

Service Information

Here at Sensational Start our aim is to provide families with access to a holistic service that supports children's development from ground up. We work with children aged 2-18 years and use a family centered approach which means we tailor our supports to meet the needs of each family and child as an individual.

Sensational Start Occupational Therapy have clinics in Belmont, Boolaroo and Tuggerah. We are also able to offer some outreach services including school and home consults.



Belmont Address: Shop 4, 635- 637 Pacific Highway Belmont, NSW 2280

Parking: On street parking available on Gen Street opposite TAFE.



Boolaroo Address: 51 Main Road, Boolaroo.

Parking: On street parking available at the front of the clinic



Tuggerah Address: Suite 2 Zenith Building 6 Reliance Close Tuggerah 2259

Parking: Available on in car park.



Initial Appointment

A **caregiver only session** is completed with parent/carer prior to us beginning therapy with a child. This allows us to freely discuss the concerns each family identifies, complete assessments and goal setting tools and create a therapy plan that best suits the needs of the child and family.

It is vital that a caregiver who knows the child well attends the initial appointment. This is so we can gather current and accurate information regarding how your child is functioning in their everyday life. During this initial appointment we may ask you questions about your child's daily routine, independence, and performance across a variety of skills and daily tasks.

A variety of assessment tools will be used as required to assist in developing our therapy plan. If requested your therapist can write a report following the administration of assessment tools. However, we would typically encourage families to request a report or progress letter once the therapist knows your child well e.g., support letter for school or progress for Paediatrician.



Ongoing Appointments

Appointments are completed weekly or fortnightly for 60 minutes. 45 minutes of the appointment will be used to provide direct therapy to your child, we allocate 5 minutes to cleaning and resources and 10 minutes for note taking.

Your therapist will discuss how often and how long a session is appropriate for your child. We offer appointments between the hours of 8.00am and 5:00 pm. After school appointments are highly sought after and are only offered in the clinic – our therapists often have a waitlist for after school appointments.

We encourage all families to arrive on time to appointments. Unfortunately, due to our scheduling – if you arrive late to your appointment your session will end at the scheduled time and you will be billed for the full amount of the scheduled appointment. However, if our therapists are running late, we will ensure you receive the full length of your scheduled session.

Sensational Start Occupational Therapy require a caregiver to remain on-site for the length of the appointment.

Where possible, we aim to offer both a home and school consult as part of our therapy process. This is a great opportunity for us to see how your child functions in their home environment and helps us target specific areas of your child's life that we are unable to see at the clinic. A school or childcare visit allows us to see how your child functions in their classroom and with their peers. This is also a great opportunity for us to get in touch with educators or carers.

When appropriate your therapist may be able to offer home, school or community-based therapy appointments. This means we may be able to work specifically on goals relevant to that setting. You will be charged both time and KM travelled for the therapist to travel to your session.

As a family centered service, we support each family individually. We understand the complexities of the everyday life and therefore encourage all caregivers (including grandparents, support workers etc.) to attend appointments when possible, this allows for therapy to be targeted appropriately.

A primary component of our therapy approach is caregiver education and inclusion in sessions, as we understand that you are the expert of your child and also the person who is spending the most time with your child. At times we might request that caregivers attend without the child present – these appointments can allow further discussion or education regarding your child and recommendations or behavioral management strategies.

We also strongly believe in advocating for our families, and as such regularly attend school meetings or IEP's when requested to support the child and family's goals.



Reports/Letters/Recommendations

When requesting an NDIS progress report – please be aware that we have a two-week turn-around time. The more notice you can give, will allow your therapist adequate time to complete reviews as required and write this report.

Where possible we aim to complete any additional administrative tasks, such as completing Centrelink forms, NDIS applications or contacting others at your request within the allocated appointment time. Please be aware, that if this is not possible, we bill for tasks requiring more than 15 minutes of the Therapy Team member's time.

We are able to create therapy resources such as visuals, social stories etc. Development of requested resources will be billed for the length of time the task takes the member of the therapy team.

Clinical notes will be completed at the end of each session and sent to you. This means that you will not need to take notes during your child therapy sessions.



Training and Development

We are committed to providing evidence-based therapy. This means that your therapist may have to cancel or reschedule your appointment to attend professional development events. Your therapist will advise you in advance of any changes to your regular appointments.

We are passionate about developing the occupational therapy profession and frequently host therapy students and other Occupational Therapists to provide opportunity for clinical skill development. You will be advised when a student is on placement and can select to not allow them to attend your child's appointment.

At times, our therapists may be supervised or supported by a senior therapist in your initial or ongoing consultations. This is done to ensure you are receiving the best support possible from our service – no additional costs will be incurred.



Cancellation of a Scheduled Appointment

You will receive a text message confirming your child's appointment two days prior to your appointment. We request that you confirm this via text confirmation or **call the office on 02 4089 5022 to cancel or reschedule** the appointment as soon as possible (even on a weekend). This allows us to fill appointments and plan our days effectively.

Cancellation of a session within **48 hours** or a failure to attend a confirmed appointment shall incur a cancellation fee as per our cancellation policy and may mean that subsequent visits will be cancelled.

If your child is too unwell to attend school, they are too unwell to attend OT. We serve many families and children some of whom are immune compromised. To ensure the health of our clients and therapists we ask all families to avoid bringing their child when unwell. Children and caregivers presenting with viral conditions should not attend appointments until 24 hours after the last symptom has been present.



Cancellation Policy

Our appointments are booked on a recurring basis (weekly or fortnightly). We require you to contact us 48 hours prior to your scheduled session if you are not going to be attending an appointment. However, we prefer you let us know as soon as possible! Non-attendance at a **confirmed** appointment shall incur a cancellation fee and if travel has been completed – travel costs will also be billed.

2 consecutive non-attendances may result in subsequent sessions being cancelled.



Payment

Private and Self-Managed NDIS clients are required to **pay at the time of their appointment. Automatic payments will be set up using the encrypted capacity of Halaxy during your onboarding process.**

Medicare rebates will be automatically processed and rebated to your account the day following your appointment. Private health funds rebates will have to be manually uploaded to your health fund to receive the rebate.

NDIS Participants payments shall be processed through the NDIS portal or invoiced to the Plan Manager. **The Participant's Representative is responsible for ensuring adequate funds are available for services provided by the provider.** If NDIS funds become exhausted and services have been completed, the outstanding payment will be the **responsibility of the Participant's Representative.**

We are registered NDIS providers. Registered to provide services through the categories of Capacity Building - Therapeutic Supports and Early Childhood Early Intervention. Sensational Start Occupational Therapy are required to go through an auditing process to keep our NDIS Registration. You may be contacted to participate in an interview for the audit, please let our administration team know if you wish to opt out.

We require NDIS participants to complete a service agreement which outlines our therapy support plan for the duration of your funding package. You may request this service agreement ends on a particular date/length of time. This will generally be planned for the duration of the plan period.

Your service agreement/service booking can be amended/cancelled at any time following your request.

Pricing Schedule		
Occupational Therapy – ECEI Improved Daily Living Skills, Improved Daily Living Skills		
Initial consultation:	60 minutes	\$193.99
Ongoing sessions:	60 minutes	\$193.99
	45 minutes	\$145.49
	30 minutes	\$97.00
Therapist Travel:	10 minutes	\$32.33
	20 minutes	\$64.66
	30 minutes	\$97.00
Non-Labor Cost (KM travelled):	5km	\$4.85
	10km	\$9.70
	15km	\$14.55
	20km	\$19.40
	25km	\$24.25
Progress report:	60 minutes	\$193.99
Letter/Visual/Non-face to face task	Billed in 15-minute increments	
Non-attendance:	100% of scheduled fee	

*Rebates may be available through a Medicare referral and private health schemes

**for medicare and private health funds the child must be present for the session

Please note each appointment may only be claimed through one scheme- NDIS, Private health, Medicare.

Payment for all appointments are required at time of appointment unless otherwise agreed.

Payment for reports and progress reports must be received prior to reports being released.

Sensational Start Occupational Therapy will adjust fee structure to reflect the current NDIS standard for participants therapy provision.



Therapy Assistant Program under the NDIS

Sensational Start Occupational Therapy employ Occupational Therapy Undergraduate students to support existing clients of Sensational Start Occupational Therapy. Therapy assistants are used to independently implement a therapy program under the supervision of a registered Occupational Therapist. Therapy Assistants are insured to implement programs under the treating Occupational Therapists professional insurances.

Your Occupational Therapist will assess whether the use of a therapy assistant may support the implementation of a particular therapy program or assist in addressing specific family goals.

Your Occupational Therapist will run a joint session allowing the child and family to become familiar with the therapy assistant and to demonstrate the therapy program.

The therapy assistant will typically implement the therapy program in the school or home environment.

Your Occupational Therapist will develop a program for the therapy assistant to implement and regularly review progress against same. Our therapy assistants are classed as Level 2 under the NDIS price guide.

Therapy Assistant Pricing Schedule – Agency, Plan and Self-Managed		
Therapy Plan for Therapy Assistant implementation:	60 minutes	\$193.99
Therapy Assistant Level 2:	60 minutes	\$86.79
Therapy Assistant Travel:	10 minutes	\$14.47
	20 minutes	\$28.93
	30 minutes	\$43.49
Non-Labor Cost (KM travelled):	5km	\$4.85
	10km	\$9.70
	15km	\$14.55
	20km	\$19.40
	25km	\$24.25



Complaints and Feedback

Sensational Start Occupational Therapy Pty Ltd is committed to providing high quality care and services in order to meet the needs of your child. We value your feedback, including complaints which we view as an opportunity to improve our services.

We will send out twice yearly surveys to clients to receive feedback about our service. If at any time you would like to give feedback or make a complaint, please do this via email to our Practice Manager Kathryn Barker. kathryn@sensationalstart.com.au

If you are an NDIS participant and are not satisfied with the response provided, please contact the NDIS Commission

NDIS: <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

Phone: 1800 035 544