

Inside Out Occupational Therapy Group

Information for New Families

Thank you for contacting Inside Out Occupational Therapy Group regarding therapy services for your child and family. We are a private occupational therapy service, providing assessment and therapy services for children and their families who may be experiencing difficulties with their developmental skills and/or mental health. Our services are clinic, school or home-based across the Perth metropolitan area. All clinicians are accredited through the Australian Health Practitioner Regulation Agency (AHPRA) and strive to provide excellent outcomes for your child and family.

We encourage you to look at our website: www.insideouttherapy.com.au for more information about our clinicians and the services we provide. The following information provides helpful information to assist your smooth start with us.

How do I arrange my child's first appointment?

Our receptionist will forward on all referral details to our clinical team, who will ensure allocation to the most appropriate clinician. To assist this process, we ask that you complete the attached developmental questionnaire as soon as possible by typing into the document, saving, and emailing back to reception@insideouttherapy.com.au. Please also read the information below regarding possible referrals through your GP or Paediatrician to us. If you wish to pursue a referral (or already have one), please scan and email this through to this same email address prior to your initial appointment. A referral through BAMH (see below) requires an accredited clinician through this scheme, so we need to know about this prior to allocating you a therapist.

If you are unable to scan and email documents, please post them to:

Inside Out Occupational Therapy Group
5/18 Welwyn Avenue, MANNING WA 6152.

(Please email or call reception to let us know you have posted these documents.)

Once allocated, one of our occupational therapists will be in contact with you to arrange your initial appointment. We try to avoid waiting lists and will endeavour to see your child as soon as possible. You will also receive an email confirmation and reminder for each appointment made.

Do I need a referral?

No, you do not need a referral to see us. However, our clinicians are accredited through various Medicare schemes and a referral from either your GP or Paediatrician/Psychiatrist prior to starting with us can assist with financial reimbursement for sessions.

The Medicare schemes are as follows:

- **Enhanced Primary Care Scheme (Chronic Disease Management):**
This scheme entitles your child to a maximum of five OT sessions per calendar year, with a rebate of approximately \$56 per session. This referral is made by a GP and is often initiated if your child has been demonstrating difficulties with their development over the previous 6 months or longer. This referral is at the discretion of your GP. If you do receive this referral, please provide a scanned copy prior to your first appointment so that your invoice will be accurate.
- **Better Access to Mental Health Scheme (BAMH):**
This scheme entitles your child to six sessions, with the possibility of a further four sessions (maximum of 10 sessions) each calendar year. Rebates through this scheme vary depending on each family's safety net circumstances, but generally provide a rebate of approximately \$76 for a clinic based session and \$98 for an outreach consult (for example, school or home visit). Children who may be eligible under this scheme may present with a known mental health diagnosis or issue, or instead may present with difficulties such as problematic concentration and attention, difficulties with emotions or behaviours, difficulties with social skills and self-confidence. Again, this referral is at the discretion of your GP and is initiated through a Mental Health Plan. If you would like to discuss this option with your GP prior to our appointment, please request a longer consult with them at the time of booking. If you have received a BAMH referral from your child's Paediatrician or Psychiatrist, your child is entitled to the full 10 sessions each year.

Many families also have **private health insurance** covering occupational therapy. Each fund differs on the amount of rebate available. We encourage you to contact your fund and discuss your cover. Please let your therapist know if you would like to be billed using a private health insurance item number. Invoices cannot be billed under both Medicare and private health insurance (one only). Some families choose to use their Medicare referral for their initial sessions, and thereafter switch to private health insurance.

Will my child require an assessment?

If your child has not previously seen an occupational therapist, it is highly recommended that we commence with an assessment. This ensures that all aspects of your child's current functioning which relates to OT is known, and an accurate

treatment plan can be developed. The session usually takes approximately 1.5 hours, and both standardised and non-standardised assessments are used. Following this session, the clinician scores all tests, integrates results and documents a written assessment outcome letter. This letter is sent to the referrer (such as doctor) and you are also provided a copy. It is also recommended that you provide a copy to your child's school.

If your child has completed an OT assessment recently, please let us know. If you are able to provide us with a copy of this report, we can base our intervention on these results. Please also scan and email any other reports that will assist our work with your child. If it is decided your child will not require an assessment, the standard consult fee will be charged.

What is involved?

It is recommended that the following process be followed to ensure the best outcomes for your child and family:

1. **Developmental questionnaire** – we ask that you provide as many details as possible in this document (emailed to you at the time of your initial call). This allows us a good understanding of your child's needs prior to our first session, and also assists in the sharing of sensitive information that may not be appropriate to discuss in the company of your child in session. Any other relevant assessments, reports or documents that you can provide to us **prior to our first session** will be greatly appreciated.
2. **Initial assessment** (either clinic, home or school based). Attended by the child and parent/s.
3. **Feedback session** – this is a *parent only* session where the therapist discusses assessment results and provides a home or school program based on these results. This session allows for comprehensive treatment planning and ensures therapeutic strategies are embedded across all contexts.
4. **Intervention sessions** – therapy sessions then commence based on the assessment results and previously agreed treatment plan. Sessions last for

50mins and may be child only, parent and child or parent only. Many families have a combination of these services over time. If your child is to be seen at their school for intervention sessions, you do not need to attend. Instead, we provide you with a written record of the session including any recommendations for school or home activities based on session outcomes.

- 5. Reviews and referrer communication** – we write to referrers after our initial session, and then periodically as clinically indicated and as per Medicare standards. We also like to review progress with families regularly to ensure therapy is continuing to be relevant and accounts for any changes that may occur.

How do I arrange school-based services?

If you would like sessions to be conducted at your child's school, please indicate this as your preference in the developmental questionnaire or via email reception@insideouttherapy.com.au Whilst many schools are happy to accommodate our services given the numerous benefits to your child and their teachers, some schools may prefer services to be conducted in the clinic setting. This is at the discretion of your school. We can assist this process by contacting your school's administration directly and discussing our needs with them. You may also like to mention this to your child's teacher, Deputy Principal or Principal.

What does this cost and how do I pay?

Our schedule of fees is periodically updated and is emailed to new families at the time of your first call. Please note that these fees do not account for your rebate, so if you have a referral through Medicare, please keep this in mind. We ask that you pay the consult fee on the day of service, and then we issue you a paid invoice, which can be taken to Medicare or submitted to your private health fund for your rebate.

We use an electronic patient management system which generates an email with your invoice attached. We can also provide you with a paid invoice after your session if paying in cash or using our EFTPOS facilities (Manning Clinic only).

What if I need to cancel my appointment?

We understand that children can become unwell or plans can change. We ask that where possible you provide us with 24 hours notice if you wish to cancel or reschedule. Cancellation fees do apply if insufficient notice is provided (we are unable to offer the appointment to another family). Please contact your therapist directly (via their mobile number or email) as soon as possible.

Where are we located?

We currently have four clinic sites. We try to ensure where possible that your child is seen at the location that is most convenient to your family. Sometimes however, we ask that you may travel to a nominated clinic in order to be seen sooner, or by a particular clinician. Our clinics are at the following locations:

- [Manning Clinic](#)

Level 1, 5/18 Welwyn Avenue MANNING 6152

Parking is free behind the building. Please enter through the ground floor door and take the lift to Level 1. Please follow the signs to our clinic on this level. This clinic has an EFTPOS machine and we ask that you pay for your session at the end of each consult.

- [St John of God Hospital Murdoch](#)

Wexford Medical Suites, Level 3, Suite 49, 100 Murdoch Drive MURDOCH 6150

Paid parking is provided in the Wexford Clinic parking area, which is on Barry Marshall Parade. We share this suite with Dr Alpana Kulkarni and Dr Hemant Kulkarni. Please take the lift to Level 3 and turn left when you exit. Suite 49 is on your right. We do not use an EFTPOS machine at this site and ask that you please settle your consult fee the day of the appointment via Electronic Fund Transfer (see details below regarding accounts and billing).

- **[Child and Adolescent Rheumatology, Shenton Park](#)**

17 Lemnos Street, SHENTON PARK 6008

Parking is free behind the building. Please enter through the Arthritis Foundation of WA, where the clinic is located.

- **[Paper Bird, Fremantle](#)**

42 Henry St, FREMANTLE 6160

We are co-located in the Paper Bird Bookshop and Arts Space. Please enter through the bookshop or follow the path alongside the shop for the side entrance.

For any other questions, please email reception@insideouttherapy.com.au or call **0423 673 909**.

We look forward to providing Occupational Therapy services to your child and family.

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