



# Inspire Allied Health and Education Group's Guide for Participants and their Supporters



Copyright © 2024 Inspire Allied Health and Education Group PTY LTD.

All rights reserved.

The content of this information, including but not limited to all text, graphics, images, and other materials, is owned by Inspire Allied Health and Education Group PTY LTD and is protected by Australian copyright laws and international treaty provisions. This information is licensed for use, not sold. Unauthorised reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

For permissions requests, please contact

Rebecca Garnsey @ [rebecca.garnsey@inspireaheg.com.au](mailto:rebecca.garnsey@inspireaheg.com.au)

Inspire Allied Health and Education Group PTY LTD

PO Box 275,

Camden NSW 2570

Australia

**Disclaimer:**

The information provided by Inspire Allied Health and Education Group PTY LTD has been designed by allied health professionals and is intended for general purposes only and is not tailored to the specific circumstances of any individual. It is not a substitute for professional medical advice, diagnosis, or individual treatment.

Furthermore, Inspire Allied Health and Education Group PTY LTD cannot be held responsible for any misuse, misinterpretation or adverse effects that may arise from the use of this information. While every effort has been made to ensure the accuracy and reliability of the information provided, Inspire Allied Health and Education Group assumes no responsibility for errors or omissions.

By using this information, you agree to release and hold harmless Inspire Allied Health and Education Group PTY LTD and its employees, agents, and representatives from any and all claims, demands, and damages (actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with your use of this program.

If you have any questions, please contact Inspire Allied Health and Education Group's CEO at [rebecca.garnsey@inspireaheg.com.au](mailto:rebecca.garnsey@inspireaheg.com.au)

Inspire Allied Health and Education Group PTY LTD

PO Box 275,

Camden NSW 2570

Australia

# Table of Contents

---

- Our Story
- Our Team
- Our Approach
- Why Us
- Our Responsibilities
- Our Service Commitment
- Inspire Allied Health and Education Group is an approved NDIS service provider
- Our Disciplines
- Our Services and Products
- Accessing our Services
- Participant Experience for Assessments
- Participant Experience for Therapy Supports with Registered Clinician
- Participant Experience for Therapy Supports with a Therapy Assistant
- Participant Experience for Music Tuition with a Music Educator/Therapy Assistant
- Participant Experience for Community Access Therapy Supports with Registered Clinician or Therapy Assistant
- Participant Experience for Inspire Star Kids
- Participant Experience for Group Participation with Registered Clinician or Therapy Assistant
- Participant Experience for Inspire Therapy Bundles and Packs
- NDIS Fees for Face to Face, Telehealth and Home Program Supports

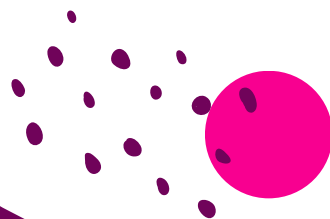
- 
- Additional Product and Service Fee Information
  - Inspire Allied Health and Educations Group's Fee for Service
  - Payment of Service Fees
  - Attendance & Cancellation Policy
  - Client Feedback
  - Child Protection
  - Your Privacy and Confidentiality
  - Infection Control
  - Fire and Emergency Procedures
  - Injury/Incident/Hazard Reporting
  - Alcohol, Drugs, Violence and Discrimination Policy
  - Important Contact Details
  - Locations



# Our Story

---

Inspire Allied Health and Education Group was established by Speech and Language Pathologist, Rebecca Garnsey in 2010. A local resident of the Macarthur area and mum to 4 children. Rebecca set out to create a multidisciplinary practice, where families could access holistic services in the one place. With great dedication and passion along with an amazing team, Rebecca's vision has not only been brought to fruition but now supports thousands of children each year in different locations across NSW, QLD and the ACT and allows for more than 100 clinicians and administration team members to work and grow together.





# Our Team

---

Our clinicians and customer service officers provide a fun and supportive learning environment for clients to achieve their full potential and to live their best lives. All of our team members are equipped with the qualifications and training to support participants with additional needs.

# Our Approach

We pride ourselves on being a client and family-centred practice, dedicated to providing comprehensive and compassionate care that revolves around the unique needs of your loved ones. Our commitment to this approach goes beyond mere words; it is the foundation of our values and the guiding principle in everything we do.



## Why Us

I = Innovative

N = Nurturing

S = Supportive

P = Passionate

I = Inclusive

R = Reliable

E = Empowering





## Our Responsibilities

At Inspire AHEG, we are committed to providing the highest quality of care and support to individuals and families within the National Disability Insurance Scheme (NDIS) framework. Our dedication to ethical practices and adherence to the NDIS Practice Standards and Quality Standards form the foundation of our services.





# Our Service Commitment

We work with you to support your goals and aspirations  
by....

Listening to you  
and supporting  
your choices

Providing services that  
are delivered with  
integrity, honesty, and  
transparency, ensuring  
open communication  
and accountability

Providing a safe,  
secure, and  
nurturing  
environment

Keeping your  
information confidential  
and only using it for  
purposes we have  
agreed upon or legally  
required

Implementing robust  
management systems to  
respond promptly and  
effectively to any unexpected  
events or issues affecting  
participants and managing  
risks

Implementing  
transparent service  
agreements which  
outlines expectations,  
promoting clear  
communication and  
accountability

Being vigilant in preventing and responding to violence, neglect, abuse, exploitation, and misconduct

Welcoming suggestions and feedback and taking your concerns seriously

Having effective and inclusive governance systems

Providing seamless support for individuals transitioning to or from another service provider, ensuring a smooth and well-coordinated process

Minimising the use of restrictive practices and favouring Proactive Behaviour Support Strategies

For more easy to read information, please visit the NDIS Practice Standards (<https://www.ndiscommission.gov.au/easyread>) and the National Standards for Disability Services (<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/new-national-standards-for-disability-services/national-standards-for-disability-services-easy-english-version>).



# Inspire Allied Health and Education Group is an Approved NDIS Service Provider

Inspire Allied Health and Education Group's registration groups include:

	Personal Mobility (0105)
	Comms and Information Equipment (0124)
	Home Modification (0111)
	Innovative Community Participation (0116)
	Development-Life Skills (0117)
	Early Childhood Supports (0118)
	Participation in Community, Social & Civic Activities (0125)
	Therapeutic Supports (0128)
	Group/centre-based activities (0136)

**Speech  
Pathology**

**Occupational  
Therapy**

**Psychology**

**Music  
Education**

**Our  
Disciplines:**

**Music  
Therapy**

**Education**

**Art Therapy**

# Our Services and Products

**Assessment and diagnostic services**

**In clinic 1:1 support services**

**Community access in homes, preschools, schools and the wider community**

**Sensory inclusion with purposely designed spaces**

**Inspire experiences (group programs)**

**Telehealth across Australia using the COVIU platform**

**Inspire Star Kids (intensive transdisciplinary program for 2-6-year-olds)**

**Multidisciplinary programs (including 2 or more clinicians)**

**Home programs when face to face sessions are not accessible, practical, possible or are a preferred option of support**

**Website (providing information relating to our products and services)**

**Outreach services (telehealth, home programs, therapy support bundles and resources for participants living in remote and rural areas)**

**Therapy Bundles**

**Therapy Packs**

**Therapy Assistant programs (who work in collaboration with an experienced clinician)**

**Student ran programs**

**Workshops/seminars**

**Podcast (promoting a range of topics and presenters)**

**Podcast (promoting a range of topics and presenters)**

**Online store (providing a range of resources and support materials)**

**Social media platforms (Facebook, Instagram, YouTube and Linked in)**



# Accessing our Services

## **Participant Experience for Initial Contact with Inspire Allied Health and Education Group**

**Step 1:** Make contact Inspire Allied Health and Education Group via phone call, email, website enquiry or online intake

**Step 2:** Complete an intake form (if not completed already)

**Step 3:** A member of our team will contact you via phone or email to discuss accessing our supports

**Step 4:** You may be offered our services or placed on a waitlist where you will be in queue for a support call

# Participant Experience for Assessments

1. When offered an assessment spot with Inspire AHEG, you will pay a \$50.00 non-refundable deposit for the assessment

2. You will receive a welcome email

3. You will meet with our Client Support Coordinator

- Inspire AHEG Participant Guide

- Flyer relating to funding options

- Participant Information Form

- Confirmation of appointment/s and appointment details

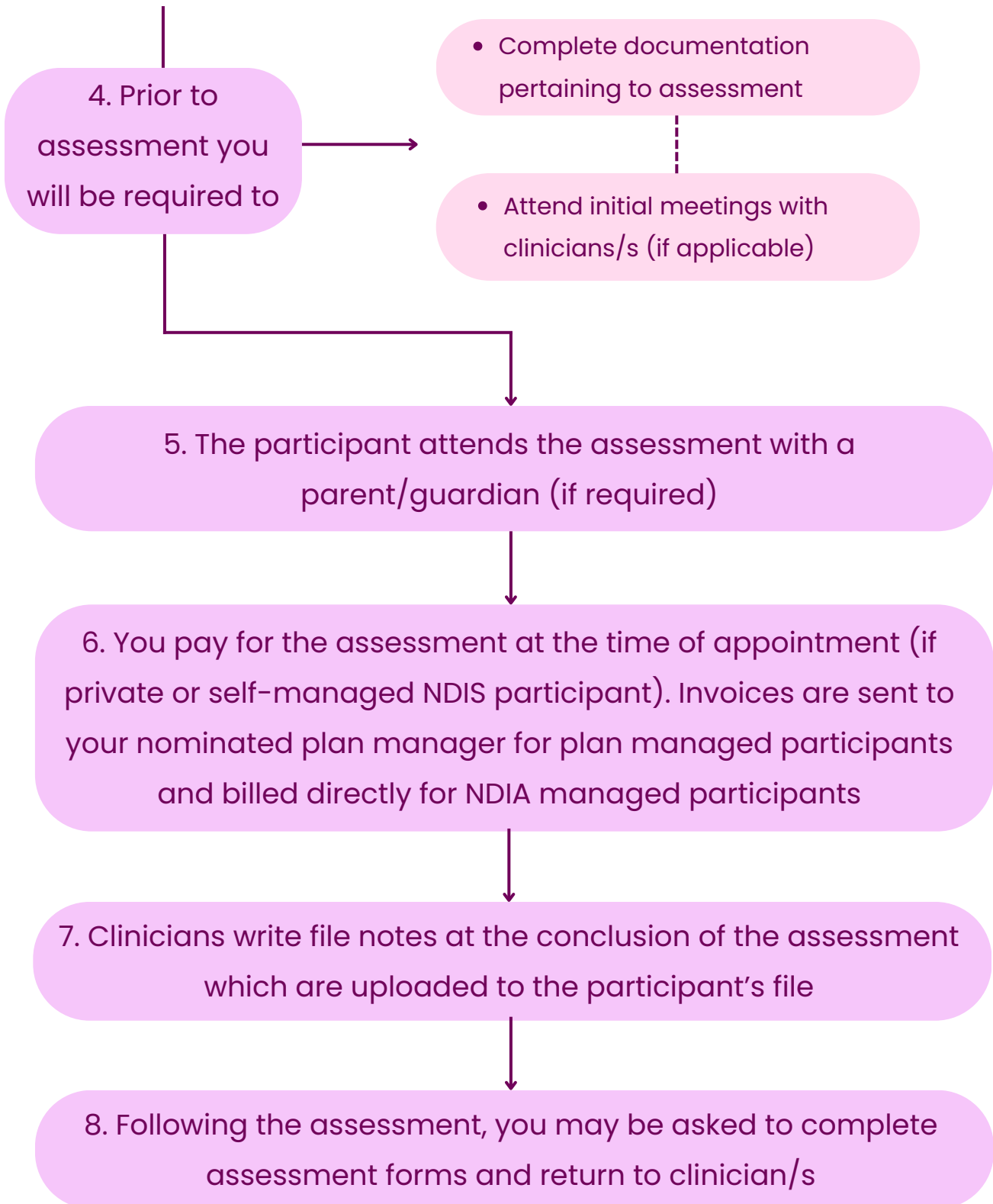
- Read and sign consent form/s

- Complete risk assessment questions

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)





9. Clinician/s score, analyse and interpret data and write a comprehensive report

10. You attend a scheduled feedback session in person, telehealth or over the phone to discuss the results of the participant's assessment and receive a report and recommendations

11. If applicable, you will be offered support services or be placed on our waiting list

# Participant Experience for Therapy Supports (with Registered Clinician)

1. When given an appointment, you will receive a welcome email

- Welcome to Inspire AHEG Participant Guide

- Flyer relating to funding options

- Participant Information Form

- Confirmation of appointment/s

- Community Access Participant Guide (if applicable)

- Read and sign consent form/s

- Complete risk assessment questions

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)

2. You will meet with our Client Support Coordinator

3. You will attend initial consultation with your appointed clinician (in person, telehealth or via phone)

- Complete participant profile (including goals)

- Complete risk assessment

- Complete any outstanding paperwork

4. Participant attends ongoing subsequent sessions scheduled weekly or fortnightly either face to face or via telehealth with Registered Clinician

5. For clients that receive home programs, parents/guardian are required to attend scheduled meetings with Registered Clinicians so that training, education, support, and feedback can be given and received

6. You pay for the session at the time of appointment (if private or self-managed NDIS participant). Invoices are sent to your nominated plan manager for plan managed participants and billed directly for NDIA managed participants

7. Clinicians write file notes at the conclusion of each session which are uploaded to the participant's file

# Participant Experience for Therapy Supports (with a Therapy Assistant)

1. Therapy Assistant support services are offered in term block placements and are inclusive of school holidays (with the exception of our clinic closures)

2. When offered an appointment, you will receive a welcome email

- Welcome to Inspire AHEG Participant Guide

- Flyer relating to funding options

- Participant Information Form

- Therapy assistant information booklet

- Confirmation of appointment/s

- Community Access Participant Guide (if applicable)

3. You will meet with our Client Support Coordinator

- Read and sign consent form/s

- Complete risk assessment questions (if applicable)

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)

4. You will attend an initial consultation with your appointed registered clinician (in person, telehealth or via phone)

- Complete participant profile (including goals)

- Complete risk assessment

- Complete any outstanding paperwork

- Confirm having read and understood the information in the therapy assistant booklet with the opportunity to ask questions

5. You will receive a term plan, outlining goals from the treating registered clinician via email

6. Participant attends ongoing subsequent sessions scheduled weekly or fortnightly face to face with Therapy Assistant

7. For participants that receive home programs, parents/guardians are required to attend scheduled meetings with therapy assistants or supervising clinicians so that training, education, support, and feedback can be given and received

8. You pay for the session at the time of appointment (if private or self-managed NDIS participant). Invoices are sent to your nominated plan manager for plan managed participants and billed directly for NDIA managed participants

9. Therapy assistants write file notes at the conclusion of each session which are uploaded to the participant's file and reviewed periodically by supervising clinician

# Participant Experience for Music Tuition (with a Music Educator)

1. Music Tuition is offered to participants weekly or fortnightly for 30 or 60 minute sessions.

2. When offered an appointment, you will receive a welcome email

3. You will meet with our Client Support Coordinator

- Welcome to Inspire AHEG Participant Guide

- Flyer relating to funding options

- Participant Information Form

- Music Educator Participant Guide

- Confirmation of appointment/s

- Community Access Participant Guide (if applicable)

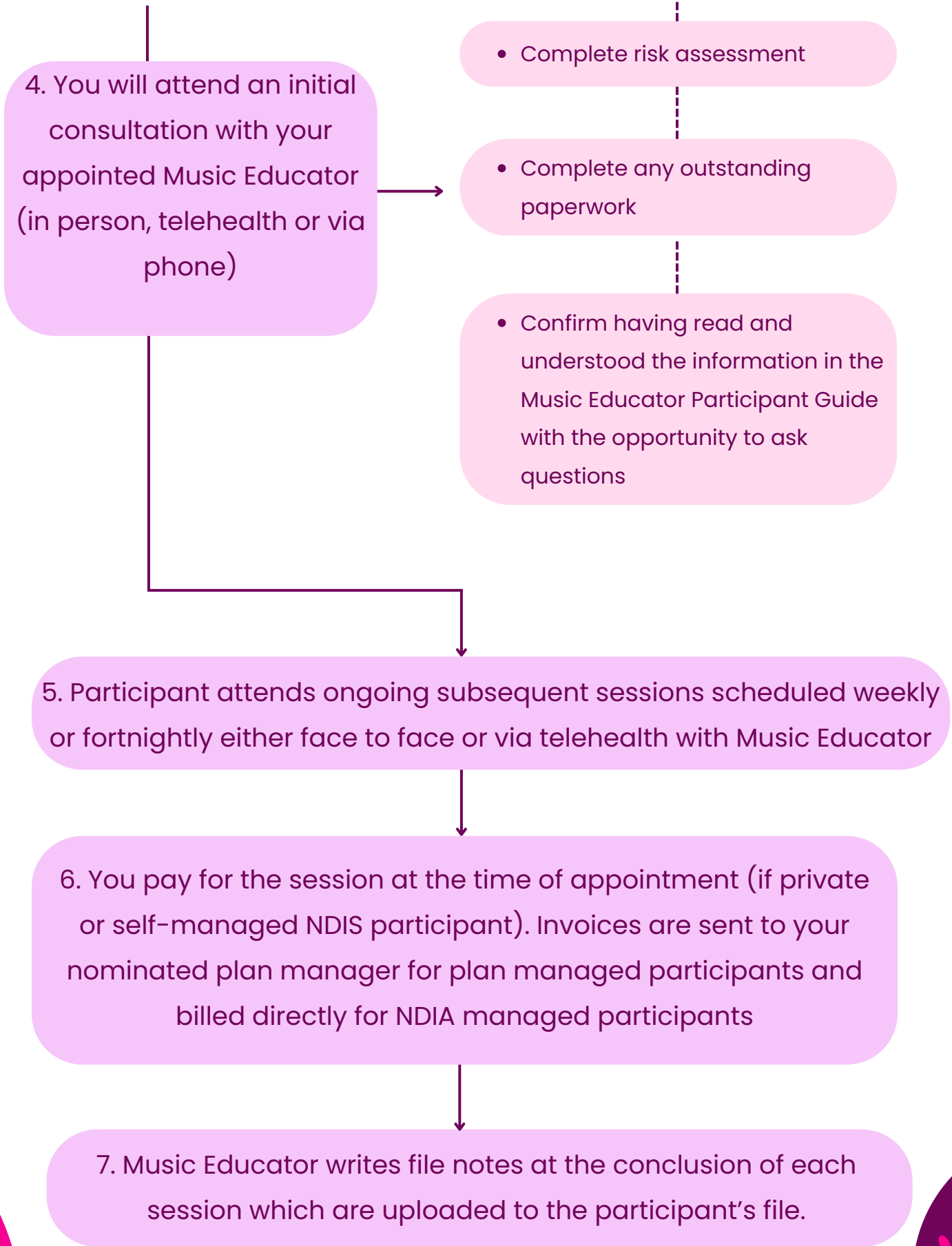
- Read and sign consent form/s

- Complete risk assessment questions (if applicable)

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)





## Participant Experience for Community Access Therapy Supports (with Registered Clinician or Therapy Assistant)

1. Community access appointments are offered in term block placements (including school holidays) except for our clinic closures

- Welcome to Inspire AHEG Participant Guide

- Flyer relating to funding options

- Participant Information Form

- Confirmation of appointment/s

- Community access booklet

- Therapy assistant booklet (if applicable)

- Read and sign consent form/s

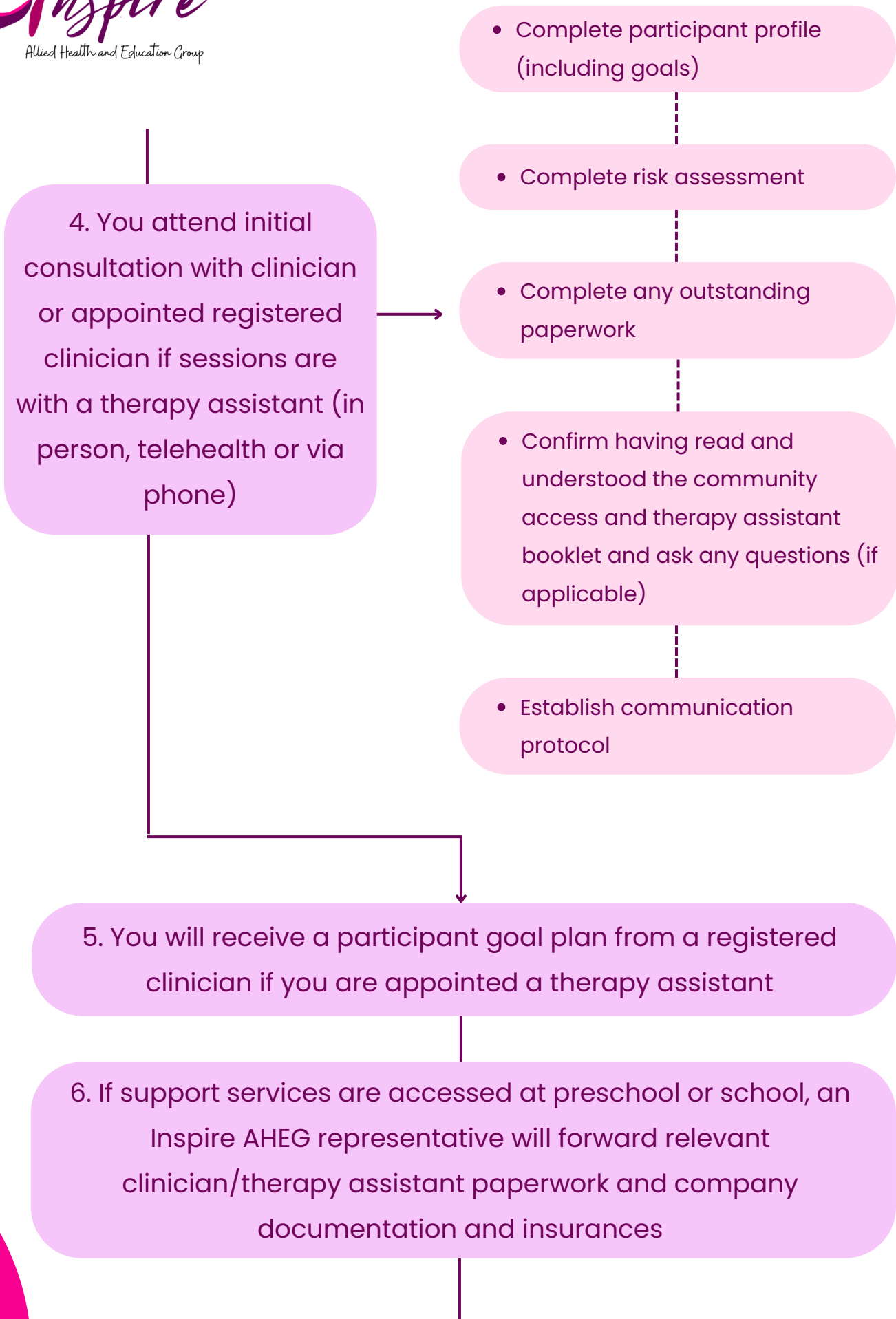
- Complete risk assessment questions (if applicable)

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)

2. When offered an appointment, you will receive a welcome email

3. You will meet with our Client Support Coordinator



7. Participant attends ongoing subsequent sessions scheduled weekly or fortnightly either face to face or via telehealth with Registered Clinician or face to face with Therapy Assistant

8. For clients that receive home programs, carers are required to attend scheduled meetings with clinicians/therapy assistants so that training, education, support, and feedback can be given and received

9. You pay for the session upon receipt of invoice (if private or self-managed NDIS participant). Invoices are sent to your nominated plan manager for plan managed participants and billed directly for NDIA managed participants

10. Clinician/therapy assistant writes file notes at the conclusion of each session which are uploaded to the participant's file and reviewed by a registered clinician if appointed a therapy assistant.

11. Clinician/therapy assistant will adhere to communication protocol

# Participant Experience for Inspire Star Kids

1. Inspire Star Kids appointments are offered in term blocks and are inclusive of school holidays

2. When offered an appointment, you will receive a welcome email

- Welcome to Inspire AHEG Participant Guide

- Participant Information Form

- Confirmation of appointment/s

- Inspire Star Kids booklet

- Read and sign consent form/s

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)

- Complete participant profile (including goals)

3. You will meet with our Inspire Star Kids Coordinator

- Complete risk assessment

- Complete medical form

- Confirm having read and understood Inspire Star Kids booklet and asked any questions (if applicable)

- Establish communication protocol

- Discuss content of program

- Complete participant pre assessment and an observation session

4. Participants attend subsequent ongoing weekly sessions (12-week term)

5. Participant undergoes mid and final assessment (to measure outcomes)

6. Parent/guardian has access to training modules on Teachable for the 12-week period that the participant is enrolled in the program

7. Clinician/therapy assistant writes file notes at the conclusion of each session which are uploaded to the participant's file

8. Clinician/therapy assistant will adhere to communication protocol

9. At the conclusion of the 12-week group program, participants receive a resource pack to take home to continue learning

## Participant Experience for Group Participation (with Registered Clinician or Therapy Assistant)

1. Group Programs are offered in term block placements (including school holidays) except for our clinic closures

2. When you receive a spot in our groups you will receive a welcome email

3. You will meet with Client Support Coordinator

- Welcome to Inspire AHEG Participant Guide

- Confirmation of appointment/s

- Inspire Experience (group program) booklet

- Receive a quote for the term program

- Read and sign participant consent form/s

- Complete risk assessment questions

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)



4. Participant attends subsequent weekly sessions

5. You pay for the session at the time of appointment (if private or self-managed NDIS participant). Invoices are sent to your nominated plan manager for plan managed participants and billed directly for NDIA managed participants

6. Clinician/Therapy Assistant writes file notes at the conclusion of each session which are uploaded to the participant's file

# Participant Experience for Inspire Therapy Bundles and Packs

1. Therapy Bundles and Packs can be accessed all year round on our website and may be recommended by a member of the Inspire Allied Health and Education Team (<https://www.inspireaheg.com.au/>)

2. Look through our available online Therapy Bundles and Packs to select the program best suited to the participant and which aligns best with their areas of need, interest, and support goals. If uncertain, contact our support team and they will assist you in making this decision.

3. Initiate your program order by clicking on the order program button

4. Select if you would like to add a pre/post report (for an additional \$193.99)

5. Choose between being invoiced using NDIS Capacity or Core Funds or by making a payment via credit card.

6. You will meet with our Customer Support Coordinator

- Read and sign consent forms
- Read and sign service agreement
- Discuss support services

7. You will receive your Therapy Bundle/Pack within 7 business days (from receipt of service agreement and payment) which includes your online login details for Teachable and a resource box which can be collected from an Inspire AHEG office or sent via mail/post

8. Access your online course by logging on to Teachable via email. Here you complete your participant profile and fill out your pre-questionnaire on your customer portal (if you selected the pre/post report)

9. Engage with and follow the program

10. Complete the post questionnaire and receive your report (if you selected the pre/post report)

11. Reuse the resources and online program (accessible for 12 months)

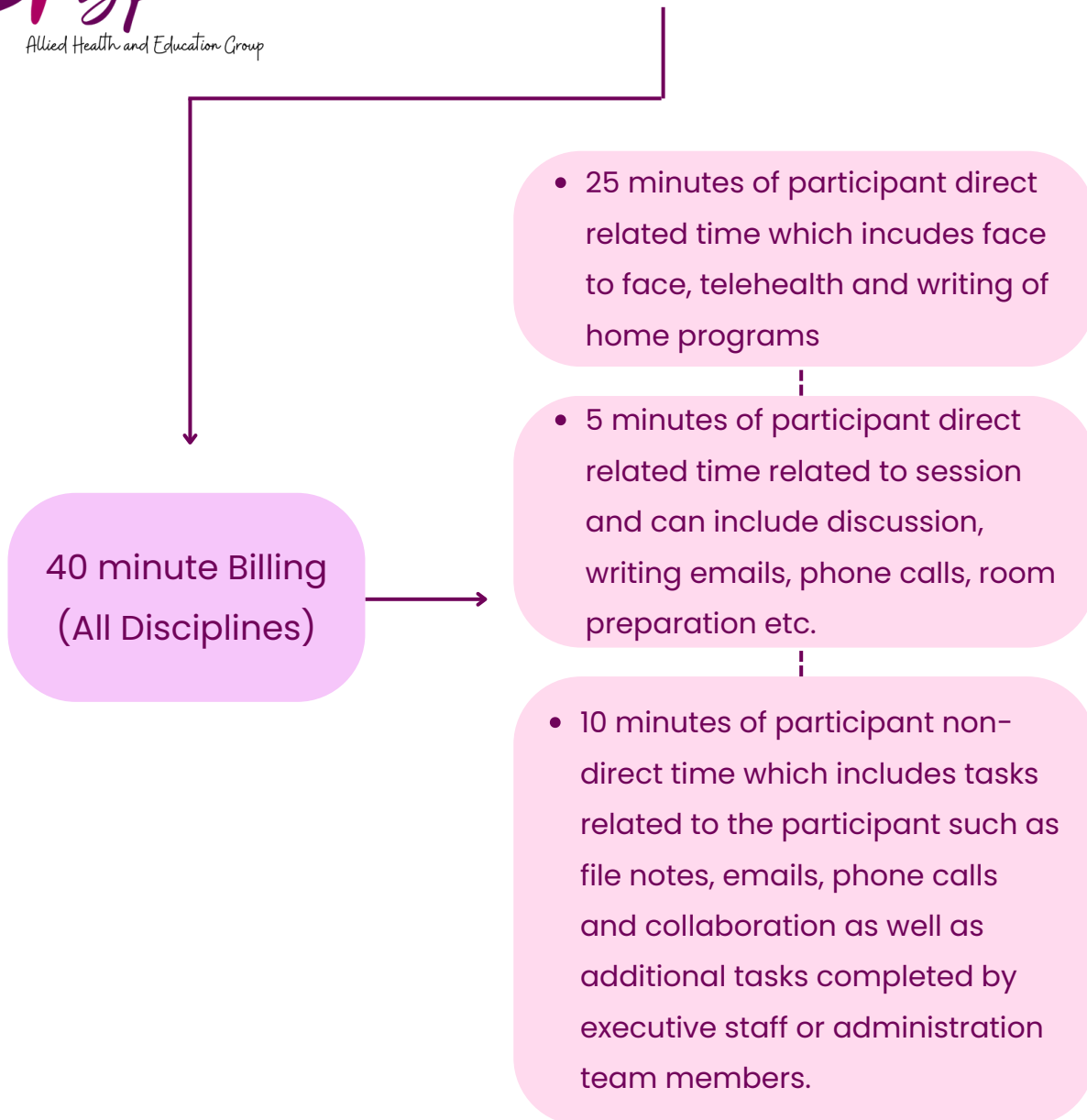
# Participant Session

70 minute Billing  
(All Disciplines)

- 45 minutes of participant direct related time which includes face to face, telehealth and writing of home programs

- 15 minutes of participant direct related time related to session and can include discussion, writing emails, phone calls, room preparation etc.

- 10 minutes of participant non-direct time which includes tasks related to the participant such as file notes, emails, phone calls and collaboration as well as additional tasks completed by executive staff or administration team members.





# NDIS Fees for Face to Face, Telehealth and Home Program Supports

**Support Category:** Improved Daily Living Skills

**Support Purpose:** Capacity Building

Therapy Supports with Registered Clinician \*pricing per hour for participants over 7 years

Support Item	Non remote locations (metro and regional areas) MMM 1-5	Remote Locations MMM 6	Very Remote Locations MMM 7
Assessment Recommendations Therapy or Training – Art Therapy 15_610_0128_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Music Therapy 15_615_0128_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Psychologist 15_054_0128_1_3	ACT, NSW, QLD, VIC: \$214.41 NT, SA, TAS, WA: \$234.83	\$328.76	\$352.25
Assessment Recommendations Therapy or Training – Occupational Therapist 15_617_0128_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Speech Pathologist 15_622_0128_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Other (Educator) 15_056_0128_1_3	\$193.99	\$271.59	\$290.99



# NDIS Fees for Face to Face, Telehealth and Home Program Supports

**Support Category:** Improved Daily Living

**Support Purpose:** Capacity Building

Early Childhood Supports with Registered Clinician \*pricing per hour  
(for participants under 7 years)

Support Item	Non remote locations (metro and regional areas) MMM 1-5	Remote Locations MMM 6	Very Remote Locations MMM 7
Assessment Recommendations Therapy or Training – Psychologist 15_001_0118_1_3	ACT, NSW, QLD, VIC: \$214.41 NT, SA, TAS, WA: \$234.83	\$328.76	\$352.25
Assessment Recommendations Therapy or Training – Other (Speech Pathology, Occupational Therapy, Music Therapy, Art Therapy, Education) 15_005_0118_1_3	\$193.99	\$271.59	\$290.99





# Additional Product and Service Fee Information

Service	Fee	Billing Schedule	Other
<p><b>Inspire Star Kids (12-week program)</b>            Assessment Recommendations            Therapy or Training – Other            (Speech Pathology, Occupational            Therapy, Music Therapy, Art            Therapy, Education)            15_005_0118_1_3</p>	\$3879.64	Payment to be made up front or billed weekly	See Inspire Star Kids booklet for details
<p><b>Inspire Kids Therapy Bundles</b>            Assessment Recommendations            Therapy or Training – Other            15_056_0128_1_3            Assessment Recommendations            Therapy or Training – Other            15_005_0118_1_3</p>	Varied Prices	At time of purchase	See website for details
<p><b>Inspire Kids Packs</b>            Assessment Recommendations            Therapy or Training – Other            15_056_0128_1_3            Assessment Recommendations            Therapy or Training – Other            15_005_0118_1_3</p>	Varied Prices	At time of purchase	See website for details
<p><b>Inspire Experience Groups (12-week program)</b>            Billed under discipline specific code based on clinician running group and billed at the clinician to participant ratio.</p>	Varied Prices	Payment to be made up front or billed weekly	Quote given for group fee prior to commencement of group

<p><b>Therapy Assistant</b> Therapy Assistant level 2 – 15_053_0128_1_3 Therapy Assistant level 2 – 15_008_0118_1_3</p>	<p>\$86.79</p>		<p>See Therapy Assistant booklet for details</p>
<p><b>Travel – Non labour costs</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy Education Psychology *Billed under discipline specific code</p>	<p>\$193.99 (Speech, OT, Music and Education)  \$214.41 (Psychology)  *Capped at 15 minutes</p>		
<p><b>Travel – km's</b> Non labour costs 15_799_0118_1_3 Non labour costs 15_799_0128_1_3</p>	<p>97 cents per kilometre</p>		



# Inspire Allied Health and Educations Group's Fee for Service

Support Item	Fee for Service	Additional Information
<b>Discipline Assessment</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy	\$969.95	Includes administration of assessment, consultation, scoring of data, analysis and interpretation, report writing and feedback
<b>Discipline Assessment</b> Psychology  +IQ  +IQ & WIAT	\$1072.05  \$2144.10  \$3,001.74	Includes administration of assessment, consultation, scoring of data, analysis and interpretation, report writing and feedback
<b>IQ Assessment</b> with Psychologist	\$1500.87	Includes administration of assessment, consultation, scoring of data, analysis and interpretation, report writing, recommendations and feedback
<b>IQ + WIAT</b> with Psychologist	\$2358.51	Includes administration of assessment, consultation, observation, scoring of data, analysis and interpretation, report writing and feedback
<b>Multidisciplinary Diagnostic Assessment</b> Assessment with Psychologist, Speech Pathologist and Occupational Therapist  +IQ  +IQ & WIAT	\$3011.95  \$4,084.00  \$4,941.64	Includes administration of assessment, consultation, observation scoring of data, analysis and interpretation, report writing and feedback



<p><b>General Therapy</b> Speech Pathology Occupational Therapy Art Therapy Music Therapy</p>	<p>\$226.32 per session</p>	<p>Billed at 1 hour client direct related time and 10 minutes non direct time (including writing file notes, planning, and preparing for session, phone call, emails, in clinic multidisciplinary collaboration)</p>
<p><b>General Therapy</b> Psychology</p>	<p>\$250.15 per session</p>	<p>Billed at 1 hour client direct related time and 10 minutes non direct time (including writing file notes, planning, and preparing for session, phone call, emails, in clinic multidisciplinary collaboration)</p>
<p><b>General Therapy</b> Music Education</p>	<p>\$57.87 for 30mins/\$101.25 for 1 hour</p>	<p>Billed at 30 minutes client direct related time and 10 minutes non direct time (including writing file notes, planning, and preparing for session, phone call, emails, in clinic multidisciplinary collaboration)</p>
		<p>Billed at 1 hour client direct related time and 15 minutes non direct time (including writing file notes, planning, and preparing for session, phone call, emails, in clinic multidisciplinary collaboration)</p>
<p><b>Therapy Assistant Program</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy</p>	<p>\$183.79 per session</p>	<p>Billed at 1 hour level 2 therapy assistant rate Plus 30 minutes of non-direct registered clinician time which includes writing and reviewing file notes, planning and preparing for a session, collaboration with parents, phone calls, emails, writing of goal plans, collaboration between registered clinician and therapy assistant and in clinic multidisciplinary collaboration)</p>

<p><b>Resources Development</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator Music Educator</p>	<p>\$193.99 per hour</p>	<p>Quote given for service prior to commencement</p>
<p><b>Resource Development</b> Psychology</p>	<p>\$214.41 per hour</p>	<p>Quote given for service prior to commencement</p>
<p><b>Case conference</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator</p>	<p>\$193.99 per hour (per person)</p>	<p>Quote given for service prior to attendance</p>
<p><b>Case Conference</b> Psychology</p>	<p>\$214.41 per hour</p>	<p>Quote given for service prior to attendance</p>
<p><b>Progress Report</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator Music Educator</p>	<p>\$193.99 per report</p>	
<p><b>Progress Report</b> Psychology</p>	<p>\$214.41 per report</p>	

<p><b>Application (School, AAC, Equipment Modifications, Carer Allowance - where clinicians are required to complete all skill level questions, NDIS forms)</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator</p>	<p>\$193.99 per hour (1-3 hours)</p>	<p>Quote given prior to commencement to of application</p>
<p><b>Application (School, AAC, Equipment Modifications, Carer Allowance - where clinicians are required to complete all skill level questions, NDIS forms)</b> Psychology</p>	<p>\$214.41 per hour (1-3 hours)</p>	<p>Quote given prior to commencement to of application</p>
<p><b>Set up our implementation of AAC, Equipment etc.</b> Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator</p>	<p>\$193.99 per hour</p>	<p>Quote given prior to commencement to of application</p>
<p><b>Set up our implementation of AAC, Equipment etc.</b> Psychology</p>	<p>\$214.41 per hour</p>	<p>Quote given prior to commencement to of application</p>
<p><b>Workshop/seminar</b></p>	<p>Fees vary</p>	<p>Quote given prior to scheduled workshop/seminar date</p>



<b>Travel -clients accessing community services</b>	Km's 97 cents	Billed at 1 hour client direct related time and 10 minutes non direct time (including writing file notes, planning, and preparing for session, phone call, emails, in clinic multidisciplinary collaboration) + a 15 minute Provider Labour fee for travel and 97 cents per km travelled
	Speech/OT/Music/Education /Art – Capped at \$48.49	
	Psychology – Capped at \$53.60	
	Therapy Assistant – Capped at \$21.69	



# Payment of Service Fees

Our price guides are the same for private and NDIS clients.

All **private and self-managed participants** are required to pay for services at the attendance of their appointment or on receipt of the invoice.

**Plan managed participants** will be invoiced, and invoices will be emailed to your nominated plan manager. Invoices are required to be paid within 7 days of invoice date.

**NDIA managed participants** will be invoiced and processed within 7 days of the invoice date.

**Please note:** If payment is not received within 14 days of the invoice date, all services provided to you may be suspended.

If your account remains unresolved for more than 21 days, we have the right to refer the matter to a collection agency and please know that this may impact your credit rating and occur additional costs.



# Attendance & Cancellation Policy

All participants are expected to attend their scheduled appointments except at the end of the year when the clinic is closed.

Participant	Attendance	Exceptions	Alternative	Billing
Clients scheduled for an assessment	Scheduled appointment		1. To reschedule assessment	\$50.00 non-refundable deposit
In clinic participants who see a registered clinician	All scheduled sessions including school holidays	School holidays with 2 weeks notice as below; *Autumn Break (April) *Winter Break (July) *Spring Break (October) *Christmas School Holidays – ONLY exception at end of year when clinic is closed	1. Participants can receive home programs or telehealth instead of face-to-face appointments 2. If a session is cancelled with 24 hours notice, you will be offered a home program or reschedule if available 3. If a session is cancelled within 24 hours you will not be offered a home program	Full fee charged
Community access participants (home, preschool, school, community)	All scheduled sessions including school holidays	No Exceptions	1. With 7 days notice, participants can be offered in clinic face to face, telehealth, or home programs in place of scheduled community visit if available 2. If less than 7 days notice, a home program will be offered 3. If a session is cancelled within 24 hours with notice given, no alternative will be offered.	Full fee charged

Star Kids Program	All scheduled sessions	No Exceptions	1. You receive a resource pack at the end of the program which will include components of the missed program	Full fee charged
Inspire Experiences (group programs)	All scheduled sessions	No Exceptions	No alternatives	Full fee charged
Therapy assistant programs (in clinic, Saturdays and in community)	All scheduled sessions	No exceptions	1. Participants can receive home programs or face-to-face appointments during school holidays and can receive home programs for missed in clinic sessions when notice is given	Full fee charged

\*If an assessment, therapy, or group program cannot go ahead due to clinicians/therapy assistant absence or clinic closure you will not be billed for the schedule appointment. In these unforeseen circumstances we will notify you as soon as possible and work with you to find a suitable alternative.



\*To cease individual services, 2 weeks notice given in writing is required.

\*To cease group-based programs, 4 weeks notice given in writing is required.

\*If a clinician is away from work for an extended period of time, we will contact you to organise alternatives so that your support services are uninterrupted.

\*Exceptional Circumstances - For exemptions to payment for services unrendered due to exceptional circumstances please email [hr@inspireaheg.com.au](mailto:hr@inspireaheg.com.au)



## Client Feedback:

We welcome feedback including complaints, suggestions, and compliments. Feedback ensures that we deliver services to the highest standard. We recognise, respect, and encourage the rights of people to give feedback. Client feedback is welcomed at any point in time by speaking with your clinician, the head of department, or chief management team or through our client feedback form which can be requested at any time. All feedback is passed onto the company's CEO. Clients are also welcome to contact the professional boards of the clinicians or the NDIS Safeguard Commission.

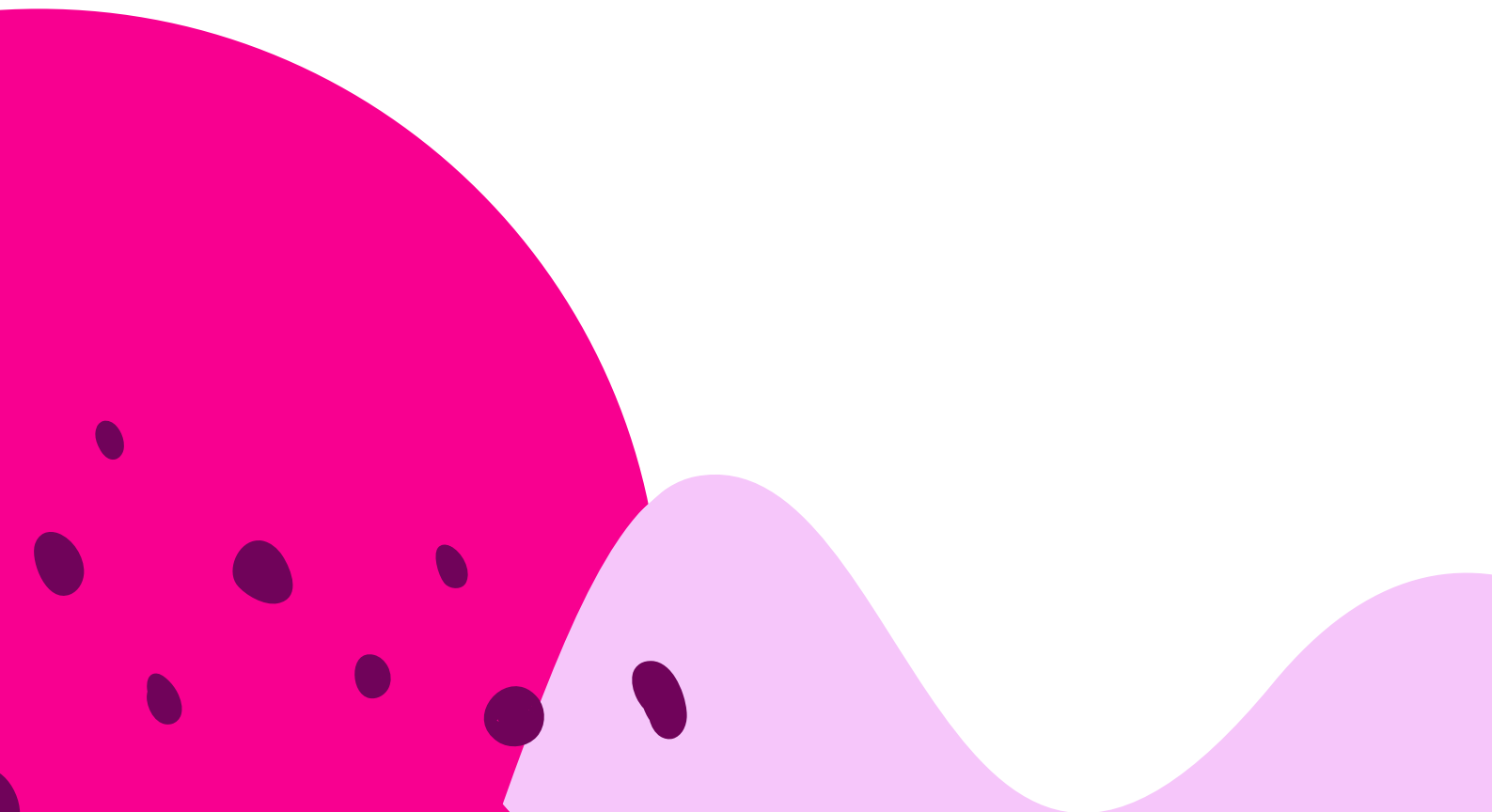


# Child Protection:

---

Inspire Allied Health and Education Group are mandatory reporters and take child protection concerns seriously.

We comply with national laws and regulations in relation to child safety as well as with the NDIS Quality Standard Commission and their reporting requirements.





# Your Privacy and Confidentiality:

---

We ensure that your information stays protected and confidential.

We will not provide your personal information to anyone without your consent, except when we have to by law.

With your consent, we may use your information to refer you to other supports within our service or discuss amongst team members.

We will use your information for account purposes.

We dispose of information via a shredding service.

You are able to review or change information that we keep about you at any time by talking to a member of our administration team.



# Infection Control:

---

Inspire Allied Health and Education Group maintains a high level of infection control across all our clinics to ensure that our clinicians and family's stay healthy and free of illness. We maintain daily cleaning and weekly commercial grade cleaning. We advise that you reschedule your child's appointment if they are unwell. If your child has a serious illness that requires a clearance for preschool/school (e.g., chicken pox) we ask that you wait until your child has received that clearance before returning to therapy.



# Fire and Emergency Procedures:

---

Fire extinguishers are in our clinics. Everyone must evacuate the building at the sound of the building alarm, smoke alarm or when instructed to by a staff member. Please follow the directions of our administration team to evacuate the building safely. Please do not try and get participant's from their therapy rooms as staff will make sure all participants are evacuated safely. The most important thing is for everyone to evacuate safely and once evacuated participants will be reunited with their parent/guardian. Everyone must assemble outside of the building in a safe place. A count of participants and staff present will take place once in safety. Please do not move from the assembled area until everyone is accounted for. Staff are encouraged to call emergency services (000) when safe and follow all advice given.





# Injury/Incident/Hazard Reporting:

It is a Work, Health and Safety requirement to report all injuries, incidents, and hazards (minor or serious). Injuries are things experienced by a staff member, parent/guardian or participant on site which requires medical attention (i.e., cut finger that requires stitching). An incident is an event that you have been made aware of that could/does cause harm to another (i.e., participant presents with suspicious bruising). A hazard is something that could cause potential harm to another or make the clinic environment unsafe (i.e., broken toy has sharp plastic corner). First aid kits are in all our clinics and can be accessed by staff. All reports must be given to the administration staff as soon as possible (no later than 24 hours after occurrence). Administration staff will then inform the HR department as soon as possible. Clinicians or parents/guardians may be required to complete appropriate reporting forms. Our HR department will ensure that the incident/injury/hazard has been investigated and rectified so that it prevents future incidents/injuries/hazards occurring in the same nature. These reports will be used to further review and modify any clinic policies and procedures.



# Alcohol, Drugs, Violence and Discrimination Policy:

Inspire Allied Health and Education Group is an alcohol and drug free environment. Inspire Allied Health and Education Group does not tolerate abuse or violence of any type. Inspire Allied Health and Education Group does not discriminate between gender, race, beliefs, customs or traditions and respects each individual. Failure to apply with the above conditions will result in being reported to the chief management team. Following this, the following options may occur: - Chief management team may discuss with clients or clinicians involved - Documented in file notes - Recorded on Incident Log - Complete decision tree - Report if required to NDIS Commission - A formal warning may be issued to employee - Clinicians may be reported to their professional board - Further education/training may take place - Instant dismissal from service



# Important Contact Details

**Business Name:** Macarthur Children's Developmental Clinic- trading as Inspire Allied Health and Education Group

**ABN:** 35 151 416 894

 [www.inspireaheg.com.au](http://www.inspireaheg.com.au)

 @inspireahegrp

 inspireahegrp

**Chief Executive Officer:** Rebecca Garnsey

**Operating Hours:** Monday - Friday 7:00am - 6:00pm and Saturday 8:00am - 3:00pm

**Head Office**

**Gregory Hills**

**Postal Address:** PO BOX 275 Camden 2570



## Other Locations

### **Narellan**

Shop 6/38 Exchange Parade, Smeaton  
Grange NSW 2567  
02 4648 0837  
[admin.macarthur@inspireaheg.com.au](mailto:admin.macarthur@inspireaheg.com.au)

### **Gregory Hills**

2/51-59 Rodeo Rd, Gregory Hills NSW 2557  
02 4666 4255  
[admin.gregoryhills@inspireaheg.com.au](mailto:admin.gregoryhills@inspireaheg.com.au)

### **Port Macquarie**

Unit 3, 141 Gordon Street, Port Macquarie  
NSW 2444  
6500 2869  
[admin1.portmacquarie@inspireaheg.com.au](mailto:admin1.portmacquarie@inspireaheg.com.au)

### **Canberra**

Unit 5, 35 Hinder Street, Gungahlin ACT  
2912  
6210 1820  
[admin.canberra@inspireaheg.com.au](mailto:admin.canberra@inspireaheg.com.au)

### **Northern Beaches**

Level 2, Suite 4222-4224, 834 Pittwater  
Road, Dee Why, 2099  
02 9170 1765  
[admin.northernbeaches@inspireaheg.com.au](mailto:admin.northernbeaches@inspireaheg.com.au)

### **Newcastle**

Suite 5, 154 Park Avenue, Kotara NSW  
02 4631 4845  
[admin.newcastle@inspireaheg.com.au](mailto:admin.newcastle@inspireaheg.com.au)

### **Wollongong**

Mobile services

[admin.wollongong@inspireaheg.com.au](mailto:admin.wollongong@inspireaheg.com.au)



# Professional Bodies

**Psychology:** Australian Health Practitioner Regulation Agency (AHPRA)

**Website:** <https://www.aphra.gov.au>

**Occupational Therapy:** Australian Health Practitioner Regulation Agency (AHPRA)

**Website:** <https://www.aphra.gov.au>

**Speech Pathology:** Speech Pathology Australia (SPA)

**Website:** <https://www.speechpathologyaustralia.org.au>

**Music Therapy:** Australian Music Therapy Association

**Website:** <https://www.austmta.org.au/>

**Education:** NSW Education Standards Authority (NESA)

**Website:** <https://www.educationstandards.nsw.edu.au>

**Art Therapy:** The Australian, New Zealand and Asian Creative Arts Therapy Association (ANZACATA)

**Website:** <https://www.anzacata.org>



# Advocacy and Complaints

## **Safeguard Commission Details:**

**Complaints Line:** 1800 035 544

## **Website:**

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

# Child Protection

## **Mandatory Reporter Guide:**

<https://reporter.childstory.nsw.gov.au/s/mrg>

**Child Protection Hotline:** 132 111

**E-Reporting Login:** <https://reporter.childstory.nsw.gov.au/s/>



Thank you for taking the time to read through this guide  
and we look forward to joining your journey!

