

678 High Street Thornbury 3071
630 Bell Street Preston West 3072
Phone: **9484 6299**
Fax: 9480 0838
e: admin@crisalida.com.au
w: www.crisalida.com.au



CRISALIDA

CHILD, ADOLESCENT, ADULT & FAMILY THERAPY

Crisalida Client Handbook

Table of Contents

1. Welcome	3
2. About Us	3
3. What We Do	4
3.1 Services provided	4
3.2 Where are we located?	4
4. Our mission & vision	5
5. Rights and Responsibilities	5
6. Individual Outcomes	6
7. Our Person Centred Approach	7
8. Translating and Interpreting Service	7
9. Home Visits	7
10. Privacy & Confidentiality	8
11. Our Child Safe Policy	8
12. NDIS	8
13. How do I pay for my services?	10
14. Cancellation Policy	12
15. Service Management & Continuous Improvement	13
16. Feedback and Complaints	13

1. Welcome

We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Crisalida is an established therapy centre providing dynamic and creative ways for people to make positive life changes. Our team of experienced therapists encourage and support people to be active participants in the change process.

We want to ensure that your interactions with Crisalida reflect the value that we place on people, the collaborative process and our commitment to superior customer service.

The purpose of this handbook is to introduce you to Crisalida, give you some information about our history, our clients and what we do. You will also find information about terms and conditions, our expectations around yours and our behaviour and our policies and procedures. This handbook should be read in conjunction with your engagement with Crisalida services and supports.

This handbook is by no means an exhaustive guide to services provided by Crisalida. It has been developed to act as a resource and reference for you. The policies within this handbook are easily listed and easily accessed via the contents page. It will be updated as required as our business evolves and grows and you will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to contact us.

2. About Us

Cris.a.lid.a

(Spanish)

Noun

1. Cocoon
2. A safe place of development

The story of Crisalida starts in 2007 when Melissa Bryan, Robyn Low and Annabelle Griffin came together with a vision for a multi-disciplinary approach to therapy services in the northern suburbs of Melbourne.

From the small team of three and working out of a practice in North Fitzroy, the business has now grown to include over 30 therapists, an admin team of 8 and a much larger premises in Thornbury and a second site in Preston West.

Crisalida aims to maintain the utmost levels of service for our clients and strives to place itself at the forefront of the allied health industry.

Our current owners and directors, Melissa and Annabelle, continue to strive to provide a service in line with our original core values and family/client centred practice approach.

3. What We Do

3.1 Services provided

At Crisalida we provide the following services to our clients:

- Psychology
- Occupational Therapy
- Speech Pathology
- Family Therapy
- Counselling
- Art Therapy
- Groups; such as - Friendship, Social Skills, Parenting Support, Emotional Regulation & School Readiness.
- DIR / Floortime & Early Childhood Education Specific therapy (Private or NDIS Self managed or Plan managed only)
- Developmental Education / Executive Functioning (Private or NDIS Self managed or Plan managed only)
- Social Work

Funding accepted:

- Partial Medicare Rebates with Mental Health Care Plans(MHCP), Helping Children with Autism (HCWA), Chronic Disease Management (CDM) - **NB: Medicare bulk billing is NOT available,**
- Private Health Fund claims (speak with your health fund to ensure your are covered for the service being provided),
- NDIS (National Disability Insurance Scheme) Participants - see below for more detail on NDIS. Crisalida is an approved NDIS Provider for Capacity Building - Improved Daily Living (Therapeutic Supports)

Assessments available at Crisalida:

Crisalida therapists are able to provide various types of assessments. These assessments will be discussed with you in detail with your therapist. If you need any further information please let us know. Please understand that each assessment comes with additional expenses. For example the cost of the assessment forms, and the time taken to mark and compile the results and then preparation of written reports.

Types of Assessments available are: Autism Spectrum Disorder (ASD), Handwriting, Sensory, Motorskills, Cognitive and Language.

3.2 Where are we located?

Crisalida currently has two locations:

CRISALIDA THORNBURY - 678 High Street, Thornbury, VIC 3071

CRISALIDA PRESTON - 630 Bell Street, Preston, VIC 3072

Usual Hours of Operation:

9am – 5.30pm Monday – Friday

9am – 3pm Saturday

CLOSED PUBLIC HOLIDAYS

Please note some service providers may offer appointment times outside of these hours.

3.3 Our Clients

At Crisalida we see:

- Children
- Adolescents
- Adults
- Families

4. Our mission & vision

Mission Statement:

We strive to create a supportive multi-disciplinary therapy centre providing clients with unique and creative opportunities to make positive life changes, utilising targeted, dynamic and diverse therapy interventions.

Vision Statement:

To be outstanding leaders in allied health in the Northern suburbs of Melbourne, known for high quality outcomes and for offering a diverse range of therapies.

Key Values:

Trust

Respect

Care

5. Rights and Responsibilities

5.1 Your Rights

It is important to Crisalida that you know your rights. We are here to support you and to provide encouragement, guidance and assistance in any choices that you make. You have the right to respect and dignity. Please know that we will strive to provide you with a service that allows you to maximise your choices. We respect your right to privacy and confidentiality of any personal information and records, and will uphold your right to make decisions. We welcome your right to talk freely and express your thoughts, opinions and choices. Therefore, Crisalida will listen to you and support the choices you make, and we will include your family and carers if and when you want them to be included.

5.2 Crisalida's Responsibilities

- To provide mutually agreed supports that meet the client's needs and goals
- To treat the client with courtesy and respect in line with our code of behaviour
- To act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- To respect the privacy of client and protect their confidential information
- To give the client information about managing any complaints or disagreements and details of the provider's cancellation policy
- To listen to the client's feedback and act promptly to resolve any concerns or problems
- Wherever possible, to give the client a minimum of 24 hours' notice if the provider has to change a scheduled appointment
- To give reasonable notice if we need to end our service provision or Service Agreement
- To review the provision of support at least 1 month prior to the end of the NDIS participant's plan
- To keep accurate records on the supports provided to the client; and issue regular invoices and statements of the support delivered to the client upon request.

- To advise all clients in a reasonable timeframe when major changes are made to Crisalida fees and Crisalida's policies and procedures.

5.3 Your responsibilities

The client/ client's representative agrees to:

- Inform the Provider about how they wish the supports to be delivered to meet the client's needs and goals
- Understand that occasionally due to personal circumstances (illness, family emergency etc) short notice cancellation by the provider may be unavoidable and that this is the nature of private practice.
- Understand that the provider therapists will take annual leave and this will mean some short breaks in the supports provided.
- Treat the Provider with courtesy and respect
- Talk to the Provider if the client has any concerns about the supports being provided
- Attempt to give the Provider more than 48 hours' notice if the client cannot make a scheduled appointment; and if no notice or short notice is provided the Provider's cancellation policy will apply and a cancellation fee may apply.
- Agree to give the Provider reasonable notice if the client needs to end service provision or ending an NDIS Service Agreement
- Agree to let the Provider know immediately if the client's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a participant in the NDIS.
- Agree to let the Provider know if a shared care arrangement is in place for your child/ children, and gain consent from both carers agreeing to service provision by Crisalida
- Agree to let the Provider know if your circumstances or contact details change in a reasonable timeframe

6. Individual Outcomes

At Crisalida you can make your own choices about what you want to do and set your own goals. We will support the choices you make and we will be there to help you to work towards those goals in the way that you want to. By working with you independently we can assist you in reaching your goals and we will offer guidance and help to recognise your strengths and weaknesses so you may learn and develop skills to help you achieve those goals. If we recognise there is a need for extra support and if you choose to, we are able to communicate with other services to assist you to reach your goals.

We will respect your right to seek support from others, whether that is your family, friends or an advocate of your choice, or another service provider. At Crisalida we will work fairly with you as an individual irrespective of your age, gender, language, disability, cultural background, race, religion, sexuality or political affiliation.

7. Our Person Centred Approach

At Crisalida we tailor our services when working with you so they are person-centred and individualised. We want to provide you with as much choice and control as possible.

Our experienced intake team ensures that whenever a Crisalida worker is allocated to you, they are deemed the most suited to your individual needs and therapeutic requirements. Clients are also offered the opportunity to choose or request a specific Crisalida worker, if they would prefer.

We aim to do this by recording and monitoring your goals and aspirations and work with you using different strategies so you can achieve them. We will offer you guidance and assistance when you need it so you can achieve your goals and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We will offer an individual plan for you which focus on:

- The individual
- Being flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and strengths
- Promoting and supporting independence

8. Translating and Interpreting Service

The Translating and Interpreting Service (TIS National) www.tisnational.gov.au is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Crisalida is registered with TIS and can access TIS National Services where requested. Crisalida's NDIS participants can access this service free of charge under certain NDIS funding categories. Please note there are costs involved to other private clients who request translating services.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Please contact Crisalida if you are interested in accessing this service.

9. Home Visits

In some cases, a home visit by your Crisalida therapist may be appropriate. You can discuss this with the intake team or your provider during your first session. If you receive in-home services, your home is considered a place of work for our staff, under Work Health & Safety Act 2011. You have a duty of care under this law to provide a safe environment for Crisalida staff. To assist you before any home visits, Crisalida staff will complete a safety check and risk assessment of your home to identify any risks to their safety before they are able to provide in-home supports.

We ask that you as the client:

- Fix any hazards or notify staff of any unsafe conditions
- Ensure your pets are controlled
- Provide a smoke free environment
- Provide an environment free of discrimination or harassment
- Treat staff with dignity and respect
- Notify if any person is unwell within your home or that may have been exposed to or have been diagnosed with an infectious illness

10. Privacy & Confidentiality

Crisalida is committed to protecting the privacy of your personal information.

We recognise your right to have your privacy and confidentiality maintained and your information administered in ways which you would reasonably expect.

We are governed by a number of laws and regulations including the *Privacy Act 1988* (federal), *Information Privacy Act 2009* (state) and the *Health Records Act 2001*. All new and current records will be administered in accordance with the Australian Privacy Principles (APPs) and Crisalida's Privacy and Records and Information Management Policies.

Dignity and privacy will also be extended to you when you visit our premises or when home or other off-site visits are conducted with the provision of private meeting rooms to undertake confidential discussions, when it is applicable and available to do so.

For further information, please read Crisalida's Privacy Policy, which can be found on our website at:

<http://www.crisalida.com.au/privacy-policy/>

11.0 Our Child Safe Policy

Crisalida is committed to being a child safe organisation that recognises, respects and promotes children's rights. We are committed to the safety, participation and empowerment of children and believe that all children have the right to protection from abuse and exploitation, regardless of their gender, race, religious or political beliefs, age, physical or mental health, sexual orientation, family and social background and culture, economic status or criminal background.

Crisalida values diversity and does not tolerate any discriminatory practices.

We:

- Are committed to the cultural safety of Aboriginal children
- Are committed to the cultural safety of children from culturally and/or linguistically diverse backgrounds,
- Provide a safe and inclusive environment for children with disability.
- Welcome same sex attracted, intersex and gender diverse children and families

12. NDIS

Crisalida is a registered NDIS provider. We require that all NDIS participants who are clients at Crisalida complete a service agreement form, Crisalida Form 9A for NDIA Managed or Crisalida Form 9B for Self managed or Plan Managed Participants. This is so that we can ensure everyone's rights and responsibilities are communicated clearly in regards to the NDIS requirements.

12.1 NDIS Service Agreements

For NDIS participants an NDIS Service Agreement will be used to formalise the supports that Crisalida will provide NDIS participants.

- Crisalida will work collaboratively with clients and their supporters to develop their Service Agreement
- Crisalida will declare prices to all clients before providing services and include all fees Service Agreements along with detailed information about the supports to be provided
- Fees for NDIS services charged will not exceed the price controls set by the NDIA
- No additional charges will be added to the cost of supports provided, such as 'gap' fees
- The client must sign the Service Agreement before service delivery can commence
- Through its invoicing and statement arrangements, Crisalida will ensure that clients are regularly provided with details of services delivered and the amount charged for those services if requested
- Service Agreements will be consistent with the NDIS' pricing arrangements, guidelines and the requirements of the A New Tax System (Goods and Service Tax) Act 1999 regarding the application of the GST
- Clients, their supporters and other stakeholders have access to the organisation's feedback and complaints processes to raise issues about financial management of their supports without fear of retribution
- A service agreement is a contract between Crisalida (Provider) and you the participant /participant's representative) agreeing to your service/support requests and detailing each other's rights and responsibilities
- Service Agreements are made for the purpose of providing supports under the Participant's National Disability Insurance Scheme (NDIS) plan

12.2 NDIS Goals & Review Report Requests

Crisalida therapists will discuss the details of therapies to be included to work towards achieving your specific participant NDIS goals as listed in your NDIS plan. The goals to be targeted are to be agreed by participant / participant's representative and Crisalida Therapist/ worker. Crisalida will support the choices you make and are there to help you to work towards those goals in the way that you want to.

A copy of the Participant's NDIS plan should be provided to the provider (if not complete plan, participant's NDIS goals must be provided to the provider). The Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with disability
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

NDIS required and requested reports for plan reviews should be requested of your therapist at least 8 weeks prior to the end date of your current NDIS plan.

12.3 Changes to NDIS Service Agreements

If changes to the supports or their delivery are required, both parties will discuss and review the Service Agreement. Any requested and agreed changes to the Service Agreement will be in writing, and dated by Crisalida therapist and participant/ participants representative.

12.4 Ending NDIS Service Agreements

Should either party wish to end the service agreement they must give reasonable notice in writing. If either party seriously breaches the Service Agreement the agreement will be terminated in writing immediately.

All Crisalida Employees have completed relevant NDIS code of conduct training and have agreed to abide by the NDIS Code of Conduct to ensure services provided at Crisalida are competent, respectful, safe and ethical. More information on the NDIS Code of Conduct can be found www.ndiscommission.gov.au

13. How do I pay for my services?

13.1 Service Fee Payments

Up to date Fees for services provided by Crisalida are on our website or available upon request. Your therapist will discuss and advise of the fee for their service prior to your first appointment being booked. If unsure, please contact our reception team at any time to confirm. Crisalida Fees are reviewed every 12 months. All increases in fees are communicated to clients with as much notice as possible (at least 1 month where possible).

Accounts / invoices are calculated at the conclusion of your appointment and payment is requested on the day. Receipts will be provided at time of payment and reprints provided upon request. Fees are to be paid by EFTPOS, online, direct bank transfer or credit card, after therapy is provided. Cash will not be kept on the premises and Crisalida does not accept cash payments. Please note Crisalida do not accept AMEX or Diners credit cards. See more detail below regarding Medicare, Private Health Claims and NDIS clients' payments.

13.2 Medicare rebateable and Private Fees at Crisalida

Medicare - Crisalida is a private practice and does NOT Medicare bulk bill but can offer partial Medicare rebates for holders of Mental Health Care plans, Chronic Disease Management/Enhanced Primary care plans and Helping Children with Autism plans.

Private Health Funds - We accept private health insurance claims, but ask that you check your individual coverage with your health provider.

Private Clients - Clients are able to pay for Crisalida services completely privately. You do not need a referral to engage with our therapy services as we are a private practice, but please understand that rebates are not available for clients who self refer for services, and referrals cannot be backdated by clinicians or referrers for previous services.

We always suggest you see your GP or other specialist before accessing our services if you would like to try and access Medicare or other health care rebates. Please also note that not all of our services or therapists are eligible for Medicare or private health rebates, please confirm your funding intention when you complete the registration forms, so our intake team is aware of your requirements.

13.3 NDIS (National Disability Insurance Scheme) and Crisalida

IMPORTANT - Crisalida is only an approved NDIS provider for **Capacity Building – Improved Daily Living Category - Therapeutic Supports (participants 7 years of age and over)** category. So if your NDIS funds are NDIA Managed we can only see you if you have funding in this category.

If you are NDIS Self managed or NDIS Plan Managed by a financial intermediary, Crisalida Therapists can provide supports for you under Capacity Building – Improved Daily Living Category - Therapeutic Supports (7yrs of age and over) and Early Childhood (0-6yrs). As providers do not need to be NDIS approved to provide services to NDIS self or plan managed participants.

Please note that Crisalida's services do not usually comply or fit with providing supports to clients under NDIS Improved Relationships or NDIS Core Supports categories or if have Stated Supports in another category. However if you are NDIS Self Managed or Plan Managed, we suggest you speak with your NDIS LAC Planner to ensure you are using your NDIS funds correctly by engaging in our services.

13.4 Crisalida NDIS Fees

Up to date Crisalida NDIS Fees can be viewed on our website. Note that the Crisalida NDIS fee schedule is in line with the NDIS Price Guide and Support Catalogue for all types of plan management, NDIA Managed, Self Managed and Plan Managed. Please note that NDIS Price Guide Fees and costs of providing supports may increase each financial year and therefore Crisalida's NDIS fees for providing supports may increase mid plan. If all funds from the participant's NDIS plan are used prior to a new NDIS plan being in place, and more supports are requested, invoices are the responsibility of the participant and to be paid privately.

Crisalida will seek payment for their provision of NDIS supports after satisfactory delivery. Crisalida will submit claims for payment to either the client (self managed), to NDIA (NDIA Managed) or the relevant NDIS plan management company (plan managed). Claims to clients are to be paid on the day of service. Claims to NDIA and Plan Management Company's will be sent within a reasonable timeframe (usually 1-5 business days) but no later than 60 days from the end of the support booking.

The cost of providing NDIS supports includes direct therapy, and non-face to face therapy, like travel charges (if agreed), online video sessions, phone sessions or calls, resource development, attendance at meetings and other medical appointments, case notes, session planning and reports. Up to 30 mins of travel at the hourly rate of the scheduled fee can be claimed, but MUST be agreed by the participant and stated in the schedule of supports. Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the participant and are not included in the cost of the supports.

13.5 NDIS Funding Types - Further Information

NDIS Self Managed

If using self managed funds, you will need to pay for services on the day of service personally and then claim remittance from NDIA on the NDIS portal yourselves. The Crisalida therapist or administration team member will provide a receipt for services to you via email or hard copy on the day of service after payment is made. Copies of all receipts should be kept by you for auditing purposes. Please note that when an NDIS plan is being confirmed, the NDIS planner should set up and provide information for the participant/ participant's representative to access the NDIS portal. Bank details also need to be linked to the portal, so NDIS can transfer the funds back to you after services are provided and a payment request is made on the portal. Please ensure this is done prior to your first appointment with Crisalida to avoid delays in reimbursements. Registration forms and a service agreement (Crisalida Form 9B) is required to confirm understanding of schedule of supports and rights and responsibilities.

NDIS Plan Managed by a Third Party Financial Intermediary

If using plan managed funds, Crisalida will send invoices to your allocated Third Party Financial Intermediary/ Plan Management Company for payment. Your Crisalida therapist requires the name and contact details of your plan management company before your initial appointment, so Crisalida can set up the invoice. The plan management company will contact you for consent and then they will pay your therapist directly. Your plan management company should also supply you with monthly reports of funds used so you can manage and spread your funding across your plan period. They should also understand the different funding categories and which services fit within those categories. Crisalida uses Improved CB - Daily Living Skills category and the relevant item numbers and NDIS fees associated with this category. If you have funds outside of this category, please speak with

Crisalida to confirm whether we can provide these supports. Registration forms and a service agreement (Crisalida Form 9B) is required to confirm understanding of schedule of supports and rights and responsibilities.

NDIA Managed

If using NDIA managed funds - the Crisalida administration team will claim payment on your behalf for services provided by the Crisalida therapist on the NDIS portal. NDIA will then pay Crisalida directly. No payment or gap payment will be required from you. It is very important that you ensure funds are available in your NDIS plan within the Capacity Building - Improved Daily Living Category- Therapeutic Supports (7 yrs of age & over), as this is the only category that Crisalida is approved to provide for NDIA managed clients. Crisalida are NOT approved to provide supports to NDIA managed Early Childhood (0-6years of age) participants from December 2020.

On your first session, your therapist will discuss and agree with you, a plan for the volume of their services and work out an agreed allocation of your funding to be set aside for Crisalida therapists. This will be allocated by the Crisalida administration team on the NDIS portal into what is called a "Service Booking". Payments to therapists are only done after each appointment or service is completed and consented. Agreed amendments, increases or releasing of funds can be made to this service booking throughout the plan period if required and requested in writing. Registration forms and a service agreement (Crisalida Form 9A) is required to confirm understanding of schedule of supports and rights and responsibilities. Written consent to therapist by client is required after each service/ support is provided before payment can be claimed.

14. Cancellation Policy

We understand that sometimes cancellations cannot be avoided, however, late notice means that we are unable to offer the appointment to another family. Cancellations with less than 24 hours notice will incur a cancellation fee that is 100% of the appointment cost. Please note Medicare and Private Health funds do not cover cancellation fees and will be the responsibility of the client.

As a courtesy, Crisalida sends appointment reminder text messages and emails, however, we encourage all clients to keep a record of their scheduled appointments as cancellation fees still apply even if you do not receive a reminder.

Wherever possible Crisalida will attempt to give clients a minimum of 24 hours notice when therapists have to change a scheduled appointment to provide services. We hope you understand that occasionally due to personal circumstances (illness, family emergency etc) short notice may be unavoidable and that this is the nature of private practise.

Crisalida's NDIS Cancellation Policy (*NB this varies slightly to private cancellation policy*) is that 100% of the scheduled appointment fee is payable and will be claimed by the provider using the participant's NDIS plan if no notice is given or short notice is provided (for NDIS clients this means less than 48 hours notice given). NDIS support fees are claimable for cancellations using the participant's plan and there is no limit. Please note: These cancellations are logged on the NDIS portal and will be noted at the time of review. In addition, providers have a duty of care to their participants and if a participant has an unusual number of cancellations then the provider should seek to understand why they are occurring.

How to Cancel Your Appointment?

If you need to cancel your appointment, please call us on 03 9484 6299. If calling outside of business hours, please leave a detailed voicemail. You can also email admin@crisalida.com.au. We will return your call or email as soon as possible.

15. Service Management & Continuous Improvement

Crisalida is committed to quality, innovation and promoting a culture of continuous improvement in its governance, service management and service delivery.

Crisalida values feedback and input from staff, clients and other relevant stakeholders in its continuous improvement activities to ensure services remain of a high quality and continue to meet client needs.

16. Feedback and Complaints

Crisalida aims to provide you with the best service possible, and we are always trying to improve where we can. We are happy to hear from you about your experience and any suggestions you may have as to how we can do better. If you wish to give feedback, you can talk to the Crisalida Practice Manager on 03 9484 6299, via email at admin@crisalida.com.au or in person at 678 High Street, Thornbury 3071. If you're not happy with the provision of supports and wish to make a complaint, you can speak with Crisalida Director – Melissa Bryan on 03 9484 6299, admin@crisalida.com.au or at 678 High Street, Thornbury 3071. Or complete the 8E Client Feedback Form that can be downloaded from our website.

If you are an NDIS participant and are not satisfied or do not want to talk to this person, then you can raise a complaint with the NDIS Quality and Safeguards Commission by calling 1800 035 544 or emailing feedback@ndiscommission.gov.au. To find out more go to www.ndiscommission.gov.au