reduce cancellation fees in exceptional circumstances. Any such decision will be made on a case-by-case basis, taking into account the circumstances and the notice provided.

4. TELEHEALTH SERVICES

- 4.1 Our telehealth consultations comply with Medical Board of Australia guidelines and utilise secure, encrypted platforms. Patients must ensure appropriate technology, reliable internet, and a private consultation environment.
- 4.2 Before telehealth consultations, we verify patient identity, explain the process, confirm billing arrangements, and ensure patient consent. We continuously assess the appropriateness of telehealth delivery and may recommend in-person consultation if clinically necessary.
- 4.3 All telehealth consultations maintain the same documentation and professional standards as in-person consultations.

5. PAYMENT TERMS

- 5.1 We operate under a mixed-billing model structured as follows:
- Medicare bulk-billed consultations – no out-of-pocket cost to eligible patients.

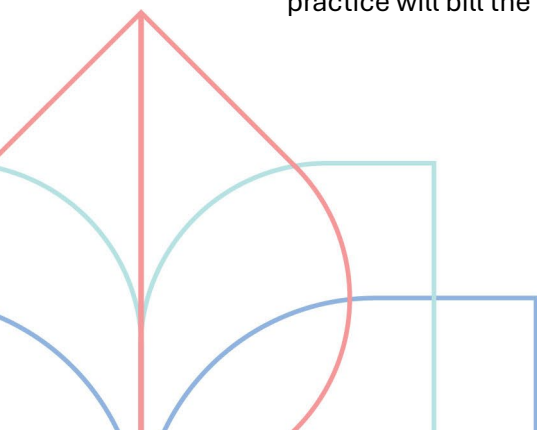




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- DVA bulk-billed consultations – no out-of-pocket cost to eligible DVA card holders.
- Privately billed consultations with a patient gap fee – where a Medicare item number applies but does not cover the total service fee, an out-of-pocket amount is payable by the patient at the time of service.
- Privately billed consultations – where no Medicare item number applies (i.e. ADF serving members), the full fee is payable by the patient at the time of service.
- Private DVA billing via a Transaction Reference Number (TRN) – no cost to the patient.
- Private billing for workers compensation and applicable first responder schemes - billing arrangements vary by jurisdiction and insurer and will be confirmed at the time of booking.

- 5.2 For privately billed consultations with a patient gap, the 50% deposit is required at booking. For eligible patients, the Medicare rebate will be processed on your behalf. The remaining balance must be paid by the patient on the day of the consultation. The amount of any out-of-pocket fee will be communicated to you prior to your appointment.
- 5.3 The deposit is processed immediately through our secure online payment system, and patients receive confirmation of both the appointment booking and payment processing. The final 50% payment is processed at the conclusion of the consultation using the same payment method provided during the booking process.
- 5.4 Our payment system accepts all major credit and debit cards, including Visa, MasterCard, and American Express. All payment processing is conducted through encrypted, secure channels that comply with Payment Card Industry Data Security Standards, ensuring the protection of your financial information throughout the transaction process.
- 5.5 Permanent impairment assessments, diagnostic assessments and associated consultations requested by DVA are privately invoiced to DVA via the TRN process and patients do not incur any costs for these services.
- 5.6 Where a First Responder patient holds an accepted workers compensation claim, the practice will bill the relevant insurer directly, subject to written confirmation of liability





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acceptance and any required pre-approvals. Where approval is not in place, consultations will be billed privately in accordance with clause 5.2.

- 5.7 For all other medical consultations and services, payment arrangements vary depending on the specific service type and applicable funding arrangements. DVA Health Cards (Gold and White) may be accepted as payment for routine medical consultations and ongoing care services.
- 5.8 Our practice processes these claims directly with DVA through established billing protocols.
- 5.9 Our billing practices comply fully with Medicare billing requirements, DVA funding protocols, and Australian Consumer Law provisions regarding transparent pricing and fair dealing.
- 5.10 Patients experiencing financial hardship or billing concerns are encouraged to contact our administrative team to discuss payment arrangements or clarification of charges.
- 5.11 Private billing amounts, including patient gap fees, must be paid on the day of service unless otherwise agreed with the practice. We do not offer payment plans or extended payment arrangements for private consultation fees, as our service model is designed to minimise out-of-pocket expenses for veterans through DVA funding entitlements.

Billing Type	Who Pays	Out-of-Pocket for Patient	Example Services
Medicare Bulk-Billing	Medicare	\$0	The Quick Check In not covered by a DVA Gold or White Card
DVA Bulk-Billing	DVA	\$0	The Check In for patients holding a DVA Gold or White Card with specific conditions
Private Billing (Medicare)	Patient + Medicare	Gap fee	The First Conversation for veterans or first responders not covered by a DVA



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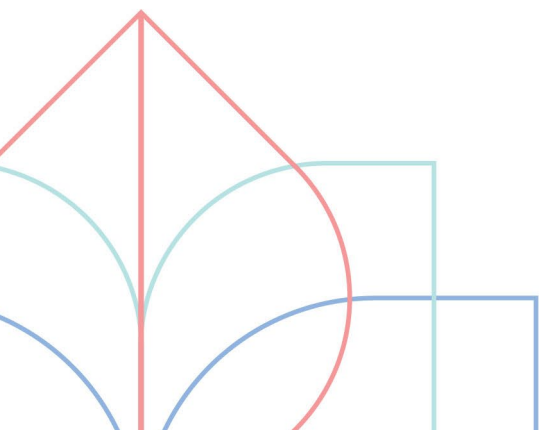
			Gold Card or workers compensation
Private Billing	Patient	Full fee	DVA Claims Support for serving ADF members not eligible for Medicare
Private Billing (Insurer)	Insurer	\$0	The Check In for First Responders with an accepted workers compensation claim
Private DVA TRN Billing	DVA	\$0	DVA Permanent Impairment and Diagnostic Assessments

6. PRIVACY AND CONFIDENTIALITY

- 6.1 We comply with the *Privacy Act 1988* and Australian Privacy Principles, with enhanced protections for sensitive health information. We collect, use, and disclose personal and health information only for clinical care, DVA claims support, and professional obligations.
- 6.2 With appropriate consent, we share information with DVA delegates, veteran advocates, specialist practitioners, and other healthcare providers involved in patient care. We maintain industry standard security measures including encrypted storage, multi-factor authentication, and secure communication platforms.
- 6.3 Patients have rights to access, correct, and restrict use of their information. Clinical records are retained for minimum seven years or until age 25 (whichever is longer) for patients who were minors.

7. CONSENT MANAGEMENT

- 7.1 We obtain informed consent for all clinical services, DVA communications, advocate interactions, and information sharing. Our consent processes address the unique relationships within the veteran community and distinguish between paid and voluntary advocates.





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7.2 We utilise digital and verbal consent processes with documentation in clinical records. For patients lacking decision-making capacity, we engage with legally appointed representatives in accordance with relevant legislation.

7.3 Consent may be withdrawn at any time, and we maintain detailed records of all consent decisions and modifications.

8. ARTIFICIAL INTELLIGENCE AND AUTOMATED SYSTEMS

8.1 We utilise AI-assisted clinical documentation technology (such as Zanda) to enhance documentation accuracy while maintaining patient privacy. AI systems transcribe clinical conversations but do not make clinical decisions, provide diagnoses, or influence treatment recommendations.

8.2 All clinical decisions remain under direct practitioner control using professional judgement and evidence-based medicine. Automated appointment scheduling and billing systems operate under predefined parameters without affecting clinical care decisions.

8.3 Patients may request human review of automated processes and additional information about our technology usage.

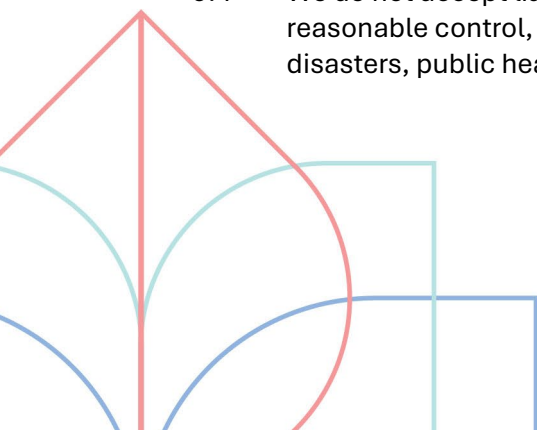
9. PROFESSIONAL INDEMNITY AND LIABILITY

9.1 Our liability is limited to medical services within our scope of practice and professional competence. We do not accept liability for outcomes beyond our direct control, including DVA decision-making processes, claims approval or denial decisions, compensation determinations, or government administrative actions.

9.2 We do not guarantee specific outcomes from workers compensation claims, DVA initial liability claims, permanent impairment assessments, diagnostic assessments or applications for entitlements. Our role is limited to providing professional medical assessments, preparing clinical reports, and offering medical opinions based on clinical findings and professional judgement. Ultimate decisions regarding claims approval, compensation levels, and service entitlements rest with DVA.

9.3 Our telehealth liability is subject to the same professional standards as in-person consultations, with additional considerations for technology-related issues. We cannot accept liability for internet connectivity issues, technology failures, or technical problems affecting telehealth delivery when beyond our reasonable control.

9.4 We do not accept liability for service delivery delays caused by factors beyond our reasonable control, including DVA processing delays, technology failures, natural disasters, public health emergencies, or other circumstances affecting our ability to





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provide timely services. We will make reasonable efforts to minimise delays and provide alternative arrangements where possible.

9.5 Our professional indemnity coverage and liability limitations are subject to Australian Consumer Law provisions that cannot be excluded by contract, including consumer guarantees for services rendered with due care and skill. Nothing in these terms excludes rights or remedies under Australian Consumer Law or other applicable legislation that cannot be lawfully excluded.

9.6 Patients with concerns about professional conduct, clinical care quality, or potential professional liability matters are encouraged to contact our practice directly.

10. COMPLAINT HANDLING

10.1 We encourage direct communication to resolve concerns promptly. Our internal complaint process includes acknowledgement within two business days and written responses within 14-30 days depending on complexity.

10.2 External review options include:

- Australian Health Practitioner Regulation Agency
- Office of the Australian Information Commissioner
- State/territory consumer affairs agencies

11. INTELLECTUAL PROPERTY

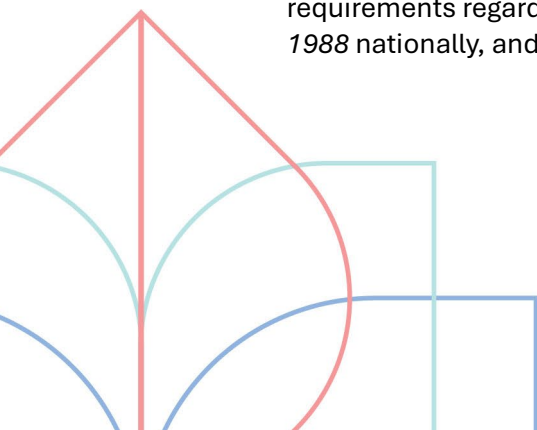
11.1 Clinical reports and assessments remain our intellectual property while being provided to patients for intended purposes including workers compensation claims, DVA initial liability claims, legal proceedings, and healthcare coordination. Commercial use or unauthorised distribution is prohibited.

11.2 Our assessment methodologies, templates, and processes constitute proprietary business information protected by applicable laws.

12. GOVERNING LAW

12.1 These terms are governed by Australian law, specifically the laws of the Australian Capital Territory. Disputes are subject to the exclusive jurisdiction of ACT courts.

12.2 Professional services comply with Australian medical practice standards and AHPRA requirements regardless of patient location. Privacy compliance follows the *Privacy Act 1988* nationally, and consumer protections are governed by Australian Consumer Law.

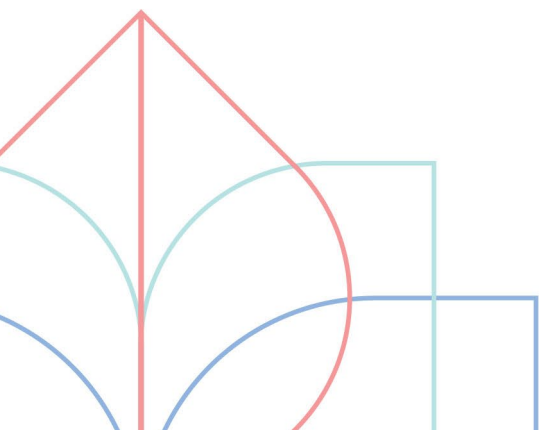




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13. GENERAL

- 13.1 These Terms of Service constitute the entire agreement between With Me With You Pty Ltd and patients regarding the provision of medical services, use of our website and digital platforms, and all related matters. These terms supersede all prior agreements, understandings, representations, or communications, whether written or oral, relating to the subject matter covered by these terms.
- 13.2 If any provision of these Terms of Service is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision will be deemed severed from these terms, and the remaining provisions will continue in full force and effect. The invalid provision will be replaced by a valid provision that most closely reflects the original intent and economic effect of the severed provision.
- 13.3 Any modifications to these Terms of Service must be made in writing and agreed to by both parties, except for modifications made by our practice to reflect changes in regulatory requirements, professional standards, or business operations. Such modifications will be communicated to patients through website notices, direct communication, or other appropriate methods, with continued use of our services constituting acceptance of the modified terms.
- 13.4 These terms may be supplemented by additional agreements, consent forms, or service-specific terms that address particular aspects of our service delivery or specific patient needs. Such supplementary agreements become part of the overall terms governing our relationship with patients and are subject to the same governing law and dispute resolution provisions.
- 13.5 The failure of either party to enforce any provision of these Terms of Service does not constitute a waiver of that provision or any other provision. All rights and remedies available under these terms, applicable law, or professional standards remain available and may be exercised at any time as circumstances warrant.
- 13.6 These Terms of Service are binding upon the heirs, successors, and assigns of both parties, ensuring continuity of rights and obligations in the event of changes in practice ownership, corporate structure, or patient circumstances that might affect the ongoing service relationship.





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CONTACT INFORMATION:

With Me With You Pty Ltd

Email: ReachOut@withmewithyou.com.au (patient enquiries)

Email: admin@withmewithyou.com.au (business matters)

Phone: (02) 5154 3000

Website: <https://withmewithyou.com.au>

EFFECTIVE DATE: 03 September 2025

These Medical Services Terms of Service are separate from our Privacy Policy and Website Terms of Service, which govern general website usage by all visitors.

