



NEXTPATH ASSESSMENT & THERAPY HANDBOOK



NextPath
Assessment & Therapy





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WELCOME TO NEXTPATH ASSESSMENT & THERAPY

Welcome!

NextPath Assessment & Therapy is a team of Speech Pathologists, Occupational Therapists, Physiotherapists and Allied Health Assistants, supported by an administrative and funding team. We are dedicated to providing high quality therapy services and hope that your experience with us will be enriching and meaningful for your family.

At NextPath Assessment & Therapy, we provide a range of services. These include individual therapy sessions, assessments and group programs. We run sessions in our therapy rooms and in various locations across our Mater Dei site as well as in the community (e.g. school or home visits) and via telehealth.

Please find photos of all members of our team in this handbook. These photos will help you get to know us, and might be useful to show to your child/young person to help prepare them for their sessions.

In this handbook, 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 other questions.

You can contact us on 4654 8727 or email admin@nextpath.org.au

SPEECH PATHOLOGISTS



LIZZY MCCLON
SENIOR SPEECH
PATHOLOGIST



YASMINE PATEL



VALENTINA DIAZ



TERESA LE



LUCY SUH



JACKY PECK



KAREENA EKLADIUS
MATERNITY LEAVE

OCCUPATIONAL THERAPISTS



EMILY CLARKE
SENIOR OT



REBECCA GLYNN
SENIOR OT



LAUREN BOSTOCK
SENIOR THERAPIST:
STUDENTS & PROJECTS



KAREN HORNE
ACTING SENIOR OT



LILLI RALSTON



SHAUN BOSTOCK



KASSANDRA MUSUMECI



ALLY DODD



BAILEY GIANDOMENICO



BRIANA MACE

PHYSIOTHERAPISTS



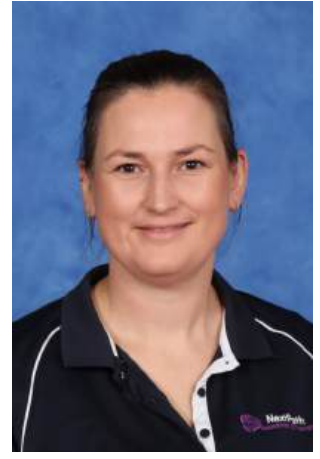
CHRISTY LO CASCIO
SENIOR PHYSIOTHERAPIST



JEREMIE GUIMBEAU
LEAVE



NICOLA DENGATE



ROSEMARY BENSON

ALLIED HEALTH ASSISTANT



RACHAEL KORNFELD

ADMINISTRATION & FUNDING



ROSIE SPEECHLEY
ADMIN TEAM LEAD



MONIQUE INGRAM
FUNDING MANAGER



GEORGEE GLYNN
FUNDING COORDINATOR



EMILIA LYONS
FUNDING ASSISTANT



VERITY JANSEN
FUNDING ASSISTANT

PROGRAM MANAGER



VANESSA BLACK

ABOUT OUR THERAPY SERVICES



- Our services are family and person centred and we strive to work in collaboration with you and your child/young person. Communication and engagement from parents and carers is extremely important to us and valuable to your child/young person'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.
- Our therapy team is comprised of therapists, Senior Therapists and our Program Manager . You can ask to speak to a Senior Therapist or to our Program Manager at any time if you have questions, concerns or would like to provide feedback.
- Please ensure we have details of your NDIS plan for billing purposes. We require at minimum your NDIS number, plan dates and to know how your plan is managed (NDIA-managed, plan-managed or self-managed), as well as your NDIS goals. Please sign and return your Service Agreement 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 - a minimum of two weeks lead time is required to ensure you receive your report in a timely manner. Our process is to complete reports for all clients annually.
- 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 with 2 clear business days or sessions that are missed without notice) are billable. Please familiarise yourself with our cancellation policy and notify us in a timely manner if you need to cancel your session.
- We need your consent to share information to others related to your therapies. Please ensure you have completed our 'Sharing Information and Consent' form.
- We have 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.
- NextPath is an inclusive service, and we welcome and value diversity among the people that work here or receive our services.

ATTENDING OUR CLINIC ROOMS

- Our therapy rooms are located on the Mater Dei site, located at 229 Macquarie Grove Road, Cobbitty.
- We encourage parents and carers to attend and participate in sessions and take the time to discuss progress with therapists.
- Parents and carers are required to remain on-site at all times while your child is attending therapy.
- If you don't go into the clinic rooms with your child, please ensure you are waiting for them in the waiting room 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 arrive on time for your appointment and understand that your session most likely has to finish at your usual time, even if you arrive late, as therapists often have back to back sessions.



OUTREACH THERAPY SESSIONS

Outreach therapy sessions include Speech Pathology, Occupational Therapy, Physiotherapy and Allied Health Assistant sessions that occur off site at locations including Schools, Early Childhood Educations Centres (preschools and long day care centres), after school care venues, homes, and other locations in the community where goals can be worked on. Please note:

- 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 agree to a 30-minute phone or zoom meeting 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 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 pricing arrangements.

TELEHEALTH THERAPY SESSIONS

Telehealth is available for Speech Pathology, Occupational Therapy, Physiotherapy and Allied Health Assistant sessions. If you are engaging in a telehealth session:

- Please consider the home environment and set up for your child or young person's telehealth 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. If you are unsure how to set up your environment, please speak to your therapist.
- Please call our office on 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.

NEXTPATH ASSESSMENT & THERAPY PRICES

<p>Individual Therapy – centre based/telehealth</p> <ul style="list-style-type: none"> Includes Occupational Therapy/Speech Therapy/Physiotherapy 	<p>45 minute sessions @ \$145.49 (30 minutes face to face therapy + 15 minutes notes/preparation/planning)</p> <p>60 minute sessions @ \$193.99 (45 minutes face to face therapy + 15 minutes notes/preparation/planning)</p>
<p>Individual Therapy – outreach</p> <ul style="list-style-type: none"> Includes home/school/childcare/preschool visit 	<p>45 minute sessions @ \$161.66 (30 minutes face to face therapy + 20 minutes notes/preparation/planning) + travel fee (see below)</p> <p>60 minute sessions @ \$210.16 (45 minutes face to face therapy + 20 minutes notes/preparation/planning) + travel fee (see below)</p>
<p>Travel</p> <ul style="list-style-type: none"> Travel within 10 km of Mater Dei site: One off 15 minute charge applies Travel within 10–30 km of Mater Dei site: One off 30 minute charge applies Travel outside of 30 km of Mater Dei site: Minimum 30 minute charge, additional charges may apply 	<p>15 minutes: \$48.50 30 minutes: \$97.00</p>
<p>Reports</p> <ul style="list-style-type: none"> Includes NDIS review reports/progress reports/reports requested for transition to school/discharge reports 	<p>1 hour: \$193.99 (or part thereof)</p>
<p>Non-face to face therapy supports</p> <ul style="list-style-type: none"> May include resource development, collaboration, planning, parent communication, meetings, emails, phone calls 	<p>1 hour: \$193.99 (or part thereof)</p>

NEXTPATH ASSESSMENT & THERAPY PRICES



Therapy Assistant Services

Allied Health Assistant – joint session with therapist

45 minute sessions @ \$42.12
(30 minutes face to face therapy + 15 minutes notes/preparation/planning)

60 minute sessions @ \$56.16
(45 minutes face to face therapy + 15 minutes notes/preparation/planning)

Allied Health Assistant – independent session

45 minute sessions @ \$65.10
(30 minutes face to face therapy + 15 minutes notes/preparation/planning)

60 minute sessions @ \$86.79
(45 minutes face to face therapy + 15 minutes notes/preparation/planning)

Travel charges also apply for AHA outreach sessions, outreach sessions also incur 20 minute notes/preparation/planning charge

Assessments

Standard Assessments

- 3 hours Physiotherapy
- 4 hours Speech Pathology
- 5 hours Occupational Therapy

\$581.97 (3 hours)
\$775.96 (4 hours)
\$969.95 (5 hours)

Standard assessments include face to face assessment, scoring, interpretation, and report writing

Autism Assessment – 10 hours (hours split between 2 therapists)

\$1,939.90

Includes parent/carer interview, face to face assessment and comprehensive report

Bayleys – 8 hours (4 hours x 2 therapists)
(Bayley Scale of Infant and Toddler Development)

\$1,551.92

Includes face to face assessment and comprehensive report

Short notice cancellations (refer to page 14)

100% of session fee



SESSION LENGTH AND CHARGES

We offer two session options:

- 30 minute face to face therapy session + 15 minutes* for planning, session preparation and clinical notes (i.e. session is billed for 45 minutes total and costs \$145.49)
- 45 minute face to face therapy session + 15 minutes* for planning, session preparation and clinical notes (i.e. session is billed for 60 minutes total and costs \$193.99)

Why do we charge for notes, planning and preparation?

- We strongly believe that carefully planning our sessions and ensuring quality note taking and documentation is essential to help you/your child achieve their therapy goals. We want to ensure that all of your therapy sessions are beneficial and tailored to your/your child's interests, strengths, and goals.
- We know that our therapists spend a significant amount of time on planning, preparation and notes and that these activities take at least 15 minutes. To ensure that our therapy services are sustainable and we can continue to provide the range of services we do, we need to bill for (some) of the work that therapists do outside of face to face therapy sessions.
- Our therapists maintain manageable caseloads to ensure quality service provision. Therefore, we need to account for some of the time spent outside of face to face therapy sessions when therapists complete non-face to face activities for their clients.
- Under your service agreement, and in line with NDIS pricing arrangements, service providers can charge for work that is done to support a client to meet their goals, including planning, preparation and note taking.

What does this look like?

- You will see a separate charge on your invoice that reflects the planning, session preparation and note taking that coincides with each appointment.
- Your actual therapy session with your therapist will be either 30 minutes or 45 minutes.
- This will apply to all therapy sessions, excluding In-Class Therapy for Mater Dei students (as planning charges have already been applied to these services).

* Note 20 minutes notes/preparation/planning is charged for outreach sessions

CANCELLATIONS



The NextPath Cancellation policy complies with the NDIS Pricing Arrangements and Price Limits 2024-2025.

Our cancellation policy states that cancellations with less than 2 clear business days are billable (100% of fee charged).

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 Program Coordinator or NextPath Reception.
- A short notice cancellation is considered to be a cancellation that occurs when a client has given less than 2 clear business days 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. These details are further outlined in your service agreement.
- If you notify us with 2 clear business days (or more) prior to their scheduled session, you will not be charged a cancellation fee. A request for a rescheduled session may be accommodated. Rescheduling is dependent on the therapist's availability.

SMS Reminders

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

Why do we charge cancellation fees?

At NextPath, 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 part of Mater Dei, 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 our support staff.

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 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.

NextPath Assessment & Therapy also complies with the NDIS Code of Conduct, which requires us to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct
- not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification

For an easy read version of the National Standards for Disability Services, [click here](#)

You can review relevant policies on our website:

<https://www.nextpath.org.au/quality-and-safety-commitment/>

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 place changes to make it better or avoidable in the future.
- Check – we review the changes made, and that they 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.

PAYMENT TERMS

If you have an NDIS plan we can provide support to understand whether you have funding available to cover your services. If you do not have an NDIS plan there may be other ways that you can fund your program and we can discuss these options with you.

Our invoicing for services provided occurs on a weekly basis. Payment is due within seven (7) days of receiving an invoice. If payment is not received after 21 days from the initial invoice date, all services provided to you may be suspended. If your account remains unresolved for more than 28 days from the original invoice date, we reserve the right to refer the matter to a collection agency.

We ask to be notified of your plan review meetings so we can support you in providing reports and quotes. We ask that you also contact us when you receive a new plan so we can organise an updated service agreement. It is also important for us to update your goals in relation to the NDIS plan goals to ensure that the services we are providing are working towards goal achievement.

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.

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 Mater Dei Board of Directors, or
- The NDIS Quality and Safeguards Commission

Written complaints can be made to Mater Dei via feedback@materdei.org.au or to:

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 to find someone else to help you.

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>

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 involve implementation of telehealth supports if required (i.e. supports delivered by video conferencing or phone call).

PRIVACY & CONFIDENTIALITY

We keep your personal information safe and confidential and collect only the information we need to provide you with appropriate support and services.

Sometimes it is helpful for us to share your information with another service to meet your/your child/family's needs.

We seek consent for sharing information annually.

We may also use your information to report to funding bodies (i.e. NDIA) without identifying you.

REPORTING

NextPath Assessment & Therapy staff may be legally required to make a report to the delegated authority if they consider any participant to be at risk of harm.

We also comply with the NDIS Quality and Safeguarding Commission and their reporting requirement's which can be found here:

<https://www.ndiscommission.gov.au/rules-and-standards/managing-and-reporting-incidents/reportable-incidents>

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
ABN 44 054 606 987



NextPath Assessment & Therapy 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

