

# Service delivery happens in a number of different ways.

**These are the types of activities that you will be charged for as part of your service agreement with Therapy Focus.**

## Meetings

### Welcome meeting

Your therapy team will meet with you and the people who are important to you to discuss what you want in life. We will explore your priority areas, goals and dreams. We may also start some assessments. Your Service Agreement will be signed at this meeting.

### Service review

Your therapy team will meet with you and the people who are important to you to review how you're going. We will discuss your goals and the outcomes achieved. We will also start setting new goals for the next service period.

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## Visits

The therapists in your therapy team will visit you at home, at school and in the community. This is to help you work toward achieving your goals. They will work with you and the people around you, including family, carers and teachers. If there is more than 1 therapist working with you, charges will apply for each additional therapist.

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## Therapy

### Clinic

Appointments with the therapists in your therapy team may take place at our therapy clinics.

### Groups

You may take part in group therapy sessions. These sessions will be with people who are working towards goals that are similar to yours. Group therapy sessions are held in clinics, at schools and in the community.

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## Communication

Your therapy team will regularly communicate with you and the people who are important to you. The therapists in your therapy team will also communicate with one another. To do this they will make phone calls, send text messages and write emails.

## Reporting

### Assessments

Your therapy team may complete assessments. At the end of an assessment they will write a report. The report includes a summary of your skills and recommendations on how to best support you.

### Record keeping

Your therapy team will keep notes of all of the activities they complete. They will do this with you, where possible. If it is not possible, then they will write notes at an office and a small charge will apply.

### Service summaries

Reports will be completed at the beginning and end of service delivery. These reports will summarise your goals, therapy strategies, the outcomes you achieved and recommendations for the next service plan. We also provide this information to the National Disability Insurance Scheme (NDIS).

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## Equipment

Your therapy team can support you to access equipment and assistive technology. To do this they will:

- Complete assessments
  - Have discussions with you and the people who are important to you
  - Help you trial items
  - Provide training to help you use items
  - Write applications for funding
  - Communicate with suppliers
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## Resources

Your therapy team can make you resources which support your goals. This can include charts, schedules and other visual aids. They can also create a program to help you learn and develop skills.

This program can be practiced by you and the people around you, including family, carers and teachers.

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## Travel

Your therapy team will charge for travel to and from appointments. Therapy Focus has a number of offices that therapists travel from to help reduce travel time. We charge up to 20 minutes of travel in metropolitan areas and 45 minutes in rural and remote areas. The maximum that we charge for travel for each visit will be agreed with you.

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## Cancellations

We will not charge you the first time you cancel an appointment. After this, if you cancel an appointment later than 3pm the day before, we will charge you 90% of the cost of the appointment. The maximum that we charge for short notice cancellations is 6 hours.