



# NEXTPATH ASSESSMENT & THERAPY HANDBOOK



**NextPath**  
Assessment & Therapy

LAST UPDATED 6 FEBRUARY 2023



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# WELCOME TO NEXTPATH ASSESSMENT & THERAPY

Welcome!

NextPath Assessment & Therapy (NPAT) is a team of Speech Pathologists, Occupational Therapists, Physiotherapists and Allied Health Assistants, supported by an Administrative team and a Funding team. We are dedicated to providing high quality therapy services and hope that your experience with us will be positive.

At NextPath Assessment & Therapy, we provide a range of services. These include:

- Clinic based therapy services
- Outreach therapy services
- Telehealth therapy services

Individual/group therapy sessions that run in our NextPath clinics include:

- Speech Pathology sessions
- Occupational Therapy sessions
- Physiotherapy sessions
- Allied Health Assistant sessions
- Group programs
- Assessments

Please find photos of all of our team in this handbook on pages 5-7. These photos will help you get to know our team and might be useful to show to your child/young adult to help prepare them for their sessions.

In this pack, you should find all of the information you need related to our services, however please don't hesitate to contact us if you require more information or have any questions.

You can contact us on 02 4654 8727 or email [admin@nextpath.org.au](mailto:admin@nextpath.org.au).

# ACCESSING THERAPIES AT NEXTPATH ASSESSMENT & THERAPY



- Our services are family and person centred and we strive to work in collaboration with you and your child/young adult. Communication and engagement from parents and carers is extremely important to us and valuable to your child/young adult's program, so we look forward to working with you.
- We are a registered NDIS provider and need to comply with NDIS Practice Standards. This means completing support plans and NDIS review report documentation. Please advise us if you require reports for any scheduled or unscheduled reviews.
- Please ensure we have details of your NDIS plan for billing purposes. We require at-minimum your NDIS number, plan dates and how your plan is managed (NDIA-managed, plan-managed or self-managed).
- We need your consent to share information to others related to your therapies. Please ensure you have completed our 'Sharing Information and Consent' form.
- NextPath has policies and processes in place to manage incidents, feedback, complaints and privacy. These are available on our website or hard copies are available in our waiting room. There is also more information at the end of this document (pages 13-15)
- Our therapy team is comprised of therapists; Senior Therapists (Emily Clarke and Rebecca Lang - Occupational Therapy, Christy Lo Cascio - Physiotherapy and Lizzy McLoon - Speech Pathology) and our Program Manager (Vanessa Black). You can ask to speak to a Senior Therapist or to our Program Manager at any time if you have any questions, concerns or would like to provide feedback. You can also request to speak to Mater Dei CEO/Principal Dr Paul McCann.
- Our pricing and cancellation policy is aligned with the most up-to-date NDIS pricing arrangements, including cancellation guidelines. Short notice cancellations (i.e. sessions cancelled within 48 hours, or sessions that are missed without notice) are billable.
- NextPath is an inclusive service and we welcome and value diversity among the people that work here or receive our services.

## OCCUPATIONAL THERAPISTS



Emily Clarke  
Senior OT



Rebecca Lang  
Senior OT



Shaun Bostock



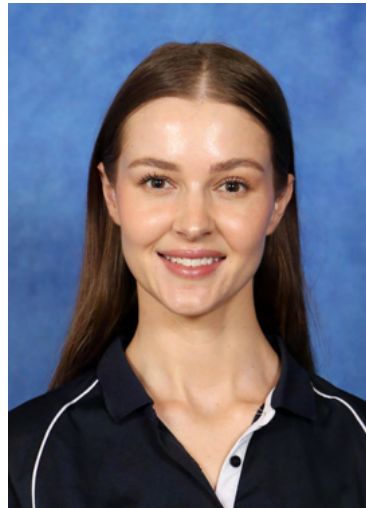
Lauren Bostock  
(Maternity Leave)



Miguel da Silva



Ally Dodd



Alaskah Hindry



Karen Horne



Kiera Passlow  
(Maternity Leave)



Ricardo Rahme



Lillian Ralston

## SPEECH PATHOLOGISTS



Lizzie McLoon

Senior Speech Pathologist  
(Maternity Leave)



Cassie Di Crescenzo

Acting Senior Speech  
Pathologist



Kareena Hobson

Acting Senior Speech  
Pathologist



Imogen Albany



Valentina Diaz



Jessica Lang

(Maternity Leave)



Annamaria Leotta



Yasmine Patel

## ALLIED HEALTH ASSISTANT



Brishty Regmi



Rachael Kornfeld

## PHYSIOTHERAPISTS



Christy Lo Cascio

Senior Physiotherapist



Jeremie Guimbeau



Kayne Kalache

## ADMINISTRATION & FUNDING



Rosie Speechley

Admin Team Leader



Monique Ingram

Funding Manager



Georgee Glynn

Funding Administration  
Coordinator



Verity Jansen

Funding Assistant

## PROGRAM MANAGER



Emilia Lyons

Funding Assistant



Katie Martin

Reception



Vanessa Black

# ATTENDING THERAPY SERVICES IN THE CLINIC



- NextPath has 2 clinic locations:
  - Camden: 229 Macquarie Grove Rd, Cobbitty
  - Narellan: Shop 401 Narellan Town CentrePlease check your confirmation email for your session location if you are unsure of what site to attend.
- We encourage parents and carers to participate in sessions and take the time to discuss progress with therapists.
- If you don't go into the clinic rooms with your child, please ensure you are waiting for them in the waiting area at the time their session finishes. (We kindly ask that if you wait outside or in your car, please come into the waiting area to collect your child).
- Please familiarise yourself with our cancellation policy and notify us in a timely manner if you need to cancel your session.
- Please understand we often can't reschedule cancelled sessions due to each therapist's busy schedule.
- Please arrive on time for your appointment and understand that your session has to finish at your usual time, even if you arrive late, as therapists often have back to back sessions.
- If your sessions are NDIS funded, we request that you provide us with your NDIS number, plan dates and goals. It is essential we have your goals to work towards and report on.
- Please sign and return your Service Agreement and Schedule of Supports when you receive these from our funding team.
- Please advise us if you have an NDIS review coming up and if you need reports by a specific date.
- Please give therapists time to complete reports. 1-2 weeks lead time is appreciated if possible.
- Please adhere to any government guidelines or restrictions in place related to COVID-19 when attending our clinic sites.



# OUTREACH THERAPY SESSIONS AT NEXTPATH

## ASSESSMENT & THERAPY

Outreach therapy sessions include Speech Pathology, Occupational Therapy, Physiotherapy and Allied Health Assistant (AHA) sessions that occur off site at locations including Schools, Early Childhood Education Centres (preschools and long day care centres), After School Care venues, Homes and other locations in the community where goals can be worked on.

### Important information about receiving outreach therapy services:

- It is an expectation that parents/carers are still involved and engaged in therapies, even when you don't attend sessions. We request that if your child receives an outreach service to school, preschool or childcare, parents/carers must agree to a 30-minute phone or Zoom meeting with each therapist during the school holidays to discuss therapy, goals and progress. This meeting is a billable service.
- Please understand that we will provide outreach sessions as long as your therapist deems them to be valuable and goals can be worked on in the outreach setting.
- Please understand that for home visits, therapists must complete a home visit safety checklist before their first session and that you must advise the therapist if you expect visitors to the home during session times.
- Please familiarise yourself with our cancellation policy and notify us in a timely manner if you need to cancel your session. Please note schools, preschools or childcare centres are not expected to notify us of cancellations. We will need to bill for cancelled sessions and travel if a therapist arrives for a session and your child is absent.
- Please understand we often can't reschedule cancelled sessions due to each therapist's busy schedule. Outreach sessions are particularly hard to reschedule or change.
- If your sessions are NDIS funded, we request that you provide us with your NDIS number, plan dates and goals. It is essential we have your goals to work towards and report on.
- Please ensure you are aware of our travel charges for outreach services and have enough funding available. Note that travel costs are calculated using the therapist's hourly rate, as per the NDIS price guide.
- Please sign and return your Service Agreement and Schedule of Supports when you receive these from our funding team.
- Please advise us if you have an NDIS review coming up and if you need reports by a specific date.
- Please give therapists time to complete reports. 1-2 weeks lead time is appreciated if possible.
- Please adhere to any government guidelines or restrictions in place related to COVID-19.



# TELEHEALTH THERAPY SESSIONS AT NEXTPATH ASSESSMENT & THERAPY

NextPath can provide a range of telehealth services over Zoom/Video Conferencing. These services include:

- Speech Pathology sessions
- Occupational Therapy sessions
- Physiotherapy sessions
- Allied Health Assistant sessions
- Some group programs

## Important information about receiving telehealth therapy services:

- Please consider the home environment and set up for your child or young adult's Zoom therapy session. They should be set up in a quiet space, but a parent/carer should be close by and be able to hear the therapist. We encourage you not to hand your child the iPad or phone and let them wander around. If you are unsure how to set up your environment, please speak to your therapist.
- Please call our office on 02 4654 8727 if you are late logging into your session or have technical issues.
- Please understand that we will provide telehealth sessions as long as your therapist deems them to be valuable and goals can be worked on appropriately.
- Please familiarise yourself with our cancellation policy and notify us in a timely manner if you need to cancel your session.
- Please understand we often can't reschedule cancelled sessions due to each therapist's busy schedule.
- If your sessions are NDIS funded, we request that you provide us with your NDIS number, plan dates and goals. It is essential we have your goals to work towards and report on.
- Please sign and return your Service Agreement and Schedule of Supports when you receive these from our funding team.
- Please advise us if you have an NDIS review coming up and if you need reports by a specific date
- Please give therapists time to complete reports. 1-2 weeks lead time is appreciated if possible.

# NEXTPATH ASSESSMENT & THERAPY PRICELIST

<p>Individual Therapy – centre based/telehealth - Includes Occupational Therapy/Speech Pathology/Physiotherapy</p>	<p>1 hour: \$193.99 45 mins: \$145.50 30mins: \$97.00</p>
<p>Individual Therapy – outreach - Includes home/school/childcare/preschool visit</p>	<p>1 hour: \$193.99 + travel 45 mins: \$145.50 + travel 30mins: \$97.00 + travel</p>
<p>Travel - Travel within 10km of Mater Dei site: One off 15 minute charge applies - Travel within 10-30km of Mater Dei site: One off 30 minute charge applies - Travel outside 30km of Mater Dei site: Minimum 30 minute charge, additional charges may apply</p>	<p>15 mins: \$48.50 30mins: \$97.00</p>
<p><b>Assessments</b> Standard Assessment – 3 hours Physiotherapy or 4 hours Speech and Occupational Therapy - Includes face to face assessment, scoring, interpretation, and report writing Short Assessment – 2 hours (as recommended by therapist) - Includes 1 hour face to face assessment, scoring, interpretation and summary report (summary and recommendations included only) ADOS – 7 hours (3.5 hours x 2 therapists) - Includes Autism Diagnostic Observation Schedule (ADOS) and Autism Diagnostic Interview – Revised (ADI-R) + comprehensive scoring and report Bayleys – 6 hours (3 hours x 2 therapists) (Bayley Scale of Infant and Toddler Development) - Includes face to face assessment and comprehensive report Note: Some assessments may require a deposit to be paid prior to the assessment time. Assessments must be paid in full on the day of assessment</p>	<p>\$581.97 (3 hours) \$775.96 (4 hours)  \$387.98  \$1,357.93  \$1,163.94</p>
<p><b>Reports</b> - Includes Client Support Plans/NDIS review reports/progress reports/reports requested for transition to school</p>	<p>1 hour: \$193.99 (or part thereof)</p>
<p>Non-face to face therapy supports - May include resource development, collaboration, planning, meetings, emails, phone calls</p>	<p>1 hour: \$193.99 (or part thereof)</p>
<p>Allied Health Assistant – Joint Session with therapist  Allied Health Assistant – Independent session  Travel charges also apply for Allied Health Assistant outreach sessions</p>	<p>1 hour: \$56.16 45 mins: \$42.12 30mins: \$28.08  1 hour: \$86.79 45 mins: \$65.10 30mins: \$43.40  15 mins: \$21.70 30 mins: \$43.40</p>
<p>Cancellation Fee (short notice cancellations – see next page)</p>	<p>100% of session cost</p>

# CANCELLATIONS



The NextPath Cancellation policy complies with the NDIS Pricing Arrangements and Price Limits 2022-23.

Our cancellation policy states that cancellations with less than 48 hours notice are billable (100% of fee charged). Please note, the NDIS pricing arrangements state that cancellations up to 7 days prior to the appointment can be billable, but our policy is only 48 hours.

## Cancellation terms

- It is the responsibility of the parent/carer to contact NextPath Reception or their therapist to advise of a cancellation. This includes Mater Dei and Mater Dei Early Childhood Education clients. Continuous Learning participants can notify their Goal Facilitator or NextPath Reception.
- A short notice cancellation is considered to be a cancellation that occurs when a client has given less than 48 hours' notice to cancel their session OR does not show up for the scheduled session.
- Short notice cancellations will incur a cancellation fee. NextPath Assessment & Therapy claims 100% of the service fee for short notice cancellations. The short notice details are further outlined in your service agreement.
- If a client/their carer notifies NextPath 48 hours (or more) prior to their scheduled session they will not be charged a cancellation fee. A request for a rescheduled session will be followed up by NextPath reception with the therapist about their availability for an alternate time. Rescheduling is dependent on the therapist's availability.
- If a client/their carer contacts their therapist directly to advise of a cancellation with more than 48 hours' notice, the therapist can reschedule their session if their timetable allows.
- For billable cancellations, the therapist may advise the client/their carer that they can complete other billable work during this time (e.g. complete reports if required or develop resources).

## SMS Reminders

NextPath Assessment & Therapy forwards scheduled SMS reminders 3 business days before sessions as a courtesy and reminder to parents/carers.

Parents/carers are asked to urgently contact the NextPath Assessment & Therapy Office (02 4654 8727) if their contact details have changed to ensure they can be contacted.

## Why do we charge cancellation fees?

At NextPath Assessment & Therapy, we commit to high quality practice and staff professional development. Our team see a limited number of clients and families each day to ensure that we can maintain these standards of care. Our therapists prepare and plan in advance for all sessions. We ensure quality resources are available for our services. As a Mater Dei service, we are also a non-profit service. Cancellation fees ensure that our services can continue and remain sustainable and that we can continue to employ and adequately support our therapists and administration and funding teams.

## STANDARDS, POLICIES AND PROCEDURES

NextPath Assessment & Therapy is committed to following the NDIS Practice Standards and the National Standards for Disability Services. NextPath Assessment & Therapy complies with all the standards set by the Australian and State Governments to make sure we provide a quality service.

These standards ensure:

- Individual rights are respected;
- Quality and safety;
- Services are delivered competently.

These standards include:

- Risk Management
- Expected qualifications and competencies for employees
- Complaints systems
- Effective and inclusive governance
- Specialist behaviour support and implementing behaviour support plans
- Early Childhood Supports

For an easy-read version of the National Standards for Disability Services, please visit

<https://bit.ly/DSSEasyRead>





# INCIDENTS

NextPath Assessment & Therapy is committed to safeguarding the people we support at all times, however there are occasions when an incident may occur.

An incident is an event where:

- An accident occurs that hurts, nearly hurts or causes distress to someone and/or
- Someone hurts, nearly hurts or causes distress to another person

If an incident does happen, NextPath Assessment & Therapy follows the following steps:

- Respond – we check everyone is okay and provide first aid if needed. We put in place support for all people involved.
- Report – we write an incident report and communicate with other people as required (e.g. parents/carers, police, NDIS Safeguard Commission, etc.)
- Investigate – each incident report is reviewed by the manager. We look for why the incident happened and what we can do to prevent this from happening again.
- Analyse – We act to address any problems from the incident and put in places changes to make it better or avoidable in the future.
- Check – We review the changes are still working in preventing further incidents.
- Communication and Support – we let our clients and families know what is happening, and provide options for additional supports and/or services if needed, as well as provide opportunities to ask questions.

A copy of NextPath's Easy Read Incident Policy is available at both of our sites and on our website. To view, please visit [nextpath.org.au](https://nextpath.org.au).

## EMERGENCY & DISASTER RESPONSE PLAN

NextPath Assessment & Therapy has measures in place to enable continuity of supports that are critical to a client or family's safety, health and wellbeing, before, during and after an emergency or disaster. This would likely include implementation of telehealth supports if required (i.e. supports delivered by video conferencing or phone call).

# FEEDBACK & COMPLAINTS

NextPath Assessment & Therapy encourages our clients and families to provide feedback, including suggestions, compliments and complaints, so that we can update and improve our service. NextPath Assessment & Therapy treats complaints seriously, sensitively and in a timely manner, having due regard to procedural fairness, confidentiality and privacy. We are committed to resolving the matter for the person or people concerned where practicable. All feedback and complaints are treated with confidentiality and stored subject to applicable privacy laws.

## How can I give NextPath Assessment & Therapy feedback or make a complaint?

There are many ways you can give feedback to us:

You can speak to:

- Your Therapist or another NextPath staff member you interact with regularly,
- A Senior Therapist,
- The Assessment & Therapy Program Manager,
- The CEO/Principal of Mater Dei,
- The Mater Dei Board of Directors, or
- The NDIS Quality and Safeguards Commission

Written complaints can be made to Mater Dei via [admin@materdei.org.au](mailto:admin@materdei.org.au) or to:

The Compliance Officer  
Mater Dei,  
PO Box 3090  
NARELLAN NSW 2567

We will do everything we can to discuss any feedback or complaints with you, however sometimes we may not be able to do anything about a situation and we might need to try and find someone else to help you.

## What if I'm not happy with your help or I do not feel comfortable coming to you with my complaint?

If you are not happy with the help we try to give you, or you do not feel comfortable in coming to us with your complaint, then you can make a complaint about NextPath Assessment & Therapy to the NDIS Commission. To find out how to make a complaint to the Commission, visit <https://www.ndiscommission.gov.au/about/complaints>

A copy of NextPath's Complaints Policy and Easy Read Feedback brochure is available at both of our sites and on our website. To view, please visit [nextpath.org.au](http://nextpath.org.au).

# FOR FURTHER INFORMATION

If you have any further questions, contact:

## NextPath Assessment & Therapy

229 Macquarie Grove Rd, Camden NSW 2570

P 02 4654 8727 E [admin@nextpath.org.au](mailto:admin@nextpath.org.au)

ABN 44 054 606 987



# NextPath

Assessment & Therapy

NextPath Assessment & Therapy (formerly Mater Dei Early Intervention Program) is a multidisciplinary team of Speech Pathologists, Occupational Therapists, Physiotherapists and Allied Health Assistants dedicated to providing strengths-based, Evidence-based and individualised therapy support to babies, children and young adults.

NextPath Assessment & Therapy is proudly part of



# MATER DEI