



Divergent Health

Service Guide

2024 to 2025



0403 623 965



contact@divergenthealth.au



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<https://divergenthealth.au>



ABN 52 663 283 538



Table of Contents

3 Who can benefit?

4 How can we help?

5 Why look to us?

6 Where can you receive our supports?

7 What does therapy look like?

8 When can you start benefitting?

9 Which payment methods do we offer?

10 What are our Prices?

15 What are our Policies?



NDIS Plan Managed

NDIS funding managed by
a registered plan manager.



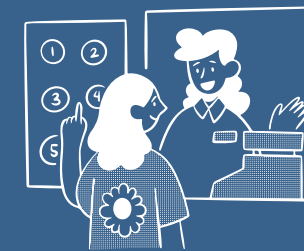
NDIS Self Managed

NDIS funding managed
by a the client directly.



Department of Veterans' Affairs

Funding provided by the
DVA.



Private Health Funded

Funding provided by a
clients private health
care.



Medicare with Refferal

Self funded with a
Medicare rebate when a
doctors submits a refferal.



Self Funded

Funding provided
directly by the client or
nominee.

Who can
benefit?

How can We help?

We are a multidisciplinary allied health practice committed to helping individuals develop essential skills, enhance independence, and foster community participation in a collaborative and supportive environment.

Our services include occupational therapy, art therapy, speech therapy, and group therapy, all of which fall under the NDIS budget [Capacity Building—Improved Daily Living](#). These services are designed to meet the needs of neurodivergent individuals.

Whether you require targeted support in a specific area or a comprehensive approach that integrates multiple therapies, we are dedicated to helping you achieve your goals and improve your quality of life.

OT

Occupational Therapy

A personalised approach that helps individuals achieve independence in all facets of their lives through the therapeutic use of daily activities.

AT

Art Therapy

A creative form of expression used to enhance mental well-being and resolve conflicts by tapping into emotional and subconscious aspects through various art forms.

ST

Speech Therapy

Focused on improving communication skills, this therapy assists individuals in overcoming challenges with speech, language, and swallowing.

Why look to us?

Our therapy is built on the foundation of **lived experience**, provided by a dedicated team of qualified therapists. We offer a **neurodiversity-affirming** approach that respects and celebrates individual differences. Our **evidence-based** delivery ensures that each intervention is grounded in the latest research and best practices, and our **client-led** services empower you to participate actively in your therapeutic journey.

For a complete understanding of who we are, please see our team guide:

<https://divergenthealth.au/documents/team-guide.pdf>.



Where can you receive our supports?

We offer therapy sessions delivered in our Lake Macquarie clinic, schools, childcare centres, or your preferred location. Our goal is to remove any barriers that may hinder our clients from receiving the best possible care.



In Clinic

You can visit our Lake Macquarie location at [34B Kelton Street, Cardiff 2285](#).

We can cater to Neurodivergent Individuals by providing amenities such as low-light environments.

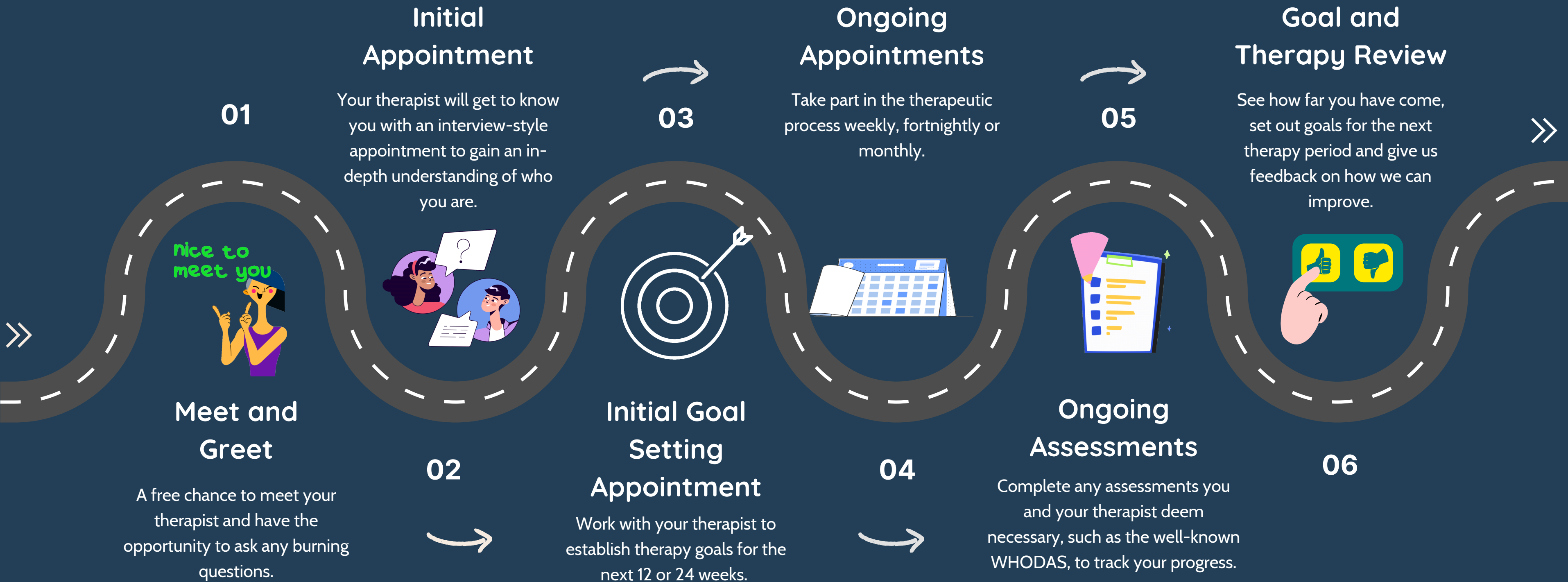
Visitation

We offer support for schools, childcare centres, and homes in Lake Macquarie and Newcastle regions. Contact us for assistance in Maitland and the North Coast.

Telehealth

We provide nationwide Telehealth consultations via Google Meet for clients who prefer the comfort of their homes or are located outside our service area.

What to expect from us?



When can you start benefitting?

OT

Occupational Therapy
Two to four weeks wait time

ST

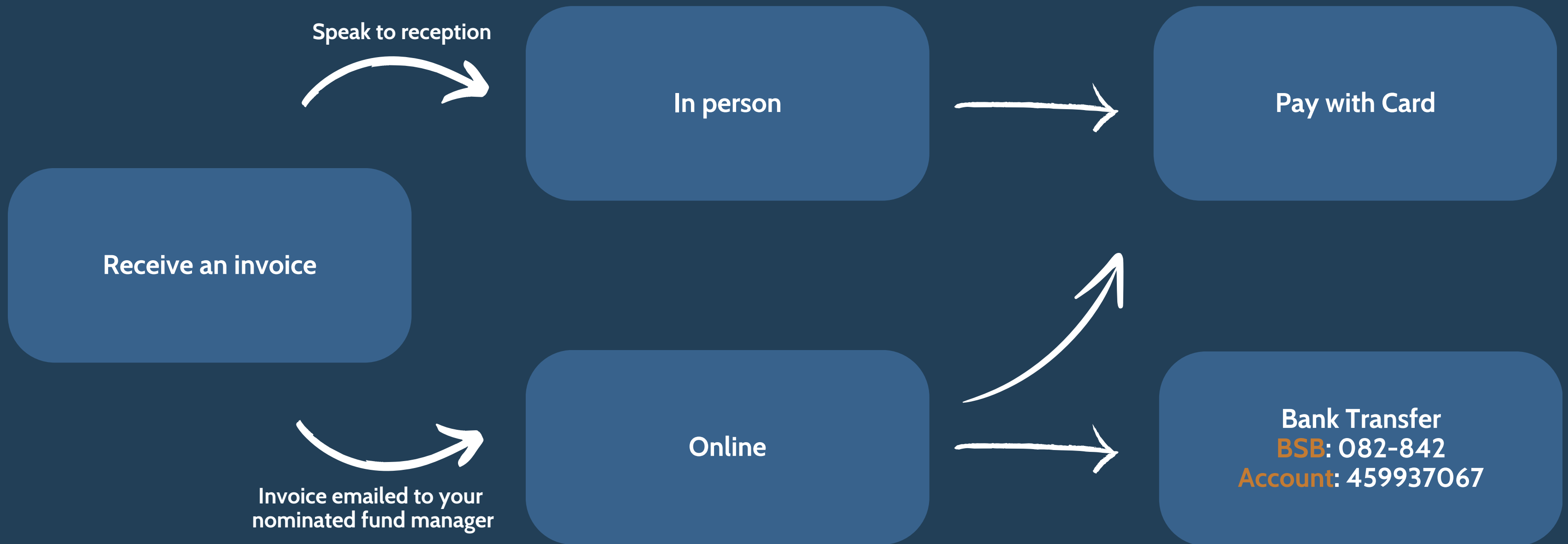
Speech Therapy
Two to four weeks wait time

AT

Art Therapy
One to two weeks wait time



Which payment methods do we offer?



What Are Our Prices? (Therapy)

Support	With	Purpose	Time	Fee
Early Childhood Supports	Art, Speech & Occupational Therapist	Aims to provide young children with the early interventions they need, fostering growth, learning, and development.	1 hour	\$193.99
Assessment Recommendation Therapy	Art, Speech & Occupational Therapist	Professional determination that outlines specific therapeutic interventions needed to support an individual's goals and improve their daily functioning.	1 hour	\$193.99
Face-to-Face Therapy	Art, Speech & Occupational Therapist	Provide tailored, compassionate therapy that empowers individuals to navigate their world with confidence.	1 hour	\$193.99

The time required to deliver support, and consequently the fee, may vary based on the specific needs of each client.

What Are Our Prices? (Operating)

Support	With	Purpose	Time	Fee
Resource Development	Art, Speech & Occupational Therapist	Development of resources for the participant.	10 minutes blocks	\$32.33
Paperwork, forms, letters, emails, calls	Art, Speech & Occupational Therapist	Completion of paperwork and written communication with other agencies or medical professionals.	10 minutes blocks	\$387.98 to \$581.97
Meetings and collaboration	Art, Speech & Occupational Therapist	Meetings and collaboration with other professional(s) involved in working with the participant (parents, medical, education, NDIS, other allied health professionals.	10 minutes blocks	\$193.99 to \$387.98

The time required to deliver support, and consequently the fee, may vary based on the specific needs of each client.

What Are Our Prices? (Assessments)

Support	With	Purpose	Time	Fee
Sensory Assessment	Occupational Therapist	For children and adults who experience sensory overwhelm or emotional dysregulation to different sensations.	3 to 4 hours	\$581.97 to \$775.96
Short Functional Assessment	Occupational Therapist	A short version of the functional capacity assessment to gain a general overview of current daily life skills	2 to 3 hours	\$387.98 to \$581.97
Functional Capacity Assessment	Occupational Therapist	For clients to gain a full understanding of their current capacity in daily life skills and recommendations of supports.	10 to 14 hours	\$1939.9 to \$2715.86

The time required to deliver support, and consequently the fee, may vary based on the specific needs of each client.

What Are Our Prices? (Assessments)

Support	With	Purpose	Time	Fee
Handwriting Assessment	Occupational Therapist	For children and adolescents concerns with handwriting speed or legibility	2 to 3 hours	\$387.98 to \$581.97
Coordination Assessment	Occupational Therapist	For children with concerns of their movement skills and coordination	1 to 2 hours	\$193.99 to \$387.98
Swallow Assessment	Speech Therapist	For concerns of swallowing difficulties, mealtime management plans, assessments for neurodegenerative disease like Parkinson's, swallow reviews after stroke.	2 to 3 hours	\$387.98 to \$581.97

The time required to deliver support, and consequently the fee, may vary based on the specific needs of each client.

What Are Our Prices? (Assessments)

Support	With	Purpose	Time	Fee
Literacy Assessment	Speech Therapist	For children and adolescence concerns with literacy, reading, and comprehension skills.	2 to 3 hours	\$387.98 to \$581.97
Speech Assessment	Speech Therapist	For children to assess the sounds and words they are saying.	1 to 2 hours	\$193.99 to \$387.98
Language Assessment	Speech Therapist	For clients having difficulty understanding and/or expressing their wants/needs/thoughts.	2 to 3 hours	\$387.98 to \$581.97
Feeding Assessment	Speech Therapist	Children (and adults) concerns of picky eating, food aversions, oral motor concerns, etc	1 to 2 hours	\$193.99 to \$387.98

The time required to deliver support, and consequently the fee, may vary based on the specific needs of each client.



What are our Policies?

We are dedicated to transparency, prioritising safety, and striving for excellence in all our operations. We encourage you to review our policies to understand how we conduct our supports and manage our client interactions.

Want to get in contact with us? Reach out to:

- contact@divergenthealth.com.au for questions; or
- feedback@divergenthealth.com.au for feedback; or
- incidents@divergenthealth.com.au for incidents; or
- payments@divergenthealth.com.au for payments; or
- complaints@divergenthealth.com.au for complaints.

Policies

Payments

We are committed to keeping our fees as simple, transparent and accessible as possible, therefore we:

- Bill our support against the NDIS support budget of **Capacity Building—Improved Daily Living**; and
- Send an invoice for each support to an email address nominated by you; and
- Expect each invoice to be paid within one week of receipt;
- Do not charge for activities that take less than 10 minutes, this includes communication and other ad-hoc short time frames; and
- We cap the one-way travel time fee at a maximum of 30 minutes. The cost is calculated with our support fee of \$193.99 per hour.

Have a question or concern about payments? Please call **0403 623 965** or email **payments@divergenthealth.com.au**.



You can view our complete cancellation policy at
<https://divergenthealth.au/documents/payments-policy.pdf>

Policies

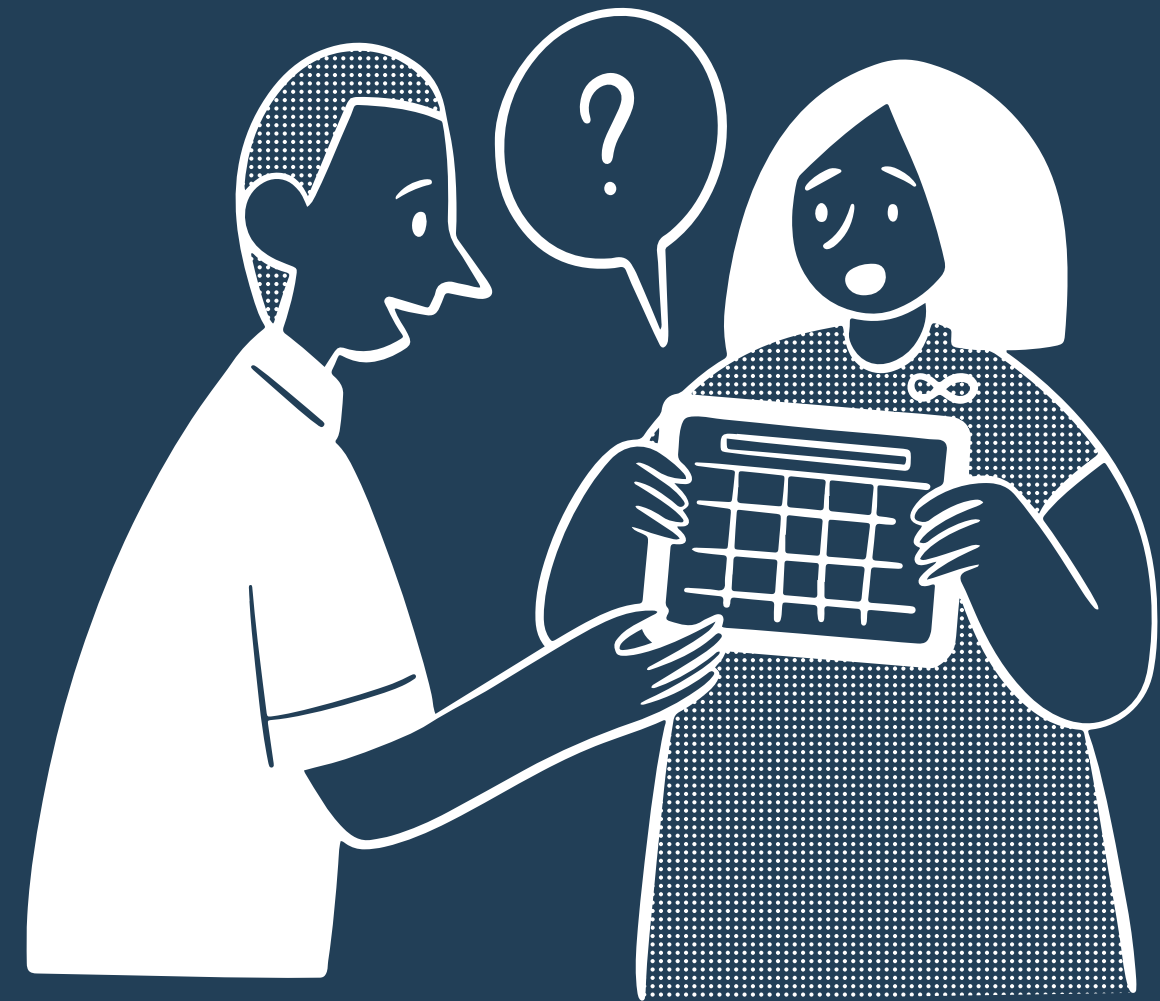
Cancellations

Short-notice cancellations will result in a fee at the standard rate. An appointment is considered to be a short-notice cancellation if one of the following conditions is true:

- A change or cancellation to an appointment date/time is requested with less than **1 clear business day** remaining before the appointment;
- The participant is not at the agreed location within a reasonable span of time;
- The participant does not grant access to the agreed location within a reasonable span of time;
- The agreed location is deemed **unsafe**;

We're committed to handling cancellations as leniently as possible. If you are concerned about how we handled a cancellation, please call [0403 623 965](tel:0403623965) or email us at cancellations@divergenthealth.com.au.

You can view our complete cancellation policy at <https://divergenthealth.au/documents/cancelation-policy.pdf>



Policies

Privacy

We take your privacy seriously and protect the personal information of our clients and employees. We may collect information regarding your identity, contact information, NDIS plan details, and other needed medical data. We ensure that all information is kept safe and will correct or address any privacy breaches. Our policy applies to all sensitive information and third-party links.

We're committed to responding to all privacy questions within three business days of receiving them. If you have a question about privacy, please call [0403 623 965](tel:0403623965) or email privacy@divergenthealth.com.au.



You can view our complete privacy policy
at
<https://divergenthealth.au/documents/privacy-policy.pdf>

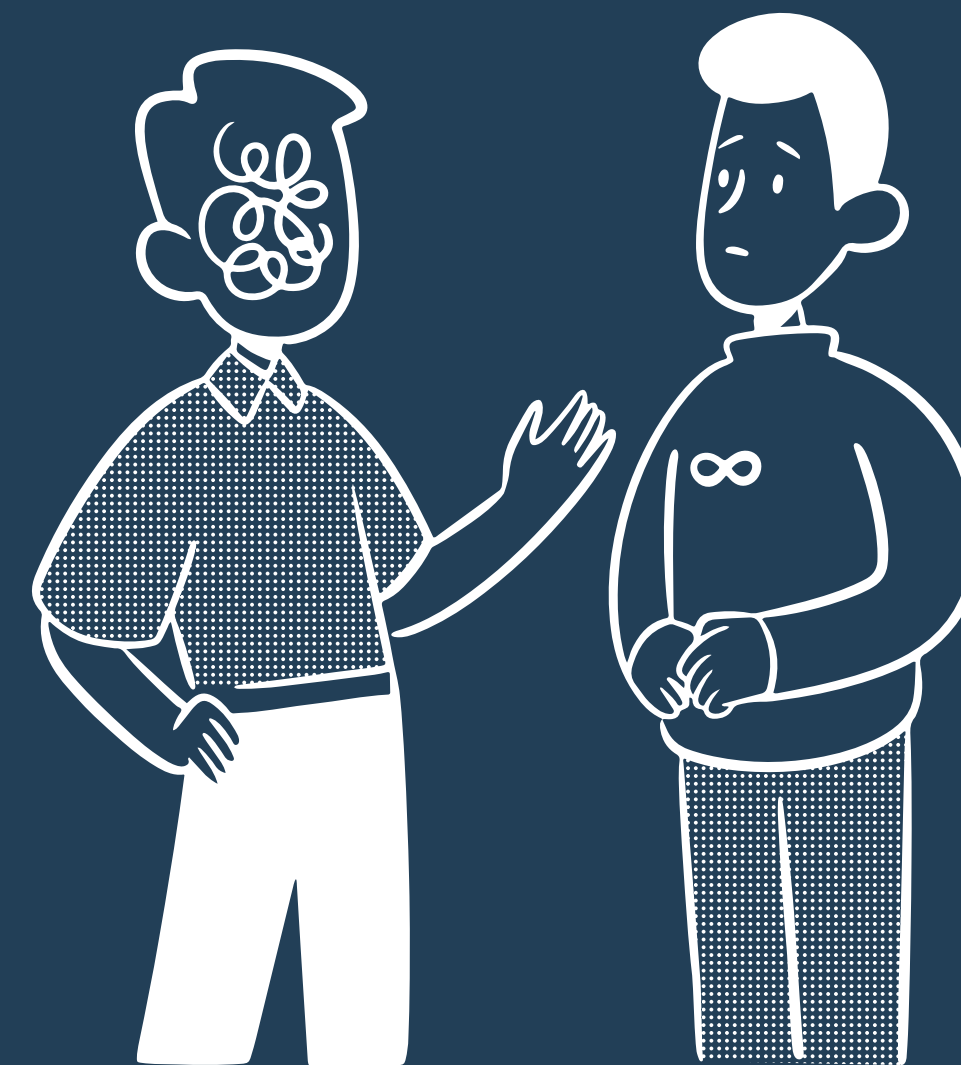
Policies

Complaints

Our utmost priority is privacy and confidentiality of complaints. We are unwavering in our commitment to treating all complaints from clients, families, caregivers, service providers, and regulators speedily, fairly and respectfully.

We're committed to responding to all complaints within three business days of being reported. If you have a complaint, please call [0403 623 965](tel:0403623965) or email complaints@divergenthealth.com.au.

You can view our complete complaint policy at <https://divergenthealth.au/documents/complaint-policy.pdf>



Policies

Incident Management

We prioritise our clients and team members' health, safety, welfare, and well-being. We aim to minimise potential harm to our clients and our team while maintaining their trust and confidence in us.

We're committed to responding to all incidents within **two business days** of being reported. If there is incident that needs to be reported, please call **0403 623 965** or email **incidents@divergenthealth.com.au**.



You can view our complete incident-management policy at **<https://divergenthealth.au/documents/incident-management-policy.pdf>**