



NDIS PARTICIPANT

WESTERN KIDS HEALTH

INFORMATION PACK

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Hillarys

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WESTERNKIDSHALTH

WWW.WESTERNKIDSHALTH.COM

INTRODUCTION

Western Kids Health aims to provide accessible and comprehensive care in a friendly, dynamic and professional multi-disciplinary setting. We aim to promote self-efficacy and well-being through health education and management in partnership with families.

Our Vision:



We strive to empower patients and their families on their wellbeing journey



We are determined to be recognised leaders in high quality, collaborative and innovative paediatric allied health care in Australia



We strive to create an environment where therapy is fun, engaging, creative and meaningful to support goal achievement



To continue to support and drive our team to be leaders in their field



To enrich the lives of children and their families by advocating in the wider community

We are not NDIA registered and our services are accessible to NDIS plan and self managed clients. We pride ourselves on the quality of our care. To ensure that we can provide this level of care we may have a wait list for services.



OUR CLINIC

We have created a fun, dynamic and engaging spaces for babies, children and teens. We believe the design of our clinic helps your child feel at ease and inspires them to achieve their goals.



OUR PRICES

*AS OF THE 4TH AUGUST 2020

Therapy Services (Capacity Building)

Physiotherapy;	Assessment, Recommendation, Therapy and/or Training (incl. AT)	\$185 / hour
Speech Pathology;	Assessment, Recommendation, Therapy and/or Training (incl. AT)	\$185 / hour
Occupational Therapy;	Assessment, Recommendation, Therapy and/or Training (incl. AT)	\$185 / hour
Psychology;	Assessment, Recommendation, Therapy and/or Training (incl. AT)	\$200 / hour

Improved Health & Wellbeing - Dietetics

Dietetics;	Individual advice to a participant on managing diet for health and well-being due to the impact of their disability)	\$185 / hour
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OUR PRICES

*AS OF THE 4TH AUGUST 2020

Please note that the following additional fees may be applicable in addition to regular therapy appointment costs of \$185 hour / allied health and \$200 hour / psychology:

- Home and community visits, if possible, are at \$190 / hour plus travel costs*
- There will be quarterly team meeting with your Coordinating Therapist and, if applicable, your child, \$200 / meeting
- There will be a review process prior to your NDIS plan renewal, at 9 months, which will include:
 - A Multidisciplinary team meeting with yourself and your child, \$160/per discipline involved in the therapy
 - Therapy review appointments (assessments) billed at \$185 / hour / allied health and \$200 / hour / psychology
 - Therapy reporting 1-2 hours per therapist billed at \$185 / hour / allied health and \$200 / hour / psychology
- If your child requires assistive technology (ie. equipment), there will be trials and reports associated with this, that will also be billable. Reports billed at \$185/hour

*Travel costs to be agreed upon in writing based on location of home/school/community.



INTAKE PROCESS FOR NEW NDIS CLIENTS TO WKH

At Western Kids Health, we pride ourselves on offering high quality, evidence based and individualised therapy. We are not registered with the NDIS, however we offer services to self managed and plan managed NDIS participants. We will go above and beyond to help you and your child achieve their goals. To do this we need to ensure we have a thorough understanding of your child, their diagnosis, their strengths, weaknesses and goals. We also need to coordinate our therapy services to optimise your child's abilities. This process takes time and needs to occur before therapy is initiated. Our capacity to provide home and school visits can also vary.

If you are wanting to access services using NDIS funding at Western Kids Health the following process occurs prior to therapy starting;

1. Appointment with our Corporate Relationship Manager

Cost: \$90*

Aims:

- Understand your child and family and therapy supports needed
- Provide overview of supports Western Kids Health are able to provide
- Discuss queries and concerns you may have in how Western Kids Health can support your child to achieve their goals but also continue to access and receive NDIS funding
- Allocation of intake therapy appointments
- Includes all administration and intake appointment scheduling

Please bring:

- Your child's NDIS plan - even if you are self managed Western Kids Health requires the goals in your plan to accurately assist in therapy intervention and support.
- List of any other providers engaged in your child's care
- Details of your Plan Manager (if applicable) for plan managed patients

This appointment can be attended in person, or telephone. Your child does not need to attend the appointment.

**this cost will only apply if you proceed with accessing services at Western Kids Health*

Total intake cost: To be confirmed at the appointment with the Corporate Relationship Manager. This cost will be confirmed in writing (intake agreement) and require family consent prior to proceeding.



INTAKE PROCESS FOR NEW NDIS CLIENTS TO WKH

3. Therapy intake appointments (in clinic)

Cost: \$185 hour / allied health appointment, \$200 hour / psychology appointment+ \$185/PEDICAT assessment (additional appointment)

Aims:

- Assessment of your child allowing us to identify your child's therapy needs
- Gather a thorough understanding of your child and expectations, goal setting
- PEDICAT Assessment - this is a separate appointment to be completed (1hr length).

4. Multidisciplinary Team Meeting

Cost: \$160 / discipline required

This meeting is only required if 2 or more therapy supports are required

Aims:

- Therapist only meeting to draft therapy supports and plan based on goals developed in intake appointments - identifying priority areas based on goals
- Coordinating Therapist allocation (main therapist contact)

5. Therapy Plan & Support Meeting

Cost: \$190

Aims:

- You, our Corporate Relationship Manager and your Coordinating Therapist will meet to collaborate on and finalise therapy supports and plan.
- Includes:
 - Therapy Intervention confirmation and sign off by family
 - Therapy block allocations
 - Finalised goals & therapy plan report



YOUR RIGHTS & RESPONSIBILITIES

RIGHTS

- To have access to quality services on the basis of your needs and our available resources
- To work in partnership with Western Kids Health staff to develop, implement and monitor a service tailored to meet your needs
- To be treated with respect and dignity in all aspects of service provision
- To be protected and live in an environment which is free and safe from abuse, neglect and/or exploitation
- To decide whether or not you take part in research or training activities
- To have access to a qualified interpreter provided through your NDIS funding scheme
- To have access to a privately sought advocate to represent you
- To have all information we collect about you stored securely and confidentially
- To make a complaint if you are not satisfied with the services you receive without fear of retribution or loss of access to services

RESPONSIBILITIES

- To treat staff, volunteers and other patients with respect and dignity
- To respect the professional standards our organisation expects of our staff
- To be responsible for the decisions you make when working in partnership with us
- To provide accurate information about services and treatments you have received from other providers
- To notify us of any changes to your situation, including change of contact details
- To provide us with 24 hours' notice if you are unable to attend an appointment
- To acknowledge that we have a duty of care to all of our patients. This may mean we are unable to provide a service if we consider it to be inappropriate or it creates an unacceptable risk to any party



YOUR PRIVACY

Western Kids Health has legal and ethical responsibilities related to the management of personal, health and sensitive information generated during service delivery and is bound by the Australian Privacy Principles in the Commonwealth Privacy Act (1988) and by the State Privacy laws.

The organisation has policies and procedures on how information is collected, accessed, used, maintained, disclosed and destroyed and how an individual's privacy may be respected, extending to confidentiality. These policies and procedures held the organisation to satisfy its legal and ethical requirements and also to maintain service quality and consistency. These are available upon request.

CONSENT

You have a say in what happens to your information. It is your right to decide not to share some of your information or to restrict access to your records. However, this may affect our ability to provide you with the best support. You may change or cancel your consent at any time by contacting our Corporate Relationship Manager (CRM).

ACCESS TO YOUR RECORDS

You may access your records for any reason and can ask for them to be corrected if necessary. It is our policy that all requests for access are made in writing. To do so, please contact our CRM on (08) 9308 7722 and a request form will be sent to you. Our CRM can also assist you with any enquiries, complaints you may have about the handling of your personal information. All requests for access to records will be responded to within 30 days.



COMPLAINTS

Western Kids Health has a commitment to seek and use all feedback to improve service delivery. Western Kids Health believes that feedback, compliments and complaints can be used to improve what we do for the benefit of all of our patients and customers.

Western Kids Health has 7 principles of feedback management:

- Feedback to Western Kids Health is encouraged
- Respect, privacy and confidentiality is maintained
- A timely response is provided
- Complaints are adequately resolved, serious or unresolved complaints are escalated
- Documentation of complaints and their resolution is maintained
- Feedback is monitored and reviewed to improve services provided
- Staff skills and knowledge in management of feedback is maintained

Compliments, complaints and feedback can be made in any format that meets your needs, such as in writing, telephone, email, fax or face to face, and can be directed to an individual staff member or to management using the contact details below:

Western Kids Health Telephone: 08 6112 2977 Fax: 08 6154 3973

Email: pracman@westernkidshealth.com

If you are not satisfied with the way your concern has been managed efficiently and effectively you have the right to request that the complaint be escalated and at any stage you may make a complaint through an external mechanism for resolving complaints. below are the details for WA and National based Ombudsman services.

WA Ombudsman

Phone: 1800 117 000 (free from landline) / 08 9220 7555

Email: mail@ombudsman.wa.gov.au

Web: www.ombudsman.wa.gov.au

ACT Ombudsman

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Web: www.ombudsman.act.gov.au



NEXT STEPS

If you would like to access services at Western Kids Health under NDIS funding please;

1. Organise an appointment with Teresa, our Corporate Relationship Manager via email: crm@westernkidshealth.com or telephone: 9308 7722
2. Organise a copy of your NDIS plan to bring to your appointment. Even if you are self managed, our clinicians need a copy of your child's goals to ensure they are meeting NDIS requirements in therapy and reporting, which is crucial to securing ongoing funding.

We look forward to seeing you soon!

