



The Spark - The Way We Work

Working in Partnership

- Your OT will work in partnership with you and your child's team. Therapy sessions make up a small part of your week, and we want you to be able to integrate therapy ideas and strategies into your everyday life.
- It is really important that we have a shared purpose and goals for our work together – this is like a road map for what we will be doing together. It provides clarity and ensures we are on the same page.
- We welcome feedback as this helps us know what is and isn't working and allows us to tailor our service to your child and family.

The initial consultation with your Occupational Therapist

- Your OT will read through the completed questionnaires and any other documentation you shared prior to meeting with you.
- Your OT will talk to you about your current concerns and what you would like to focus on in OT. Together you can begin discussing goals and a shared purpose.
- You may discuss parenting strategies or other ideas to experiment with before your next appointment.
- At the end of the session, your OT will discuss the areas that she will be focused on when meeting your child in the following session. They will be completing assessments and observations through play, games, drawing or going for a walk outside.

Follow up sessions

- At the end of your first session, you will have booked in follow up sessions with your OT.
- You and your OT can book in sessions on a weekly, fortnightly or monthly basis depending on your child's needs and what works for your family.
- You will receive email reminders 48 hours prior to your session to confirm the day and time of your appointment.

Cancellations or rescheduling

- After your first session, you will have your OT's phone number and email address to contact them for any matters related to your child's therapy.
- If you need to cancel or reschedule, please contact your OT as soon as possible. A cancellation fee may apply for late cancellations. <https://www.thesparkts.com.au/cancellation-policy>
- If you are running late for your session, please contact your OT.

Invoicing

- We don't take payments onsite. When you finish your session, our office manager Carolyn will send you an invoice for payment. We ask that payment is made within **7 days** of receiving the invoice.
- If there any questions regarding payment, please contact Carolyn (admin@thesparkts.com.au)
- We don't have the facility to process Medicare claims on a client's behalf. The invoice needs to be paid in full and a receipt will be issued to your family, you can then process the claim via the Medicare express app.

Summary Notes

- At the end of each session, your OT will send you an email with a summary of your session and ideas to experiment with. With your consent, this information is shared with your child's team including teachers and other allied health professional involved in your child's care. This helps everyone weave the strategies into your child's life.

NDIS clients

- Your OT and/or Carolyn will have requested your child's NDIS plan.
- This is necessary to us for the purpose of aligning our OT goals to the NDIS goals assigned.
- In order to prepare for the yearly NDIS review meeting, we also require the dates of the plan. A meeting can occur up to 3 months prior to the end of your plan, so we like to be prepared early.
- An NDIS Service Plan outlines your child's OT goals, and is used to guide your child's intervention. This document is prepared in partnership with you.

Feedback & Complaints

We value your open and honest feedback. If something isn't working, please let us know so we can work together on a solution. This ensures we are on the same page and are working together towards a shared purpose. Please talk to your OT, or alternatively you can contact our office manager Carolyn (admin@thesparkts.com.au) or Tina our Director (tina@thesparkts.com.au).

Initial Appointment Checklist for Parents	
Have I returned the Privacy and Consent Form?	
Have I returned the NDIS service agreement/OT Services Form?	
Have I completed and returned the following questionnaires? <ul style="list-style-type: none">- Child Development Questionnaire- You and Your Family Questionnaire- Teacher / Educator questionnaire (if relevant)	
Have I provided my OT with a copy of the NDIS plan (if applicable)?	
Have I provided my OT with a copy of the Home Visit Safety Checklist (if applicable)	
Did my OT ... <ul style="list-style-type: none">- Outline the way that we will work together?- Discuss my goals and priorities?- Ask about my learning style and how I like to receive information?	
Have I confirmed how I would like service to be delivered e.g. how often, where?	
Am I aware of the communication methods between me and my OT? e.g. phone calls, emails etc. Inform client of response times and confirm working days?	
Am I aware of the Cancellation Policy?	
Did my OT tell me about the Privacy Policy and Complaints and Feedback Policies?	
Do I need support to access a disability advocate? https://www.ndiscommission.gov.au/participants/disability-advocacy	

My questions to follow up on...