

Popp Clinical Education Mentoring Agreement Pack

For: Occupational therapists, physiotherapists, and clinics engaging mentoring services with Popp Clinical Education

Provider: Barb Popp, Accredited Hand Therapist and Occupational Therapist

Contact: [Contact us Form](#)

Mentoring Services Agreement

1. Parties

This Mentoring Services Agreement is between:

Party	Details
Provider	Popp Clinical Education / Popp Enterprises Pty Ltd
Mentor	Barb Popp, Accredited Hand Therapist and Occupational Therapist
Business location	Mackay, Queensland, Australia
Email	barb@upperlimbs.com.au
Mentee / Client	
Mentee profession	
Mentee workplace / clinic	
Mentee email	
Mentee phone	

By signing this Agreement, the Mentee confirms they have read, understood and agreed to the mentoring service terms, service boundaries, payment terms, confidentiality expectations and consent requirements set out below.

2. Purpose of Mentoring

Popp Clinical Education provides responsive clinical mentoring, professional education and reflective clinical reasoning support for individual occupational therapists and physiotherapists, and clinics managing hand and upper limb presentations.

Mentoring is shaped by the Mentee’s current caseload, learning needs, clinical confidence gaps, professional development goals and practical questions arising in hand therapy practice.

Mentoring may include discussion of:

Mentoring area	Examples
Clinical reasoning	Assessment reasoning, treatment planning, progression, discharge planning and clinical decision-making.
Professional development	Confidence building, reflective practice, AHT pathway preparation, learning priorities and accountability.
Case-based learning	General discussion of de-identified clinical themes, reasoning patterns and management options.

Mentoring is not a fixed curriculum, formal teaching program, prescribed supervision pathway, patient consultation, workplace supervision arrangement or emergency clinical advice service.

3. Mentoring Options

The selected mentoring service is recorded in the table below.

Select	Mentoring option	Inclusions	Fee
<input type="checkbox"/>	Standard Monthly Clinical Mentoring	One 60-minute Zoom (or similar) mentoring session per month. Live discussion of current cases, clinical questions and learning needs. Support with assessment reasoning, treatment planning, progression, discharge, referral, escalation, splinting considerations, precautions, red flags, patient education and clinical confidence. No between-session support included. Recommended 3-month minimum commitment.	\$220 + GST per month
<input type="checkbox"/>	Supported Monthly Clinical Mentoring	One 60-minute Zoom (or similar) mentoring session per month, plus up to 3 brief between-session email or message connections per month. Best for clinicians with higher learning needs, limited local senior support, lower confidence or more frequent uncertainty between sessions. The between-session connection is brief and focused; it is not unlimited support, emergency support or a substitute for workplace governance. Recommended 3-month minimum commitment.	\$275 + GST per month
<input type="checkbox"/>	Ad Hoc Clinical Mentoring — 30 Minutes	One focused 30-minute Zoom (or similar) mentoring session for a specific case, clinical question, treatment pathway, referral decision, clinical reasoning question or professional development issue. No ongoing or between-session support included.	\$145 + GST
<input type="checkbox"/>	Ad Hoc Clinical Mentoring — 60 Minutes	One focused 60-minute Zoom (or similar) mentoring session for specific cases, complex presentations, splinting questions, treatment pathway, referral decision, clinical reasoning questions or professional development issues. No ongoing or between-session support included.	\$250 + GST
<input type="checkbox"/>	AHT Mentoring Program — 12 Months Upfront	Twelve-month mentoring for occupational therapists and physiotherapists working toward Accredited Hand Therapist recognition through the Australian Hand Therapy Association pathway. Mentoring is responsive to the clinician's caseload, learning needs, evidence requirements and professional goals. Includes case-based discussion, reflective practice, documentation expectations, direct observation planning and AHT readiness support.	\$4,800 + GST upfront
<input type="checkbox"/>	AHT Mentoring Program — Monthly Payment	Twelve-month AHT mentoring program paid monthly. Includes the same service scope as the upfront AHT mentoring program. Payments are made monthly in advance for 12 months unless otherwise agreed in writing.	\$435 + GST per month for 12 months

4. Service Boundaries

Mentoring provides clinical reasoning support, professional education, reflective discussion and practical guidance. It does not transfer clinical responsibility from the treating clinician to the mentor.

The Mentee remains responsible for:

Mentee responsibility	What this means
Clinical decision-making	The Mentee remains responsible for assessment, treatment, documentation, patient education, discharge, referral and escalation decisions.
Patient consent and privacy	The Mentee must not disclose identifiable patient information unless appropriate consent and legal authority exists. De-identified case discussion is expected.
Scope of practice	The Mentee must practise within their professional scope, competence, registration requirements, workplace policies and professional indemnity obligations.
Workplace governance	Mentoring does not replace employer supervision, clinical governance, local policies, incident reporting, risk management or escalation pathways.
Urgent care	Mentoring is not emergency clinical advice. Urgent patient concerns must be escalated through appropriate local clinical, medical or emergency pathways.
AHT requirements	AHT mentoring supports readiness and reflection but does not replace AHTA coursework, formal assessment, AHTA requirements or the Mentee's responsibility to understand and meet accreditation criteria.

Popp Clinical Education may decline to provide advice on a matter where insufficient information is available, the issue requires urgent clinical escalation, the matter falls outside the scope of mentoring, or the Mentee is seeking a decision that must properly be made by the treating clinician, employer, medical practitioner, insurer, regulator or another appropriate authority.

5. Between-Session Contact

Between-session contact is included **only** where the selected service specifically includes it.

Service	Between-session contact
Standard Monthly Clinical Mentoring	Not included.
Supported Monthly Clinical Mentoring	Up to 3 brief email or message connections per month.
Ad Hoc Clinical Mentoring	Not included.
AHT Mentoring	As agreed in writing according to the mentoring structure selected.

Where included, between-session contact is limited to brief clarification, prioritising discussion for the next session, or general direction on learning needs. It is not unlimited advice, urgent clinical decision-making, patient-specific instruction, emergency support, formal supervision or workplace governance.

Unless otherwise agreed, non-urgent messages will be responded to within a reasonable timeframe during business hours.

6. Booking, Attendance and Session Delivery

Mentoring sessions are delivered online via Zoom (or similar). Where included, between-session contact will be via WhatsApp or email, unless otherwise agreed.

Sessions are scheduled by mutual agreement using the booking process provided by Popp Clinical Education.

The Mentee is responsible for:

Requirement	Mentee responsibility
Attendance	Attending the session on time and being prepared with questions, themes or cases for discussion.
Technology	Ensuring a reliable internet connection, working audio/video and a private environment suitable for professional discussion.
Preparation	Bringing relevant learning goals, de-identified clinical information, questions, images, protocols or reflections where appropriate and lawful.
Privacy	Ensuring no identifiable patient information is shared unless appropriate consent and authority has been obtained.

If the Mentee attends late, the session will still finish at the scheduled end time unless otherwise agreed.

7. Cancellations, Rescheduling and Non-Attendance

Popp Clinical Education values professional accountability and predictable scheduling. Mentoring time is reserved specifically for the Mentee.

Situation	Term
Rescheduling by Mentee	At least 24 hours' notice is required to reschedule a mentoring session, unless there are exceptional circumstances.
Late cancellation	Cancellations with less than 24 hours' notice may be treated as a used session and may not be refunded or rescheduled, subject to Australian Consumer Law.
Non-attendance	If the Mentee does not attend a booked session, the session may be treated as completed and no refund is provided, subject to Australian Consumer Law.
Rescheduling by Popp Clinical Education	If Popp Clinical Education needs to reschedule, at least 24 hours' notice will be provided where reasonably possible, and an alternative session time will be offered. Shorter notice may be necessary in unavoidable circumstances, including illness, emergency, unforeseen clinical obligations or operational issues.
Unused monthly sessions	Monthly mentoring sessions should be used within the relevant month unless otherwise agreed in writing. Unused sessions do not automatically roll over.

Nothing in this section excludes, restricts or modifies any rights the Mentee may have under Australian Consumer Law.

8. Fees, GST and Payment

All fees are listed in Australian dollars and are **exclusive of GST** unless expressly stated otherwise.

Payment must be received **before each mentoring session** unless otherwise agreed in writing.

Mentoring is purchased through the Thinkific platform one month at a time. There is currently no automatic recurring payment option.

If the Mentee chooses ongoing mentoring rather than an ad hoc session, the Mentee must purchase the next month of mentoring **before the next session is booked or delivered**. Sessions will not proceed unless payment for that mentoring period has been received.

Purchasing one month of mentoring does not create an automatic subscription, renewal or guaranteed future booking unless otherwise agreed in writing.

If payment is overdue, Popp Clinical Education may pause booking access, suspend mentoring services or decline further sessions until payment is received.

9. Refunds and Australian Consumer Law

Popp Clinical Education does not provide refunds for change of mind, failure to attend, failure to prepare, or inability to use booked services where the service has been provided or reserved as agreed.

However, nothing in this Agreement excludes, restricts or modifies any consumer guarantee, right or remedy that cannot be excluded under the Competition and Consumer Act 2010 or other applicable Australian law.

Where legally permitted, the liability of Popp Clinical Education is limited to resupplying the services or paying the cost of having the services resupplied.

10. Confidentiality and Case Discussion

Both parties agree to maintain professional confidentiality in relation to mentoring discussions.

The Mentee must not provide identifiable patient information unless appropriate patient consent, workplace authority and legal basis exist. Wherever possible, cases must be discussed in a de-identified manner.

The Mentee must remove or avoid disclosing:

Do not disclose	Examples
Patient identifiers	Name, date of birth, address, Medicare number, hospital number, full-face images or other identifying details.
Unnecessary third-party information	Employer, insurer, colleague or clinic details not needed for mentoring discussion.
Sensitive information beyond the mentoring purpose	Any information not reasonably necessary for clinical reasoning discussion.

Popp Clinical Education may retain limited mentoring records for administration, accounting, continuity of mentoring, professional risk management and legal compliance. Where sessions are recorded or transcribed under this Agreement, recordings, transcripts, AI summaries and related notes are confidential mentoring records and must be handled consistently with the privacy, recording and deletion arrangements in sections 11 and 12.

11. Privacy and Personal Information

Popp Clinical Education handles personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles, where applicable. This includes taking reasonable steps to collect, use, disclose, store, protect, correct and give access to personal information consistently with Australian privacy obligations.

Personal information may be collected to:

Purpose	Examples
Provide mentoring services	Name, contact details, profession, registration details, workplace, mentoring goals, session records, Zoom (or similar) recordings, Fathom (or similar) transcripts, AI summaries and mentoring notes.
Manage bookings and payments	Invoices, payment records, receipts and accounting information.
Communicate with the Mentee	Email, phone, booking details, reminders and service updates.
Meet legal and business obligations	Tax, accounting, dispute management, professional risk and record keeping.

Personal information may be disclosed to service providers where reasonably necessary, including booking systems, video conferencing platforms, payment processors, accounting providers, email systems, IT providers and professional advisers.

Some third-party providers may store or process information outside Australia. This includes Zoom (or similar) and Fathom (or similar) where those platforms are used for mentoring delivery, recording, transcription, AI summaries, storage or sharing. Popp Clinical Education will take reasonable steps to use reputable providers, limit information shared to what is reasonably necessary, restrict access where practical, and handle information consistently with Australian privacy obligations, including reasonable security and cross-border disclosure requirements.

The Mentee may request access to or correction of personal information held by Popp Clinical Education by contacting barb@upperlimbs.com.au. The Mentee may also request deletion of recordings or transcripts, and Popp Clinical Education will action that request where reasonably practicable and lawful, subject to any legal, accounting, insurance, dispute management or professional risk management need to retain the information.

12. Recording of Sessions

Mentoring sessions may be recorded by Popp Clinical Education using Zoom (or similar) recording and Fathom (or similar) AI transcription and meeting notes, but only where this has been disclosed to the

Mentee and the Mentee has provided informed consent before the session. Consent must be voluntary, informed, current and specific to the recording, transcription, storage, access, sharing and retention arrangements.

The purpose of recording is to support mentoring continuity, accurate notes, reflective learning, professional risk management and the Mentee’s ability to review the session after it has occurred. Recordings, transcripts and AI summaries will not be used for marketing, public education, unrelated training, social media, testimonials or commercial course content unless the Mentee gives separate written consent.

Recording issue	Agreement term
Recording platform	Sessions may be recorded through Zoom (or similar) and transcribed or summarised using Fathom (or similar). Consent may be recorded through this Agreement, written booking confirmation, email or the Zoom (or similar) recording prompt before recording starts.
Access and sharing	Popp Clinical Education may access the recording, transcript and AI summary for mentoring-related purposes. A copy or secure access link may be shared with the Mentee. The Mentee must not share, upload, publish or provide the recording, transcript or AI summary to any third party without written permission from Popp Clinical Education.
Patient confidentiality	The Mentee must not disclose identifiable patient information during a recorded session unless appropriate patient consent, workplace authority and legal basis exist. Cases must be discussed in a de-identified manner wherever possible.
Storage	Recordings, transcripts and AI summaries may be stored in Zoom (or similar), Fathom (or similar), email, secure cloud storage or practice administration systems. These records may include audio, video, transcripts, notes, attendee details and meeting information. Some information may be processed or stored outside Australia, including in the United States.
Third-party processing	Recording and transcription platforms may process information to provide their services and may use vendors or service providers for service delivery. Popp Clinical Education will use reasonable care when selecting and configuring these services, but no electronic system can be guaranteed to be risk-free.
Retention	Unless a longer period is reasonably required for legal, insurance, dispute management, accounting, professional risk management or regulatory reasons, recordings and transcripts will generally be retained for up to 12 months after the later of the relevant session or the end of the mentoring arrangement, then deleted or de-identified where reasonably practicable.
Withdrawal or refusal of consent	The Mentee may decline recording or withdraw consent for future recording by notifying Popp Clinical Education in writing. If recording is required for a particular mentoring arrangement, Popp Clinical Education will discuss alternative arrangements or confirm whether mentoring can proceed without recording. Withdrawal of consent does not automatically require deletion of recordings already made if retention is reasonably required or legally permitted.
Mentee recording	The Mentee must not audio record, video record, photograph, screen capture, download, reproduce, upload, transcribe or use AI note-taking tools in sessions unless Popp Clinical Education has given prior written consent.

AI transcription or note-taking tools must not be used by the Mentee during mentoring sessions unless Popp Clinical Education has agreed in writing before the session and patient confidentiality, privacy, intellectual property and storage risks have been considered.

13. Intellectual Property and Educational Materials

All materials provided by Popp Clinical Education remain the intellectual property of Popp Clinical Education unless otherwise stated.

This includes, but is not limited to:

Protected material	Examples
Educational resources	Templates, frameworks, diagrams, splinting resources, worksheets and written materials.
Mentoring structure	Clinical reasoning frameworks, sequencing, methods, prompts and teaching approach.
Digital content	Videos, slides, documents, downloads, recordings, course materials and platform resources.
Branding	Business names, logos, designs and related material.

The Mentee is granted a limited, non-exclusive, non-transferable licence to use provided materials for their own professional development and clinical practice.

The Mentee must not copy, reproduce, record, upload, share, distribute, teach, sell, adapt, commercialise, train AI systems on, or provide materials to colleagues, employers, students, contractors or third parties without prior written permission.

The Mentee may apply the knowledge gained through mentoring in their own clinical practice but may not reproduce or commercialise the structured educational materials or mentoring frameworks.

14. Professional Standards and Allied Health Practice

The Mentee agrees to maintain their own professional standards, registration obligations, indemnity insurance, workplace requirements and scope of practice.

For registered practitioners, this includes practising consistently with applicable Ahpra and National Board expectations. Ahpra’s shared Code of Conduct principles include safe, effective, collaborative and evidence-informed practice; respectful communication; privacy and confidentiality obligations; patient safety; ethical professional behaviour; and the role of teaching, supervising and mentoring in developing the health workforce.

The Mentee acknowledges that:

Acknowledgement	Meaning
Mentoring supports reasoning	It assists reflection, decision-making and learning but does not replace the Mentee’s professional judgement.
Patient care remains local	The Mentee remains responsible for patient assessment, treatment, consent, documentation and escalation.
Workplace rules still apply	Mentoring does not override employer policies, supervision requirements, insurer requirements or governance processes.
Limits must be recognised	If a matter exceeds the Mentee’s scope, authority or competence, they must escalate appropriately.

15. No Guarantee of Outcomes

Popp Clinical Education provides mentoring with professional care, skill and experience. However, no guarantee is made regarding specific clinical outcomes, patient outcomes, AHT accreditation outcomes, employment outcomes, business outcomes, examination outcomes or professional advancement.

The value of mentoring depends on the Mentee's preparation, engagement, reflection, application, workplace context, caseload and ongoing professional development.

16. Marketing and Communication Consent

Popp Clinical Education may send service-related communications necessary to deliver mentoring, including booking details, invoices, receipts, resources and administrative updates.

Marketing communications will only be sent where permitted by law or where the Mentee has opted in. The Mentee may unsubscribe from marketing communications at any time.

Popp Clinical Education complies with the Spam Act 2003 in relation to commercial electronic messages.

17. Termination

Either party may end the mentoring arrangement by written notice, subject to the payment terms, minimum commitment and cancellation terms agreed for the selected service.

Popp Clinical Education may suspend or terminate mentoring services if:

Reason	Examples
Non-payment	Fees remain unpaid after reminder.
Boundary breach	The Mentee seeks urgent clinical advice, direct patient treatment decisions, unlimited support or conduct outside the scope of mentoring.
Confidentiality concern	Identifiable patient information is repeatedly or inappropriately disclosed without authority.
Unsafe or unprofessional conduct	The Mentee behaves in a way that is unsafe, discriminatory, harassing, abusive or inconsistent with professional expectations.
Misuse of materials	Educational materials or intellectual property are copied, shared or used without permission.

Termination does not affect fees already due, rights accrued before termination, confidentiality obligations, privacy obligations, intellectual property rights or any legal rights that cannot be excluded.

18. Governing Law

This Agreement is governed by the laws of Queensland, Australia.

The parties submit to the non-exclusive jurisdiction of the courts of Queensland and any applicable Australian tribunal or dispute resolution body.

Consent and Acceptance

By signing below, the Mentee confirms that they:

Consent item	Mentee acknowledgement
Agreement	I have read and understood this Mentoring Services Agreement.
Service selection	I understand the inclusions, exclusions, fees and boundaries of the mentoring option I have selected.
Clinical responsibility	I understand that I remain responsible for my own clinical decisions, patient care, documentation, consent, escalation and scope of practice.
Not emergency advice	I understand mentoring is not emergency clinical advice, patient treatment, workplace supervision or medico-legal advice.
Confidentiality	I agree to discuss cases in a de-identified manner unless appropriate consent and authority exists.
Privacy	I consent to Popp Clinical Education collecting, using, storing and disclosing my personal information as reasonably necessary to provide and administer mentoring services, including through approved third-party service providers.
Recording	I understand that mentoring sessions may be recorded through Zoom (or similar) (or similar) and transcribed or summarised using Fathom (or similar) (or similar) where I have consented before the session. I understand the purpose, access, sharing, storage, overseas processing, retention and deletion terms in section 12. I agree not to record, photograph, screen capture, download, share, transcribe or use AI note-taking tools in sessions unless written agreement has been obtained first.
Intellectual property	I agree not to copy, share, teach, upload, commercialise or distribute Popp Clinical Education materials without written permission.
Payment	I agree to the payment terms for the selected mentoring service.

Selected Service

Field	Details
Selected mentoring option	
Fee	+ GST
Payment arrangement	[Upfront / monthly / one-off]
Start date	
Minimum commitment [if applicable]	
Booking frequency	

Mentee Signature: _____ **Date:** _____

Name: _____

Provider Signature: _____ **Date:** _____

Barb Popp
 Occupational Therapist
 Accredited Hand Therapist (as awarded by AHTA)
 Popp Clinical Education / Popp Enterprises Pty Ltd