



Terms and Conditions

ThinkNatal™ Pelvic Physio Service

Thank you for accessing the Birth Trauma Australia (BTA)'s free telehealth pelvic health physiotherapy service.

By using this service, you agree to the following Terms and Conditions. Please read them carefully before proceeding.

1. About the Service

BTA's Telehealth Physiotherapy Service provides free, short-term physiotherapy advice, education and support to women+ who are experiencing ongoing physical challenges from the birth experience.

The service is delivered by registered Australian physiotherapists with training in pelvic health and trauma-informed care, via our secure telehealth platform Cliniko.

2. Eligibility

This service is available only to individuals who meet all of the following criteria:

- You are currently living in Australia
- You are 18 years of age or older
- You are:
 - Pregnant following a prior traumatic birth, or
 - Up to two (2) years postpartum

This service is not for use outside of these eligibility criteria.

3. Nature and Limitations of the Service

This service:

- Provides education, guidance, exercise advice and support only
- Does not provide a medical diagnosis
- Does not replace in-person pelvic physiotherapy, medical, midwifery, obstetric, specialist, psychological or mental health care
- Does not provide emergency or crisis services

Telehealth physiotherapy has some limitations, including the inability to perform physical examinations or hands-on treatment. You acknowledge and accept these limitations when using the service.

4. No Diagnosis or Medical Advice

The physiotherapists providing this service:

- Do not and cannot diagnose medical conditions
- Do not and cannot prescribe medications including pain relief
- Do not provide medical, obstetric, midwifery, specialist, psychological or mental health advice or treatment

Any information provided is general in nature and intended only to support self-management and informed decision-making.

You are encouraged to continue care with your GP, midwife, obstetrician, specialists, psychologist, mental health or other healthcare providers as needed or recommended by others.

5. Referrals to Other Services

Sometimes the physiotherapist may recommend or refer you to other services (such as your GP, hospital services, face-to-face physiotherapy, mental health supports, or community services).

These referrals are made in the interest of your safety and wellbeing, and if we refer you to another service or health professional, it's because we want to help get the right support, not because of a particular diagnosis

6. Not a Crisis or Emergency Service

This service is not suitable for crisis support or emergencies.

If you require urgent medical attention, are in immediate danger or at risk of harming yourself or others, please call 000.

If you require emotional support, please contact:

- Lifeline – 13 11 14
- Perinatal Anxiety & Depression Australia (PANDA) – 1300 726 306

7. Consent to Telehealth

By accessing this service, you consent to receiving care via telehealth (online support via phone or laptop) and acknowledge that:

- Sessions are conducted remotely, for a maximum time of 45 minutes.
- You may choose to stop or pause the session at any time.
- You do not have to provide any personal or medical information that you do not wish to
- You are responsible for making sure you are in a private and safe location during appointments.

8. Respectful Use of the Service

By using this service, you agree to engage in a respectful, safe manner for all parties.

You must not:

- Impersonate or falsely claim to represent another person or organisation
- Defame, name, or identify healthcare providers, hospitals or individuals

- Harass, abuse, threaten or intimidate staff or clinicians
- Share unlawful, offensive, defamatory or inappropriate material
- Use the service for commercial, promotional or marketing purposes

If these conditions are not followed, we may at our discretion temporarily or permanently stop you from using the service.

9. Privacy and Confidentiality

Your Privacy

Birth Trauma Australia takes your privacy seriously and will always handle your personal and health information with care.

- Your telehealth appointment takes place on a secure platform, so your conversation stays private.
- Everything you share during your appointment, including your personal details and any health information, is kept confidential and handled in line with Australian privacy law.
- Your records and appointment notes are stored securely and can only be seen by people directly involved in running or supporting this service. This includes relevant Birth Trauma Australia staff, contractors, and our booking system provider, Cliniko. We take reasonable steps to make sure your information stays safe and isn't accessed, lost, or misused by anyone who shouldn't have it.
- We will not share your information with anyone outside this service without your permission, unless required by law or in the event of a serious and immediate safety concern for you or someone else.
- Any information used for reporting, evaluation, research, or service improvement, including reports to our funders, will have your identifying details removed wherever possible.

To help maintain your privacy during telehealth appointments, you are encouraged to join from a private location where you feel comfortable and safe to speak openly.

For any questions about how your information is collected, used, stored, or disclosed, please contact [Birth Trauma Australia](#).

10. Limitation of Liability

To the fullest extent permitted by law:

- Birth Trauma Australia does not accept liability for any injury, loss or damage resulting from reliance on physiotherapy advice, education and/or support provided through this service
- You acknowledge that you are responsible for decisions made about your health and care
- You acknowledge that you should consult with your GP, midwife, obstetrician, specialists, psychologist, mental health or other healthcare providers for medical diagnosis, advice and treatment.

11. Changes to These Terms

We may update these Terms and Conditions from time to time. Continued use of the service constitutes acceptance of any updated terms.

12. Acceptance

By accessing the BTA's ThinkNatal Physiotherapy Service, you confirm that you have read, understood, and agree to these Terms and Conditions and the Birth Trauma Australia Privacy Policy.