



## How will Jumbunna support you?

### Non Face-to-Face Services (Indirect)

Jumbunna therapists support your child to reach their goals not just in therapy sessions but often with a reasonable amount of time spent outside of their face-to-face time with clients. Any non face-to-face (Indirect) task that is undertaken which takes more than 5 minutes (excluding travel – it starts at 1 minute) of time and is specific to the individual participant's therapeutic intervention will be billed. All non face-to-face (Indirect) items are billed at the hourly rate of the therapists completing the tasks, as directed in the NDIS Pricing Arrangements and Guidelines.

Below we have provided some examples of the types of non face-to-face (Indirect) services we provide and how they benefit your child. Your child's clinician can give you a more accurate estimate of time required based on your child's individual circumstance.

Indirect Items that we **will not** bill for:

- Intake meetings
- Pre engagement visits (to complete administration and gather information about the participant)
- Developing and agreeing to service agreements
- Entering or amending client specific data (e.g.: home address, contact phone number etc)
- Scheduling/Rostering of services

Type of indirect service	Examples	Typical time billed per occasion	Benefits to your child
<b>Service Reports</b>	<ul style="list-style-type: none"> <li>• Reports documenting what is targeted in session and participation etc (these get emailed to families, school and other key stakeholders when included on consent forms) following face to face services. Depending on the type of service you receive, the frequency in which you receive these reports will change. You may receive service reports, weekly, fortnightly, monthly, termly or at the conclusion of a program.</li> </ul>	5 - 60 minutes	<ul style="list-style-type: none"> <li>• Improved continuity of care for client</li> <li>• Improved collaboration and consistency</li> </ul>
<b>External Meetings / Stakeholder Communication</b>	<ul style="list-style-type: none"> <li>• School meetings (with or without parents present)</li> <li>• Meeting with external stakeholders included on our consent forms</li> </ul>	5 minutes - 2 hours	<ul style="list-style-type: none"> <li>• Improved continuity of care for client</li> <li>• Improved collaboration and consistency</li> </ul>

<b>Internal Meetings / Stakeholder Communication</b>	<ul style="list-style-type: none"> <li>• Discussion of joint goals</li> <li>• Planning of joint therapy sessions</li> <li>• Consultation between Therapy Assistants and Clinicians</li> <li>• Team collaboration meetings</li> <li>• Development service plans</li> </ul>	5 minutes - 1 hour	<ul style="list-style-type: none"> <li>• Improved collaborations and consistency</li> <li>• Improved continuity of care for client</li> </ul>
<b>Letters</b>	<ul style="list-style-type: none"> <li>• Support letter to access another service</li> <li>• Support letter for low-risk equipment and resources</li> <li>• Progress letters</li> </ul>	20 minutes – 2 hours	<ul style="list-style-type: none"> <li>• Clients supported to access other service providers/equipment to fulfil their goals</li> <li>• Update other stakeholders on progress</li> </ul>
<b>Assessments</b>	<ul style="list-style-type: none"> <li>• Standardised assessments and scoring</li> <li>• Information gathering</li> <li>• Report completion</li> </ul>	Refer to our assessment costing document or speak to your therapist	<ul style="list-style-type: none"> <li>• Documentation to support clients to access services</li> <li>• Determine current skills</li> <li>• Provide evidence of progress</li> <li>• Inform therapeutic interventions</li> </ul>
<b>Home &amp; School programs</b>	<ul style="list-style-type: none"> <li>• Mealtime Management Plans</li> <li>• Home practice plan development</li> <li>• Sensory Diet</li> </ul>	5 minutes – 3 hours	<ul style="list-style-type: none"> <li>• To enable clients to continue activities in a place and time to suit them, and to utilise an appropriate support person to implement the program if desired</li> <li>• Increased access to therapeutic content</li> <li>• Improved continuity of care and client outcomes</li> </ul>
<b>NDIS Reports</b>	<ul style="list-style-type: none"> <li>• ECEI Provider reports</li> <li>• Therapy Summary Reports</li> </ul>	30 minutes – 1.5 hours (capped at 3 hours total)	<ul style="list-style-type: none"> <li>• Support continued access to funding</li> <li>• Advocate for access to additional funding</li> </ul>
<b>Reports</b>	<ul style="list-style-type: none"> <li>• Therapy Summary Report</li> <li>• Handover report for another provider</li> <li>• Exit Report</li> <li>• Progress Report</li> </ul>	<p>Between 1 &amp; 3 hours (depending on the number of therapists involved and the individual participant)</p> <p>Please speak to your therapist directly</p>	<ul style="list-style-type: none"> <li>• Support to access services/resources needed to meet goals</li> <li>• Improved continuity of care for client</li> <li>• Increased access to therapeutic content</li> <li>• Generalisation of skills into different environments.</li> </ul>
<b>Client Specific Resource Development</b>	<ul style="list-style-type: none"> <li>• Visual schedule</li> <li>• Social Stories</li> <li>• Zones or Regulation resources</li> <li>• Speech cards</li> <li>• Language activities</li> </ul>	5 minutes – 1.5 hours	<ul style="list-style-type: none"> <li>• Support participants to reach therapeutic outcomes in line with their NDIS goals</li> <li>• Improved continuity of care for client</li> </ul>

	<ul style="list-style-type: none"> <li>• Teletherapy resources</li> </ul>		
<b>Research</b>  *for assistive technology prescriptions please refer to Jumbunna's assessment costing table	<ul style="list-style-type: none"> <li>• Looking for equipment options for clients</li> <li>• Researching best practice guides for specific clients</li> </ul>	15 minutes – 3 hours	<ul style="list-style-type: none"> <li>• Ensure we identify the best options and programs for individual clients</li> </ul>
<b>Emails and Phone calls</b>	<ul style="list-style-type: none"> <li>• Communication with learning and/or hearing support at school, hospitals, caseworkers, support workers etc</li> <li>• Liaison with NDIS partners and planners</li> <li>• Referrals to alternate services</li> <li>• Information gathering specific to the participants individual needs (family, suppliers, educators, external providers)</li> </ul>	5 minutes – 1.5 hours	<ul style="list-style-type: none"> <li>• Improved continuity of care and client outcomes</li> </ul>
<b>Travel</b>	<ul style="list-style-type: none"> <li>• Travel to and from sessions</li> </ul>	1 – 60 minutes per clinician	<ul style="list-style-type: none"> <li>• Access to therapy</li> <li>• Support to access therapeutic content / support in the natural environment</li> </ul>
<b>Service Plan Development</b>	<ul style="list-style-type: none"> <li>• Review of therapy goals due to a change of circumstance or parent priority</li> <li>• Review of therapy goals due to a plan rollover/extension or new NDIS plan distribution</li> </ul>	5 – 60 minutes per clinician	<ul style="list-style-type: none"> <li>• Improved continuity of care for client</li> <li>• Increased access to therapeutic content</li> <li>• Generalisation of skills into different environments.</li> <li>• Improved collaboration and consistency</li> </ul>
<b>Support for applications</b>	<ul style="list-style-type: none"> <li>• Centrelink Carer allowance and payment forms</li> <li>• Companion card forms</li> <li>• Disability Parking permit forms</li> <li>• Disability support pension forms</li> <li>• Applications for supported employment</li> <li>• SIL housing application forms</li> </ul>	30 minutes – 2 hours per clinician	<ul style="list-style-type: none"> <li>• Support clients to access services</li> </ul>