

How we can support you




Non-Face-to-Face Client Services

Montrose therapists can support you in many ways. Reaching goals can involve significant work outside of the therapy room.

Below we have provided some examples of the types of services we can provide. Your therapist will discuss larger pieces of work with you directly to provide a more accurate estimate based on your circumstances.

Type of Service	Examples 	Typical time spent per occasion* 	Benefit to clients 
Meetings	<ul style="list-style-type: none">> School meetings> Meetings with external providers (e.g. Psychologist, DoE therapist, Support Coordinators)	30 mins – 3 hours	Improved continuity of care for client
Internal Case Conferences	<ul style="list-style-type: none">> Discussion of joint goals> Planning for joint therapy sessions	10 mins – 1 hour	Improved collaboration & consistency
Letters	<ul style="list-style-type: none">> Handover report for another provider> Support letter for access to another service (e.g. orthotist, emergency respite)> Support letter for access to community (e.g. to electrical company for emergency generator)	30 mins – 2 hours	Clients supported to access other service providers
Assessments	<ul style="list-style-type: none">> Standardised assessments and scoring	Please speak to your therapist	Documentation to support clients to access services, provide evidence of progress and outcomes
Programs for home	<ul style="list-style-type: none">> Mealtime Management plan> Manual handling care plan> Home program therapy activities	30 mins – 3 hours	To enable clients to continue activities in a place and time to suit them, and to utilise a disability worker to implement the program if desired.

*This is an estimate. Actual time will vary by individual level. Complex needs and activities may take significantly longer.

Type of Service	Examples 	Typical time spent per occasion* 	Benefit to clients 
NDIS Reports	<ul style="list-style-type: none"> ➤ Goal Achievement Reports ➤ Filling out NDIS requested paperwork 	1 – 1 ½ hours per therapist	Support continued access to funding.
Other Reports	<ul style="list-style-type: none"> ➤ Supporting letter for funding review ➤ Functional Assessment Reports ➤ Standardised Assessment Reports 	Please speak to your therapist	Support access to services/resources needed to meet goals.
AAC customisation (following prescription)	<ul style="list-style-type: none"> ➤ PODD customisation ➤ Making PECS cards 	30 mins – 3 hours	Ensure AAC is used correctly and most effectively
Development of resources	<ul style="list-style-type: none"> ➤ Visual schedule ➤ Social story ➤ Yoga cards ➤ Zones or Regulation charts ➤ Adapting food/sleep/toileting/pain diary 	30 mins – 3 hours	Support your therapy goals
Development of programs for individual client therapy session	<ul style="list-style-type: none"> ➤ Zones of regulation workbook ➤ Sound flash card game/worksheet ➤ Individual visual schedule for therapy session ➤ Boardmaker resources ➤ Teletherapy resources 	30 mins – 3 hours	Improved therapy engagement & outcomes as resources are individualised and appropriate
Working with suppliers	<ul style="list-style-type: none"> ➤ Organising trials ➤ Discussing equipment suitability & capability ➤ Discussing & booking repairs ➤ Completion of trial request paperwork/forms ➤ Ordering equipment/consumables 	30 mins – 3 hours	Allows Assistive Technology goals to be met

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Type of Service	Examples 	Typical time spent per occasion* 	Benefit to clients 
Research	<ul style="list-style-type: none"> > Looking for equipment options for a client > Researching best practice guides for rare conditions 	30 mins – 3 hours	Ensure we identify the best options and programs for individual clients
Emails & phone calls	<ul style="list-style-type: none"> > Email summary of session/intervention plan > Email to school, hospitals, support workers etc > Liaison with LAC's & Support coordinators regarding NDIS plans, goals or funding > Referrals to alternate services > Information gathering (family, suppliers, educators, external providers) 	10 mins – 3 hours	Improved continuity of care and client outcomes
Support for applications	<ul style="list-style-type: none"> > Centrelink Carer payment forms > Disability Parking Permit forms > Companion card forms 	30 mins – 3 hours	Support clients to access services

To find out more about any Montrose non-face-to-face client service, just talk to your therapist or call us on 1800 193 362.

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