



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



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Inspire Allied Health and Education Group PTY LTD

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

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Table of Contents

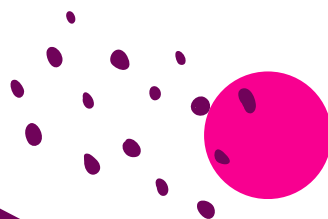
- Our Story
- Our Team
- Our Approach
- Why Us
- Our Responsibilities
- Our Service Commitment
- Inspire Allied Health and Education Group is an approved NDIS service provider
- Our Disciplines
- Our Services and Products
- Accessing our Services
- Participant Experience for Assessments
- Participant 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
 - Emergency and Disaster Recovery Management Plan
 - 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)

**Occupational
Therapy**

**Speech
Pathology**

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)**

**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





Your Service Plan Meeting

At Inspire Allied Health & Education Group, we believe in working in partnership with families to ensure each child receives the most appropriate, individualised, and effective support. Your Service Plan Meeting is an important step in this process.

This section outlines what you can expect before, during, and after your Service Plan Meeting.

Before the Meeting

You will receive:

- A confirmation email with the date, time, and whether your meeting is in person at Unit 4, 51–57 Rodeo Road, Gregory Hills or via phone
- A copy of our Participant Guide (this document) to help you prepare and ask any questions during your meeting
- A request for documentation to help us plan for your child's supports:

Documents to provide before the meeting:

- Your current NDIS Plan
- Impairment Notice
- Completed Participant Information Form
- Signed Consent Form



Your Service Plan Meeting

During the Meeting (Approx. 30 Minutes)

Your Service Plan Meeting is a chance for us to understand your child's needs and goals in detail.

We will discuss:

- NDIS Plan Dates and Funding Periods
- Impairment Category and Areas
- Support Categories
- Funding Allocations
- NDIS Goals

We'll also talk about:

- Services your child may access (including assessments or additional supports)
- Our clinic policies (e.g., cancellation policy, payment expectations)
- Any questions you may have about the Participant Guide

We'll check and collect:

- Completed Participant Information Form
- Signed Consent Form
- Initial Risk Assessment



Your Service Plan Meeting

Determining Supports

From this meeting, we will collaboratively create a tailored Service Plan and prepare a Service Agreement.

Your Service Plan may include:

- Recommended support services
- Assessment types
- Progress reporting
- Quotes for services, if applicable

Your Service Agreement will outline your agreed supports, responsibilities, and funding arrangements. This is completed during or shortly after the meeting.

After the Meeting

We'll take care of the admin so you can focus on your child's journey:

- Your child's therapy calendar will be updated to reflect the agreed Service Plan
- All documents will be uploaded securely to your child's file

Need Support or Have Questions?

We're always here to help. If you have any questions before or after your Service Plan Meeting, please don't hesitate to contact our friendly team. We look forward to supporting your family every step of the way.

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

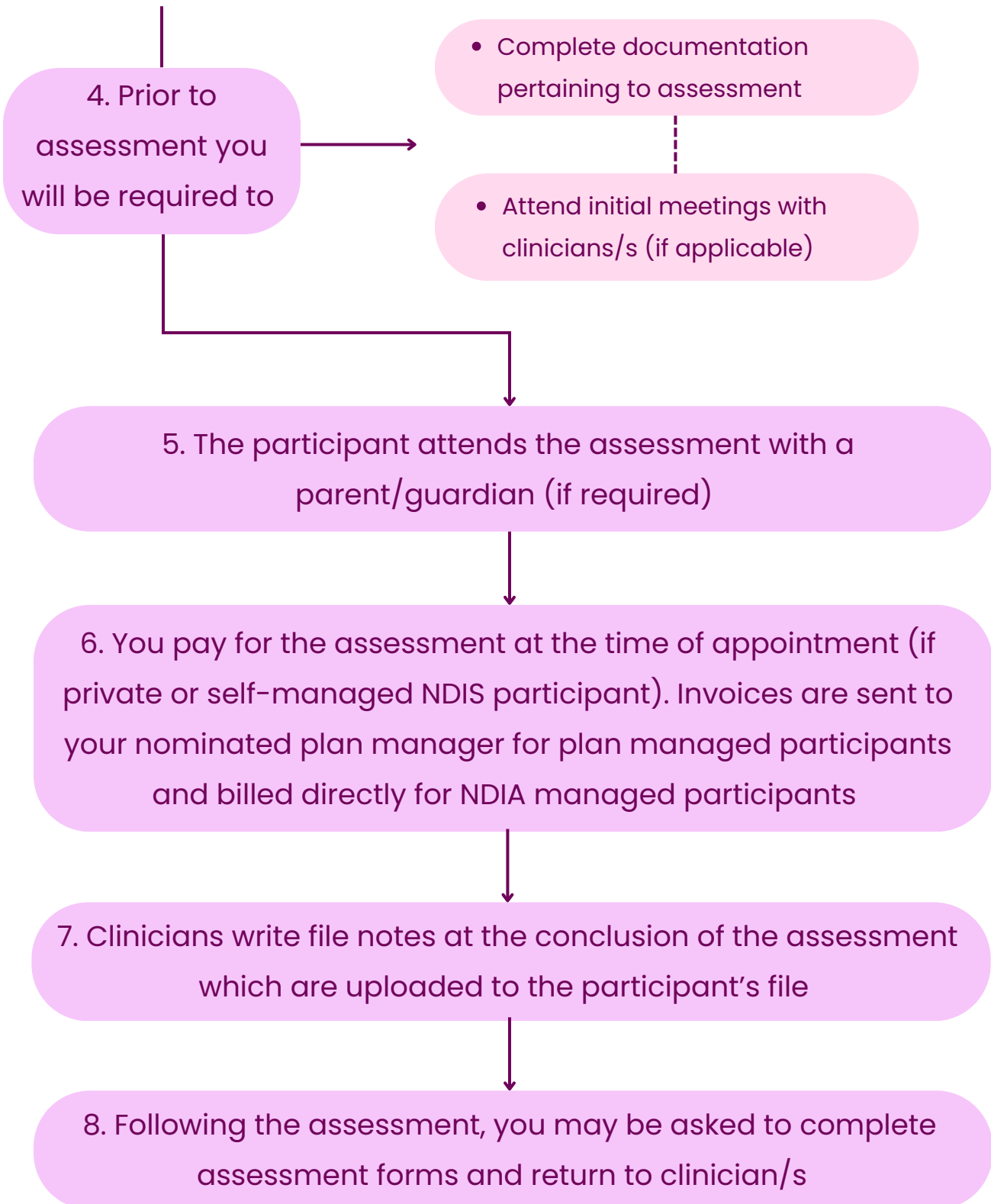
- Confirmation of appointment/s and appointment details

- Read and sign consent form/s

- Complete risk assessment questions

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)

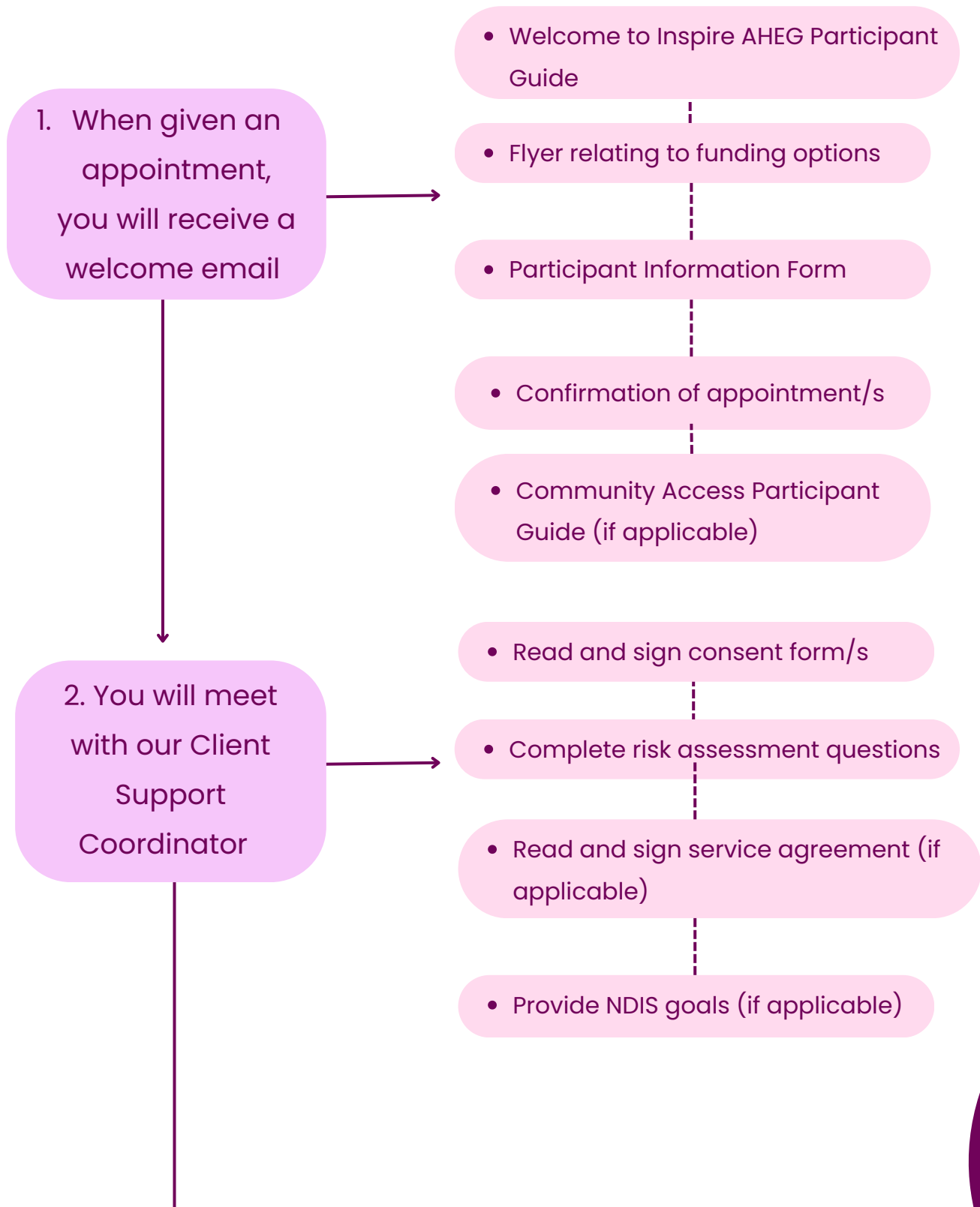


9. Clinician/s score, analyse and interpret data and write a comprehensive report

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)



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

- 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)

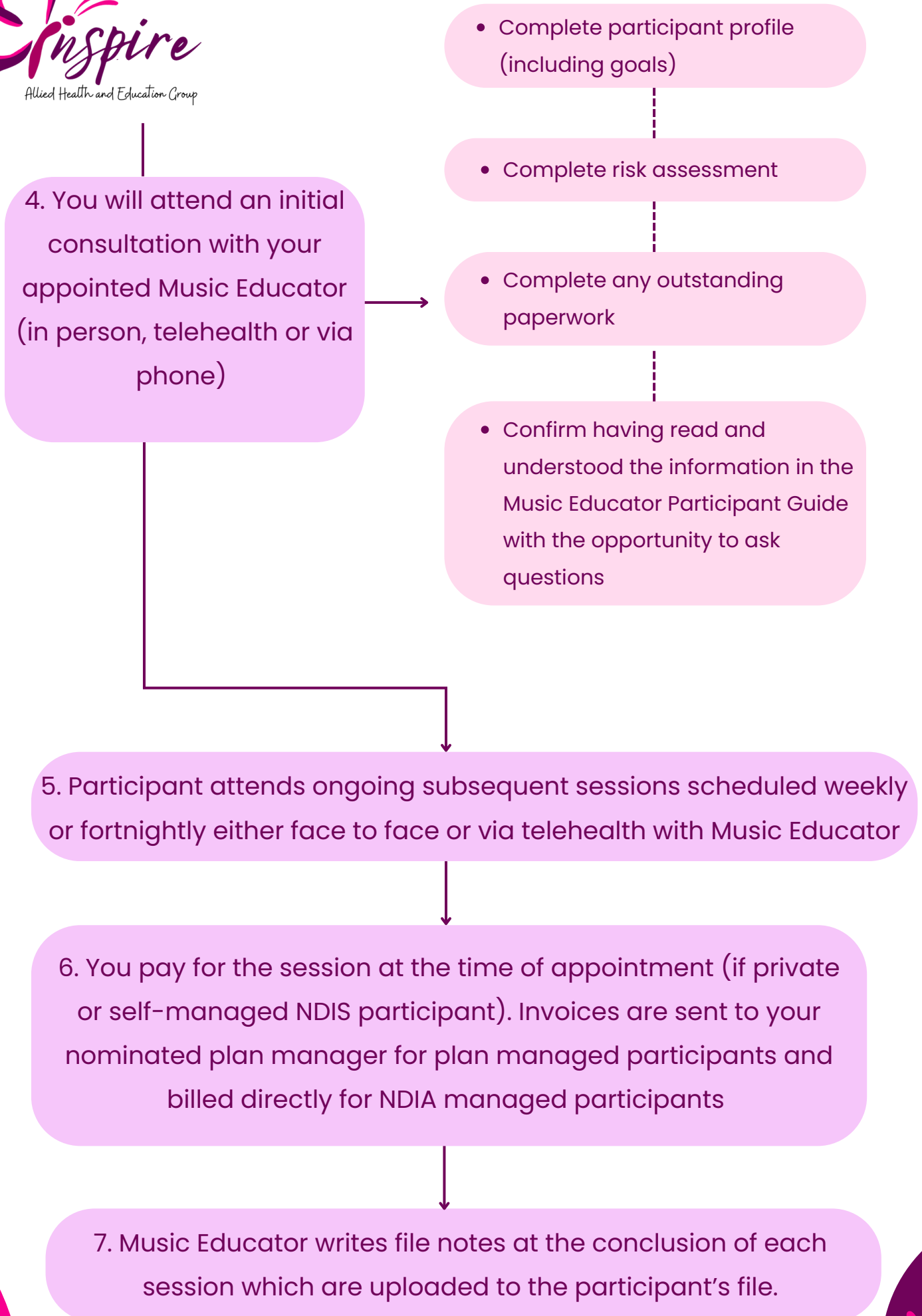
3. You will meet with our Client Support Coordinator

- Read and sign consent form/s

- Complete risk assessment questions (if applicable)

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)



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

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

- Confirmation of appointment/s

- Community access booklet

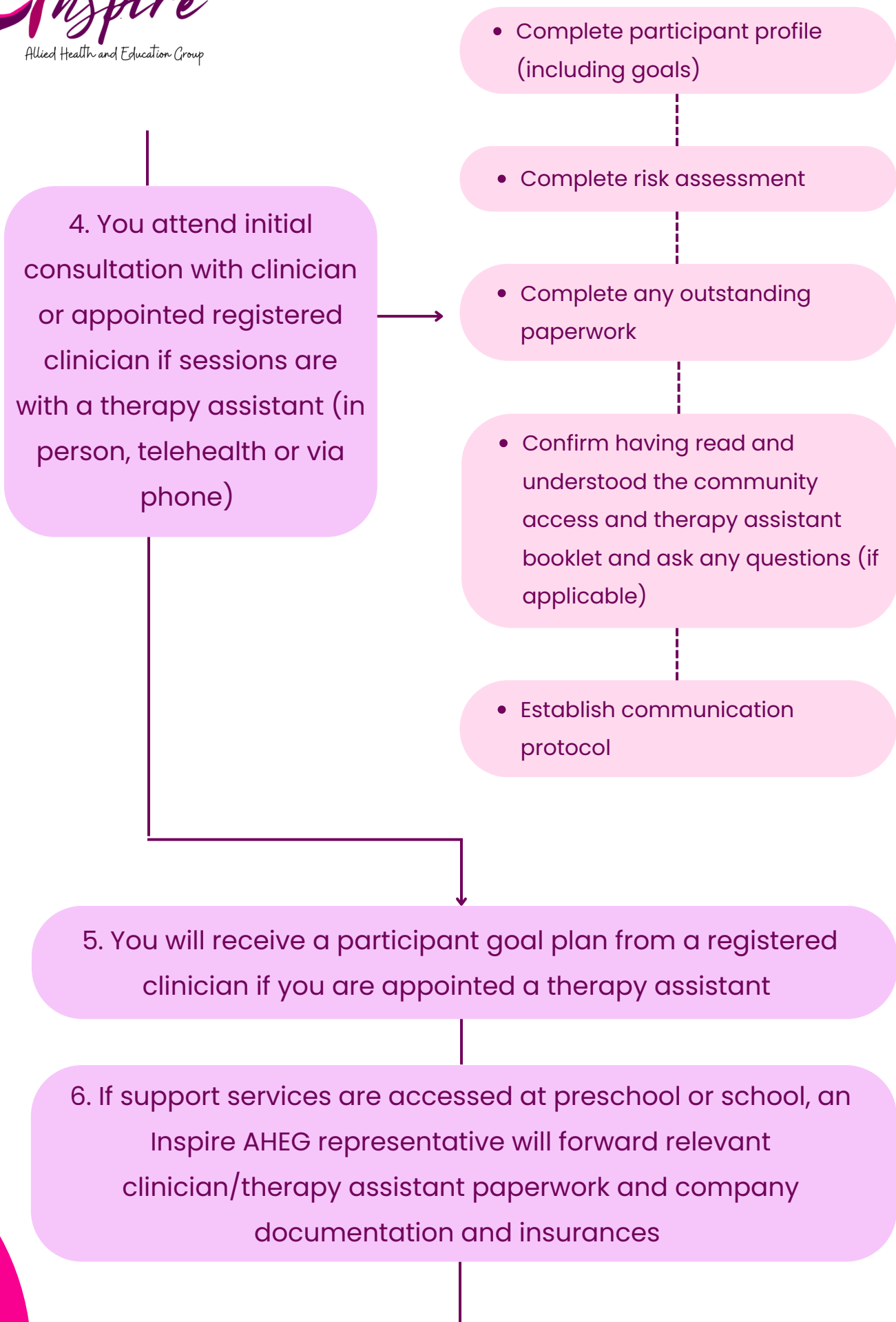
- Therapy assistant booklet (if applicable)

- Read and sign consent form/s

- Complete risk assessment questions (if applicable)

- Read and sign service agreement (if applicable)

- Provide NDIS goals (if applicable)



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

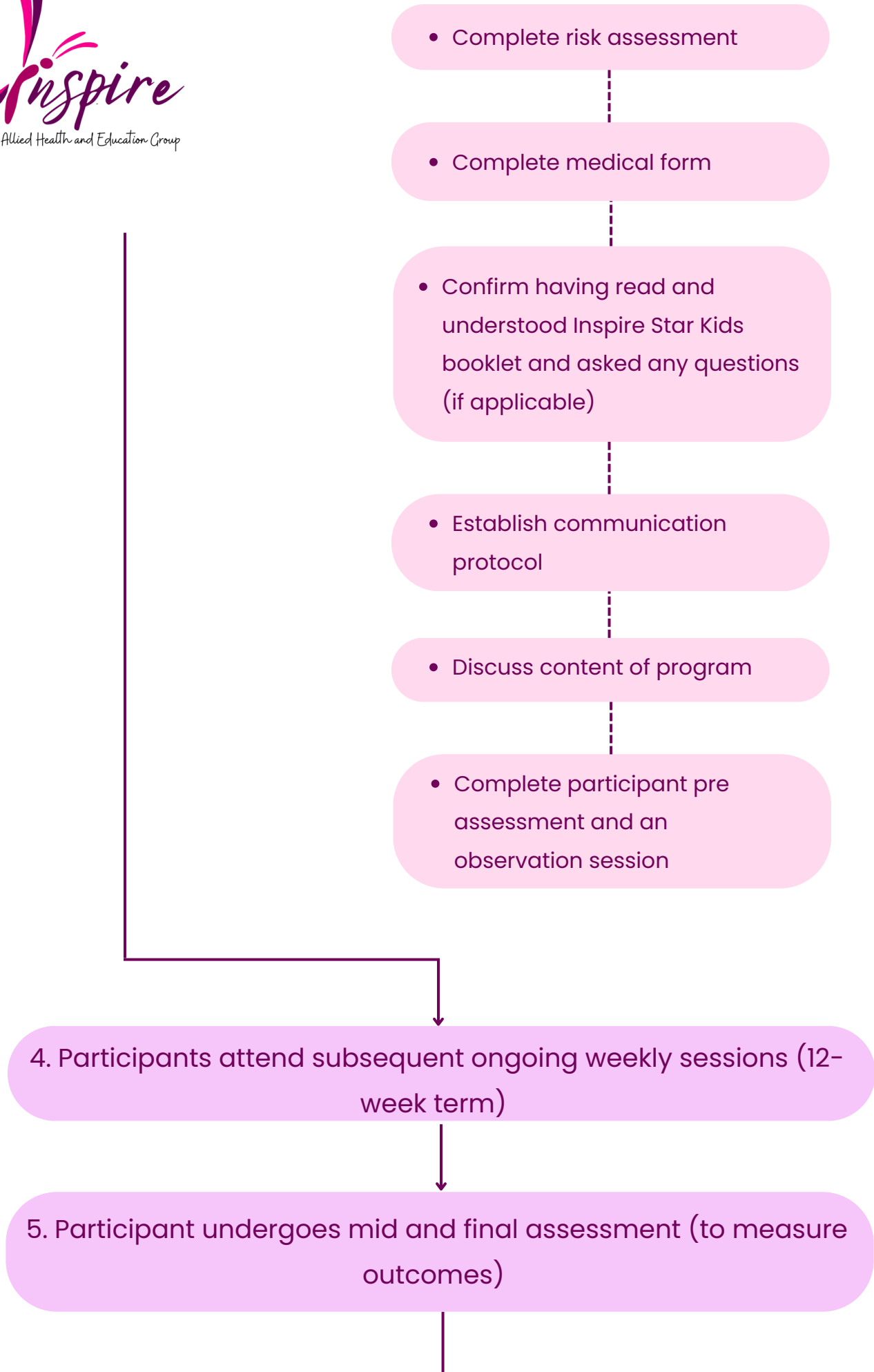
- Read and sign consent form/s

- 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



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

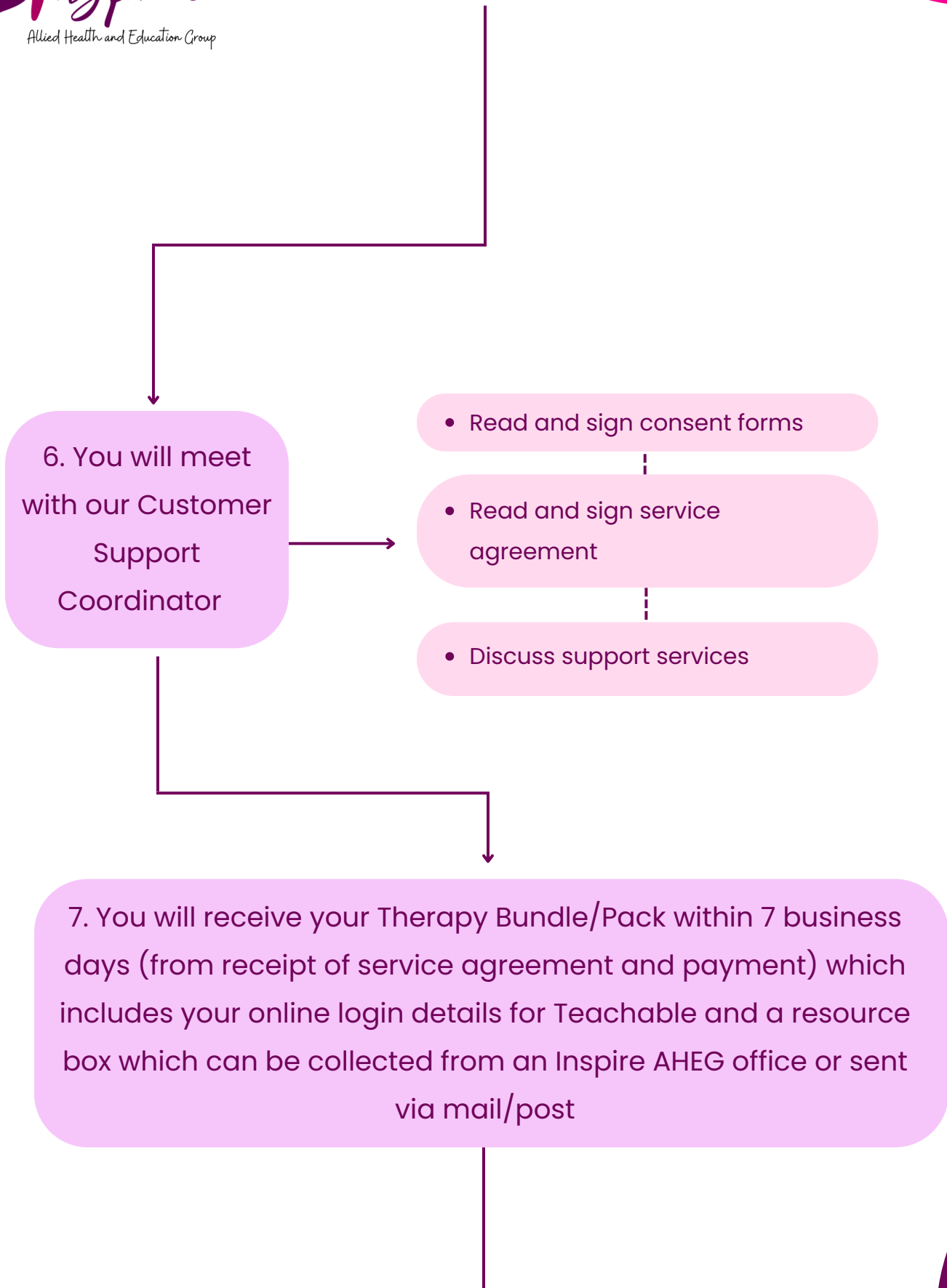
1. Therapy Bundles and Packs can be accessed all year round on our website and may be recommended by a member of the Inspire Allied Health and Education Team (<https://www.inspireaheg.com.au/>)

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.



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)

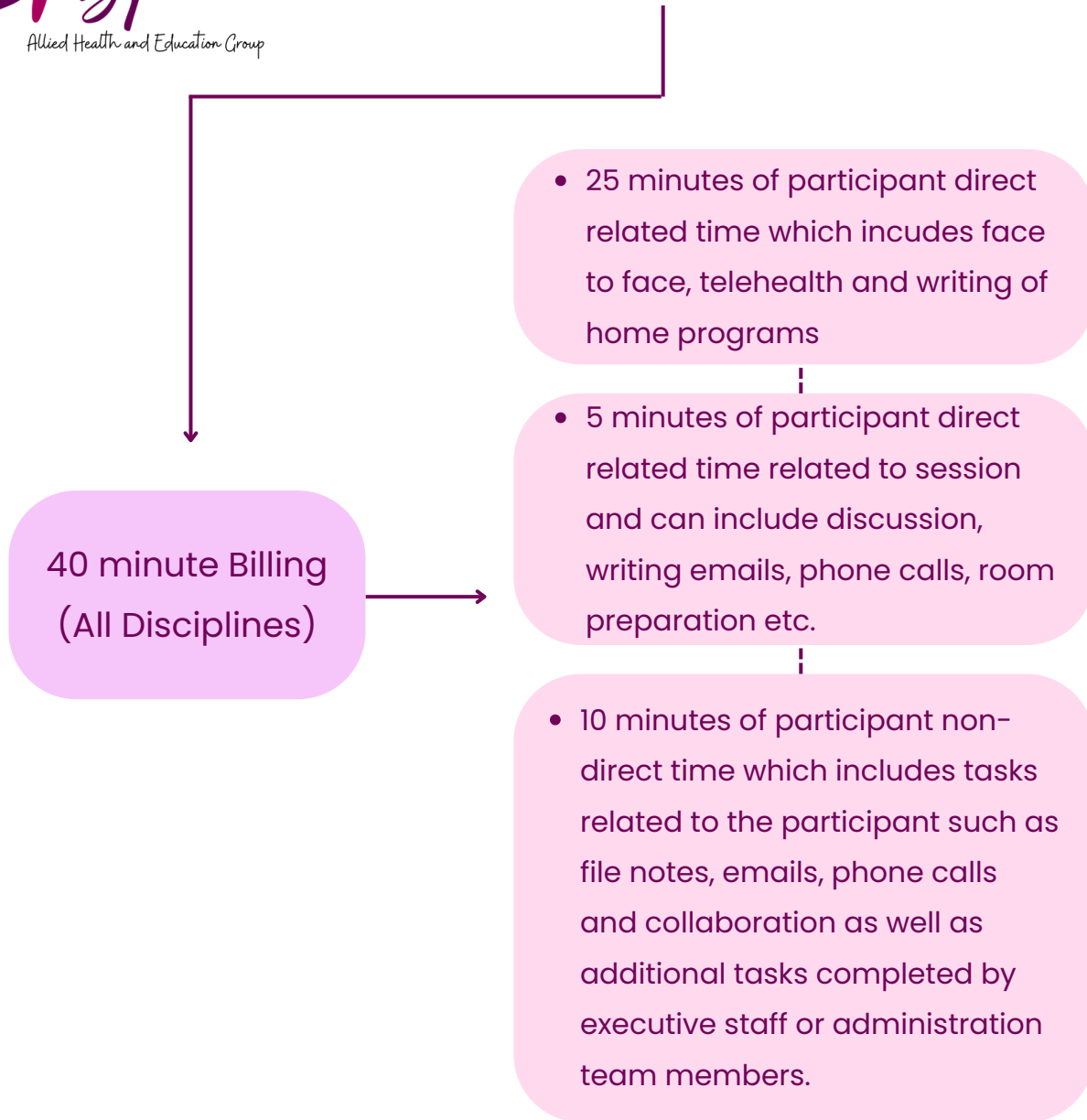
Participant Session

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 9 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	\$232.99	\$326.19	\$349.99
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 9 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_0118_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Music Therapy 15_615_0118_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Psychologist 15_001_0118_1_3	\$232.99	\$326.19	\$349.99
Assessment Recommendations Therapy or Training – Occupational Therapist 15_617_0118_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Speech Pathologist 15_622_0118_1_3	\$193.99	\$271.59	\$290.99
Assessment Recommendations Therapy or Training – Other (Educator) 15_625_0118_1_3	\$193.99	\$271.59	\$290.99

Additional Product and Service Fee Information

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

Therapy Assistant Therapy Assistant level 2 – 15_053_0128_1_3 Therapy Assistant level 2 – 15_008_0118_1_3	\$86.79		See Therapy Assistant booklet for details
Travel – Non labour costs Speech Pathology Occupational Therapy Music Therapy Art Therapy Education Psychology *Billed under discipline specific code	\$193.99 (Speech, OT, Music and Education) \$232.99 (Psychology) *Capped at 30 minutes		
Travel – km's Non labour costs 15_799_0118_1_3 Non labour costs 15_799_0128_1_3	99 cents per kilometre		



Inspire Allied Health and Educations Group's Fee for Service

Support Item	Fee for Service	Additional Information
Discipline Assessment 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
Discipline Assessment Psychology +IQ +IQ & WIAT	\$1164.95 \$2329.90 \$3261.86	Includes administration of assessment, consultation, scoring of data, analysis and interpretation, report writing and feedback
IQ Assessment with Psychologist	\$1630.93	Includes administration of assessment, consultation, scoring of data, analysis and interpretation, report writing, recommendations and feedback
IQ + WIAT with Psychologist	\$2562.89	Includes administration of assessment, consultation, observation, scoring of data, analysis and interpretation, report writing and feedback
Multidisciplinary Diagnostic Assessment Assessment with Psychologist, Speech Pathologist and Occupational Therapist +IQ +IQ & WIAT	\$3104.85 \$4269.80 \$5201.76	Includes administration of assessment, consultation, observation scoring of data, analysis and interpretation, report writing and feedback



General Therapy Speech Pathology Occupational Therapy Art Therapy Music Therapy	\$226.97 per session	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)
General Therapy Psychology	\$272.60 per session	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)
General Therapy Music Education	\$57.87 for 30mins/\$101.25 for 1 hour	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) 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)
Therapy Assistant Program Speech Pathology Occupational Therapy Music Therapy Art Therapy	\$183.79 per session	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)

Resources Development Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator Music Educator	\$193.99 per hour	Quote given for service prior to commencement
Resource Development Psychology	\$232.99 per hour	Quote given for service prior to commencement
Case conference Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator	\$193.99 per hour (per person)	Quote given for service prior to attendance
Case Conference Psychology	\$232.99 per hour	Quote given for service prior to attendance
Progress Report Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator Music Educator	\$387.98 per report (2 hours of hourly rate)	
Progress Report Psychology	\$465.98 per report (2 hours of hourly rate)	

Application (School, AAC, Equipment Modifications, Carer Allowance - where clinicians are required to complete all skill level questions, NDIS forms) Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator	\$193.99 per hour (1-3 hours)	Quote given prior to commencement to of application
Application (School, AAC, Equipment Modifications, Carer Allowance - where clinicians are required to complete all skill level questions, NDIS forms) Psychology	\$232.99 per hour (1-3 hours)	Quote given prior to commencement to of application
Set up our implementation of AAC, Equipment etc. Speech Pathology Occupational Therapy Music Therapy Art Therapy Educator	\$193.99 per hour	Quote given prior to commencement to of application
Set up our implementation of AAC, Equipment etc. Psychology	\$232.99 per hour	Quote given prior to commencement to of application
Workshop/seminar	Fees vary	Quote given prior to scheduled workshop/seminar date

**Travel –clients accessing
community services**

Km's 99 cents

Speech/OT/Music/Education
/Art – Capped at \$48.50

Psychology –
Capped at \$58.25

Therapy Assistant –
Capped at \$21.70

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



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 or provisional psychologist	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



Communication with Us:

We value clear and effective communication and strive to make it as easy as possible for our participants to reach us. You can communicate with us in the following ways:

- **In Person:** Visit us at our office during business hours.
- **Phone:** Call us for quick assistance or to discuss any queries.
- **Email:** Send us an email, and we will respond as soon as possible.

We also use a communication system called **Birdeye**, which provides a convenient way to stay connected and informed. Through Birdeye, participants can:

- **Receive Appointment Reminders:** Never miss an appointment with automated reminders sent directly to your phone or email.
- **Two-Way SMS Communication:** Send and receive messages via SMS for quick and easy communication.
- **Stay Updated:** Access newsletters, company updates, changes to policies and procedures, and information about new services and products.
- **Leave Reviews:** Share your experiences by leaving reviews to help us continually improve.
- **Complete Documents:** Fill out and submit company forms and documents directly through the platform for added convenience.

We are committed to maintaining open lines of communication and ensuring all participants feel supported and informed. Please don't hesitate to reach out through any of the above channels!



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.



Conflict of Interest Protocol:

At Inspire Allied Health and Education Group, we are committed to upholding your right to choice, control, and transparency. We have a Conflict of Interest Protocol in place to make sure that all decisions made by our staff are in your best interest, free from personal, financial, or other influences.

A conflict of interest can occur when someone's personal or professional interests might affect (or appear to affect) how they support you. These can be actual, perceived, or potential conflicts. All staff are required to declare any such situations and follow a clear process to manage them.

We make sure:

- Conflicts are identified, documented, and reviewed regularly.
- You are informed of any relevant conflicts in a respectful and open way.
- You are given unbiased alternatives and full control over your choices.
- All discussions are clearly documented and shared with you in accessible formats if needed.

This ensures that we remain transparent, accountable, and always act in your best interest.



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. Evacuation plans can be found at the front and back entrances of all clinics and participants should familiarise themselves with this process. 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.



Emergency and Disaster Recovery Management Plan:

Purpose

This plan ensures that all participants receiving services are supported during emergencies and disasters, such as natural disasters (floods, bushfires, storms), pandemics, or critical service disruptions.

1. Participant Safety and Communication

- In the event of an emergency or disaster, Inspire Allied Health and Education Group will prioritise the health, safety, and wellbeing of the participant.
- Our team will make reasonable efforts to contact the participant or their nominated representative to confirm their safety and assess any immediate needs.
- Participants will be informed of any service interruptions and recovery timelines as soon as possible.

2. Risk Assessment and Response Measures

- Services may be adjusted, rescheduled, or transitioned to alternative formats (e.g., telehealth) based on the nature and severity of the emergency.
- If services cannot be provided safely, participants will be informed, and alternative support options will be explored.
- Ongoing updates will be provided as the situation evolves.

3. Collaboration with Emergency Services

- In life-threatening situations, we will contact emergency services immediately.
- We will work in collaboration with government and community agencies to coordinate appropriate support during recovery.

4. Participant Responsibilities

Participants (or their representatives) are encouraged to:

- Maintain up-to-date contact information with Inspire Allied Health and Education Group.
- Notify the service provider of any hazards, risks, or barriers affecting service delivery.
- Develop and maintain a personal emergency plan, including medical information and emergency contacts.

5. Resumption of Services

- Inspire Allied Health and Education Group will work diligently to resume regular services as soon as it is safe and practical to do so.
- Any changes to service delivery will be communicated promptly.

6. Feedback and Complaints

Participants may provide feedback or raise concerns about the management of services during emergencies by contacting

hr@inspireaheg.com.au

This plan is part of Inspire Allied Health and Education Group's commitment to ensuring continuity and quality of care during emergencies.



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

 @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

admin.macarthur@inspireaheg.com.au

Gregory Hills

2/51-59 Rodeo Rd, Gregory Hills NSW 2557

admin.gregoryhills@inspireaheg.com.au

Port Macquarie

Unit 3, 141 Gordon Street, Port Macquarie
NSW 2444

admin1.portmacquarie@inspireaheg.com.au

Canberra

Unit 5, 35 Hinder Street, Gungahlin ACT
2912

admin.canberra@inspireaheg.com.au

Contact Number:

1300 629 344

When you call, you'll be directed to our switchboard. Simply select the option for the clinic you'd like to reach:

- Press 1 for Port Macquarie
- Press 2 for Canberra
- Press 3 for Narellan, Gregory Hills, Newcastle and Northern Beaches

Northern Beaches

Level 2, Suite 4222-4224, 834 Pittwater
Road, Dee Why, 2099

admin.northernbeaches@inspireaheg.com.au

Newcastle

Suite 5, 154 Park Avenue, Kotara NSW

admin.newcastle@inspireaheg.com.au

Wollongong

Mobile services

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!

