

How we can support you

Non-face-to-face customer services



Northcott 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 customers
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 customers
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	Support to access other service providers
Assessments	<ul style="list-style-type: none"> Standardised assessments and scoring 	Please speak to your therapist	Documentation to support customers 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	Support to enable customers to continue activities in a place and time to suit them, and to use a support worker to implement the program if desired

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

Type of service	Examples	Typical time spent per occasion*	Benefit to customers
NDIS reports	<ul style="list-style-type: none"> ● Goal Achievement Reports ● Filling out NDIS requested paperwork 	1 – 1 ½ hours per therapist	Support for 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 for 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 to achieve therapy goals
Development of programs for individual customer 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
Research	<ul style="list-style-type: none"> ● Looking for equipment options for a customer ● Researching best practice guides for rare conditions 	30 mins – 3 hours	Identification of the best options and programs for individual customers

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Type of service	Examples	Typical time spent per occasion*	Benefit to customers
Emails & phone calls	<ul style="list-style-type: none"> ● Email summary of session/ intervention plan ● Email to school, hospitals, support workers etc ● Liaison with LACs and 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 customer 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 to access services

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To find out more about any Northcott non-face-to-face customer service, talk to your therapist or call us on 1800 818 286.

 1800 818 286

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 **Northcott**
Let's see what you can do

Registered
NDIS
Provider