



Therabees

**PARTICIPANT
HANDBOOK**



CONTACT DETAILS



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"We are passionate about helping children to achieve their full potential and live their best lives"

ABOUT THERABEES

Therabees is a paediatric Allied Health and Mental Health organisation working with children and young people from ages 0-18 years.

We are a team of professionals who are passionate about helping children, young people and their families. We strive to help each child and young person become more independent and have fun whilst doing so.

Each child and young person receives a thorough assessment which allows us to identify key areas to develop an individually tailored therapy plan. We also conduct regular reviews to ensure we are on track to achieving your goals.

At Therabees we love to figure out what your child is passionate about to incorporate what they love into our fun therapy sessions!

We work with children and young people who have physical disabilities and those who are neurodivergent.



Clinic locations;

- Glynde
- Salisbury

Mobile locations;

- Eastern
- Central
- Northern
- North Eastern

OUR SERVICES



Allied Health

- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Social Work
- Intensive Programs
- Group Programs

Mental Health

- Diagnostic Assessments
- Psychology
- Positive Behaviour Support
- Art Therapy

*Book a free
phone
consultation to
see if we are the
right fit for you!*





NDIS CODE OF CONDUCT

Therabees and its staff comply with the NDIS Code of Conduct. In providing supports or services to people with disability,

Therabees and its staff must:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions.
- respect the privacy of people with disabilities.
- 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 may impact the quality and safety of supports and services provided to people with disability.
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct. See the Feedback, Compliments and Complaints section of this booklet for more information.

As set out in this handbook, Therabees is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant and other stakeholder feedback.



YOUR RIGHTS



Therabees respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, NDIS Act 2013 (Cth), SA: Equal Opportunity Act 1984; National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

You have the Right to access supports that:

- promote, uphold, and respect your legal and human rights.
- respect your culture, diversity, values, and beliefs.
- respect and protect your dignity and right to privacy.
- are free from violence, abuse, neglect, exploitation, or discrimination; and
- allow you to exercise informed choice and control.

It is our responsibility to:

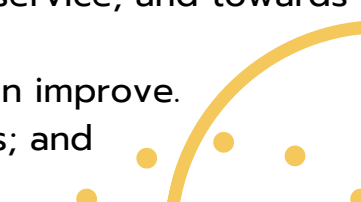
- tell you about and uphold your rights.
- provide supports in a way that promotes, upholds, and respects your rights to freedom of expression, self-determination and decision-making.
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide.
- respect your autonomy, including your right to intimacy and sexual expression.
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery.
- support you to access an advocate (including an independent advocate) of your choosing.



YOUR RIGHTS CONT.

- support you to engage with your family, friends and community in the ways you want.
- treat you fairly, with courtesy, dignity and respect and without discrimination.
- give you information about our services and associated costs, as well as other support options, within and outside Therabees.
- involve you in decisions about your supports, as well as our programs and policies.
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences.
- protect your personal information and only use it for the right reasons.
- support you to provide us with feedback on our service, including complaints.
- promptly address enquiries and complaints about the supports you are receiving.
- support you to connect with other services, including advocates, interpreters, and translators, as appropriate.
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals

As our participant we ask that you:

- provide us with information that will help us to best support you.
 - tell us if things change or you cannot keep an appointment or commitment.
 - act respectfully and safely towards other people using the service, and towards our staff.
 - provide us with feedback about our service and how we can improve.
 - promptly pay the agreed fees associated with your services; and
 - tell us as early as possible if our services are not required.
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DIVERSITY AND PARTICIPATION



All aspects of Therabees' service delivery promote participants' active participation and inclusion in the community. We support participants to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity.
- employing and developing a diverse and culturally competent workforce.
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Advocacy

Therabees fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.



PRIVACY AND CONFIDENTIALITY

Therabees values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with relevant State and Federal privacy legislations.

Therabees will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary/informed consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

You can request Therabees' full Privacy Statement from any of our staff members

FEEDBACK, COMPLIMENTS AND COMPLAINTS



Compliments, complaints, and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Therabees and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments, and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form available from our website
- by email to: cassandra@therabees.com.au or gemma@therabees.com.au
- by phone on 08 7006 3379
- or in writing to Therabees 37 Barnes Road, Glynde S.A 5070

All feedback and complaints will be used by Therabees to continuously improve service delivery.

Feedback and Continuous Improvement

In addition to the above, Therabees is continually seeking feedback to improve the services provided. This includes satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.



We encourage anyone with a complaint to speak directly to a Therabees staff member in the first instance, who will attempt to resolve the issue immediately.

If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Therabees' Practice Manager.

You can use Therabees' Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Therabees' Director, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

- Online: www.ndiscommission.gov.au
- Phone: 1800 035 544.

Australian Human Rights Commission

- Phone: 1300 656 419
- Online: humanrights.gov.au

The South Australian Equal Opportunity Commission (for complaints relating to discrimination):

Online: www.eocsa.gov.au;

Phone: (08) 8207 1977 or 1800 188 163 (country callers);

Email: eoc@sa.gov.au; and

Post: GPO Box 464, ADELAIDE, SA 5001.

ACCESSING SERVICES



We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

To be eligible to receive Therabees' services and use their allocated NDIS funding, a participant must meet the following eligibility criteria. The person must:

- have one or more identified intellectual, cognitive, neurological, sensory, or physical impairments that are, or are likely to be, permanent.
- have one or more identified impairments that are attributable to a psychiatric condition and are, or are likely to be, permanent; or
- be a child who has a disability like those described above or a developmental delay.

Therabees services are also available for participants who do not have NDIS funding and will receive the same opportunities as those who do have funding. For private funding options please refer to our information document on private health insurance and Medicare.

Consideration must also be given to the participant's Priority of Access by examining

- any additional needs they have.
- the extent to which Therabees can contribute to those needs being met.
- the resources available within Therabees to meet the participant's needs.
- other services the participant receives and how Therabees' services will complement those and contribute to improved outcomes for the participant; and
- the best interests of the participant.

ACCESSING SERVICES CONT.



Anyone wishing to access our services must participate in an Intake Interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether Therabees is able to support you. You will be advised of the outcome either during your Intake Interview or will be contacted within 1 working day of the Intake Interview.

If you are offered services and accepted, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an Assessment and Planning Interview, which will take place within 7 working days of your acceptance.

We will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.

Therabees may refuse to offer a person service where:

- they do not meet our eligibility requirements.
- Other potential participants are assessed as a higher priority based on our Priority of Access considerations.
- we do not have the capacity to cater to additional participants; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.



Waiting List Processes

A person who meets Therabees' eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our waiting list.

Potential participants on our waiting list will be contacted to:

- advise you of your current waiting list status.
- check whether you want to remain on the list.
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal

Any person refused services has the right to appeal. Appeals should be directed in writing to Therabees' Director.

Leaving Therabees' Services

All participants have the right to exit Therabees' services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 14 days notice if you wish to cease services before the end date in your Service Agreement so that Therabees may arrange for altering or cancelling your Service Agreement.

All participants exiting the service will be offered an exit interview, where we can discuss the reason for leaving and obtain feedback in regard to service improvement and development. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Participants who have chosen to exit our services have the right to re-access services at any time, however if you have not been seen by Therabees for a period of over 6 months, you will have to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Therabees staff member.



Service Termination

Therabees may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals.
- other people using the service, staff, or the person themselves are at risk of harm.
- disrespectful, inappropriate, or aggressive behaviour is displayed towards our staff.
- financial requirements are not being met.
- severe incompatibility with other participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care, or a service model not provided by Therabees.

Any person whose services are terminated have the right to appeal. Appeals should be directed in writing to Therabees' Director.

Freedom from Harm, Abuse and Neglect

When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Therabees treat any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Therabees staff member immediately.

Therabees employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, harm, neglect, and unexplained absences and will support people and their families, guardians, and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment. Therabees staff hold up to date certifications and training.



Work Health and Safety

Therabees is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Therabees stakeholders – including staff, volunteers,

participants, families, carers, and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.

Where services are provided by Therabees in your home, we expect that you, or the owner of the premises, take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premises is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

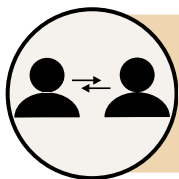
Community Participation and Inclusion

Therabees is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation.



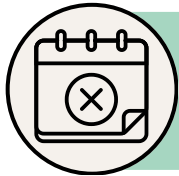
BILLING GUIDE

The purpose of this billing guide is to clarify which of our services are billable to participants



INDIVIDUAL APPOINTMENTS

All individual face-to-face or teletherapy services including assessments and therapy appointments.



CANCELLATIONS AND NO SHOWS

All appointments that are cancelled without sufficient notice will be charged as per our cancellation policies (please be aware we have different cancellation policies for different services).



TRAVEL

Travel will be billed to cover therapists time to get to their appointments.



CLINICAL NOTES

All clinical notes will be done within the allocated appointment time.



PROGRAM DEVELOPMENT

If a home program or modified program is required, we will aim to either provide that during the allocated appointment time, or bill extra time to develop the program.



ASSESSMENT SCORING

Time will be allocated after assessments to allow for therapists to score and interpret assessment findings and provide a copy of the results to parents.



DOCUMENTATION

Documents such as letters, funding applications, and care plans will be billed based on time taken to complete documents.



REPORTS

All reports for third party organisations such as NDIS, allied health professionals, and medical specialists as per requested will be billed based on time taken to complete (typically 2-3 hours).



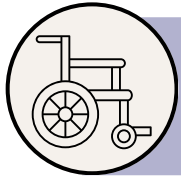
BILLING GUIDE CONT.

If you are unsure about what service charges you will receive, please contact us for a quote. All billable items will be discussed with families before scheduling time and carrying out tasks.



MEETINGS / PHONE CALLS

When requested by clients, therapists may attend meetings. Time will be allocated and charged to travel to and from and attend the meeting. Any phone calls involving the therapist longer than 3 minutes will also be billed in accordance with the NDIS price guide.



EQUIPMENT

Time spent on assessing, researching, and prescribing equipment as well as time spent on completing Assistive Technology applications.



TRAINING

Time spent for training in manual handling, exercise programs, and SSO training will be billed.



RESOURCES

Time spent on developing resources for individual clients such as visual cards, sensory equipment, and handwriting sheets.

NON-BILLABLE SERVICES



TEAM COLLABORATION

Time spent discussing client cases with Therabees supervisors or colleagues will NOT be charged.



COMMUNICATION

Time spent to schedule appointments, send emails, short phone calls (less than 3 minutes) will NOT be charged.



RESEARCH

Time spent researching new evidence for techniques, guidelines, and treatment options will NOT be charged.

FEES AND CHARGES



Fees and Charges

We will discuss fees with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide and when fees must be paid. This must be agreed to by you before services can commence.

Therabees will provide you with regular invoices and statements on request to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Therabees have the right to change service fees in line with NDIS recommendations and will inform families of any changes.

Speech Pathology

NDIS - \$193.99

Private Paying - \$180.00

Occupational Therapy

NDIS - \$193.99

Private Paying - \$180.00

Physiotherapy

NDIS - \$224.62

Private Paying - \$180.00

Psychology

NDIS - \$305.27

Private Paying - \$275.00

Art Therapy

NDIS - \$193.99

Private Paying - \$180.00

Allied Health

Assistance

NDIS - \$86.79

Private Paying - \$86.79

ASD Assessments

\$1800.00 inc. \$300.00 deposit paid at the time of booking.

Add ons ie ADHD etc

\$700 each add on inc. \$100.00 deposit paid at the time of booking.

FEES AND CHARGES CONT.



Speech Therapy, Occupational Therapy, Physiotherapy and Psychology are eligible to be claimed under an enhanced primary care plan (EPC) available from your Doctor. Payment will be taken in full by Therabees on the day of the appointment and based on current rebates, Medicare will refund you a portion of the total cost back to you. For any enquiries regarding the Medicare payment please contact Medicare direct for the most current up to date rebate.

Clients can access Medicare rebates for up to 5 therapy sessions in a calendar year.

Some Therabees services may also be claimable through Private Health funds. A request for payment for the total sum of the appointment cost will be sent to your Private Health fund via our HICAPS machine. Based on your own cover, your Private Health fund will contribute a portion of the payment leaving you with an out of pocket gap to pay on the day. For any enquiries regarding your Private Health Care gap or specific coverage, please contact your fund.

Any prior reports or information that may be helpful can be emailed to admin@therabees.com.au

Your first appointment will be an intake appointment. Parents/carers will meet with the treating Therapist for further information gathering regarding current concerns, developmental history, background and therapeutic planning.

Initial appointment is with the parents / main caregivers only (unless otherwise advised)

Travel rates will be calculated based on location and travel time and communicated with you.

CANCELLATION POLICY



Allied Health Services:

Out of consideration and respect for Therabees time, the participant / participant's representative must provide Therabees with minimum **2 days notice**, if not more, to cancel Allied Health Services.

Notice of inability to attend may be provided in person, by phone or email, should clinic closure (weekends, public holidays etc.) impact your ability to contact us.

Therabees will always try to offer alternative options before charging a cancellation fee. These options could be / but not limited to;

- A reschedule within 2 weeks of the **original** appointment
- An appointment with another Therapist if applicable or relevant
- Reports / Letters / Summaries etc that can be offered to assist with NDIS reviews and rollovers
- Resource making or exercise plans for home use
- Telehealth appointments if applicable or relevant
- Meetings or phone calls with external providers / schools / parents or caregivers

Cancellations that can not be replaced with any of the above options will be charged 100% of the cancelled appointment fee.

In the event that we are able to reschedule for you the original appt on the day of cancellation will be invoiced however the rescheduled appointment will be at no cost.

CANCELLATION POLICY CONT.



Assessments and Psychological services:

For all assessments and services, the participant / participant's representative must provide Therabees with a minimum 4 weeks' notice, if not more, to cancel psychological assessments.

Notice of inability to attend may be provided in person, by phone or email, should clinic closure (weekends, public holidays etc) impact your ability to contact us.

Due to the amount of hours that are allocated for each assessment, where less than the required notice is received (more than 2 weeks but less than 4 weeks of your commencement date), a cancellation fee of 100% of the deposit will be incurred except in the event that the assessment block is able to be rebooked for another client in full, or rescheduled within a 7 day period.

Where less than 2 weeks notice from your commencement date is given, a cancellation fee of 100% of the full fee will be incurred except in the event that the assessment block is able to be rebooked for another client in full, or rescheduled within a 7 day period.

Cancellations made throughout the assessment period will incur a fee of the remaining balance.

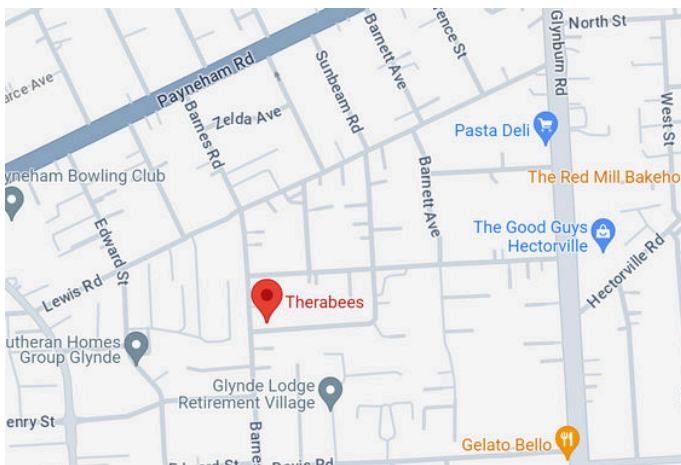
Child or Parent / Caregiver groups:

For all child or parent / caregiver group services, the participant / participant's representative must provide Therabees with the minimum cancellation notice, as outlined in the groups consent form, signed prior to the initial session.

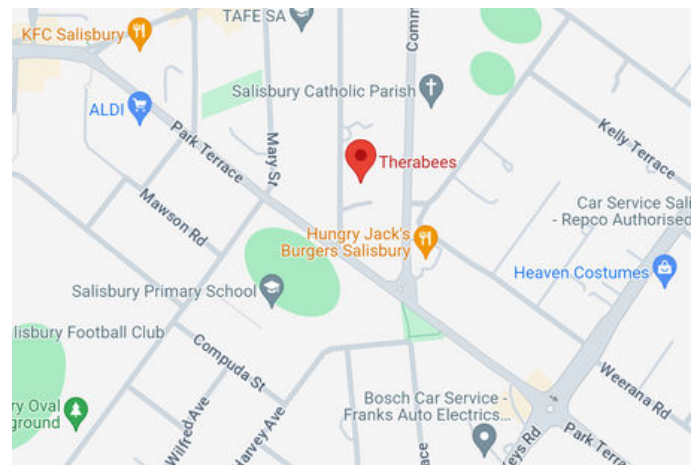
Notice of inability to attend may be provided in person, by phone or email, should clinic closure (weekends, public holidays etc) impact your ability to contact us.

LOCATIONS

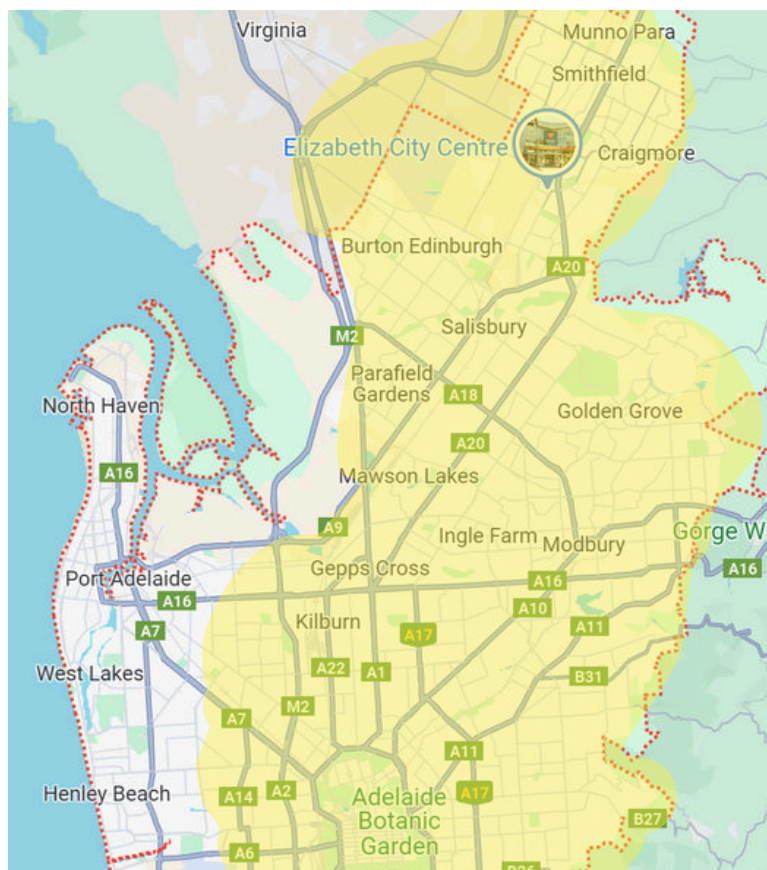
Glynde clinic



Salisbury clinic



Community areas





Compassion

Integrity

Results

MISSION & VALUES

Director's story

As a Physiotherapist who had been working overseas, and in Australia for years, I decided to set up Therabees as a multi-disciplinary organisation with the client at the heart of everything we do. I was often frustrated working for larger, *and* smaller organisations that put everything before the client, which made them feel like just another number.

I wanted the flexibility to work how *I* wanted to work, including choosing my service delivery to match my clients, whether that be clinic, home, school or the local playground, and the length/frequency of service. This to me, is a true client centred service model.

Multi-disciplinary work involves multiple therapists working *together* to achieve great outcomes for their clients. It is often difficult to do that when working with other organisations due to time restraints. I had a vision that Therabees could offer a true multi-disciplinary approach where we could lean on each others skillsets for ideas, perspectives and support.

Therabees was born out of that vision that I could develop a client centred organisation, offering choice and control to clients all whilst making therapy FUN!

Being a therapist led organisation allows me to navigate the disability landscape in a meaningful and practical way for my team and I with a client centred, results focused approach.

I am very lucky to have such a wonderful team of passionate individuals with shared values and a common goal.

Gemma Hepburn



FREQUENTLY ASKED QUESTIONS

- Do you offer a mobile service? **YES**
- Do you visit schools? **YES**
- Do you offer joint therapy sessions? **YES**
- Do you work with infants? **YES**
- Do you accept private paying clients? **YES**

HOW DO I BOOK?

-  admin@therabees.com.au
-  08 7006 3379
-  www.therabees.com.au

