

My Therapy Supports at Real Therapy Solutions

Welcome to Real Therapy Solutions. We are looking forward to supporting you through your Improved Daily Living Funding.

At Real Therapy Solutions we are committed to providing practical support to clients that can benefit from any of our allied health services. All our therapists are registered with their required organisations, are fully supervised, and mentored by our Team Leaders and Therapy Manager and our service undergoes monthly internal quality audits and an independent audit every 18 months. So, you can be assured you are being supported by a team of professionals.

What will my therapy support look like?

Everyone's needs are different, so no two therapy supports are the same however there are some similarities. You will see your therapist regularly (often weekly/ fortnightly or at times monthly) for face-to-face therapy. The frequency of this will be determined based on your support needs, we also understand your funding and our availability may affect this too and will need to be considered. Your therapist will explain the frequency recommendation following assessment.

Why is it important to have regular consistent therapy sessions?

In therapy you will learn new skills that relate to achieving your goals. Like any new skill or learning the more often you apply or practice these the quicker you will learn them. Depending on what skills you are learning and what your goals are depends on how often or regular your therapy sessions will be. Talk to your therapist about your specific needs and how often your therapy should be.

What are intensive therapy sessions?

Sometimes it may be useful to attend therapy every day for a week or two to really learn a new skills and fast track your progress. Your therapist will let you know if this is recommended for you.

What is a home program?

Home programs can be very effective in assisting you to achieve your goals faster. The therapist will develop an outline of what you can do between sessions, with included resources for you to learn and apply your new skills when you're not in therapy. Home programs are developed by qualified therapists and reviewed by your therapist with you. There is much evidence to support them effectively helping many clients achieve their therapy goals quicker. Real Therapy Solutions will often give some clients a home program at various times through your therapy journey with us, including when therapy sessions have been interrupted. Your therapist will discuss this with you if it is recommended for you.

Why do Real Therapy Solutions charge for non-face to face supports sometimes?

We are committed to you achieving your goals as much as you are. There are certain aspects of your therapy that Real Therapy Solutions do not charge for. Outside of session your therapist will prepare

for your next session by adapting resources for your session, by conducting certain research and planning the very best intervention for you. Your therapist will discuss your case with their supervisor, and with the therapy team at Real Therapy Solutions to ensure that its is agreed that they are providing you with the best supports possible. We do not charge for this.

There are however tasks and activities that your therapist needs to do that we do charge for – these are outlined in general on your Service Agreement. They include interpreting and scoring assessments, developing, and documenting your therapy goals at the beginning of therapy and reviewing them regularly throughout therapy. Often your therapist will need to liaise with other professionals such as a teacher and/or other allied health practitioners as well as the other therapists you see at real Therapy Solutions and will need to charge for conversations with, phone calls and emails to these people if they are lengthy (10 minutes or more). This consultation is valuable to ensure we are getting a complete picture of your support needs. Please read what we may charge for in your service agreement.

Your therapist will discuss consent to speak with the above people during the initial stages of your service and will let you know when this is occurring. For example, they will let you know in session that the scoring of an assessment will take an additional half an hour before they complete the assessment, explain the benefits of a certain resource and the time expected to develop it or that they wish to talk to someone and get your consent to discuss your support with that person.

What if I do not agree to the therapist charging for other tasks and activities?

You may refuse for your therapist to do this however please know your therapist will never recommend an activity that is not highly valuable to providing you with the best support and care. If you do not agree the therapist will not complete that task and will document that you have requested, we do not complete it. The therapist will discuss with you the impact of not being able to do this task.

How many hours of my funding will be used for non-face to face tasks?

How many of these tasks or activities your therapist will ask to complete varies between different clients. In most supports we use 2 hours to complete a progress report for your NDIS plan review. For most assessments interpretation and scoring takes between 30 minutes to an hour. Resources and consultation times vary depending on what our goals are. We only charge for resources that are very specific and personalized in many cases we can adapt our vast library of resources to suit your need. On average your therapist will make requests to complete such tasks for around 4 hours to 12 hours per year.

For more information on the NDIS prices and what a registered provider can charge for please see the [NDIS pricing arrangements](#)

We look forward to supporting you and helping you achieve your therapy goals at Real Therapy Solutions.