

## Neurodevelopmental Therapy (Primitive Reflex Integration)

### Program Fees

Our fees are the same whether you are a private or NDIS participant (plan or self-managed). Neurodevelopmental Therapy is not currently covered by Medicare or Private Health insurance.

### Individual Face-to-Face Program (Canberra)

This program is only suitable for those who can travel to our clinic in Lyneham ACT on a monthly basis. Our weekends in Canberra are set in advance so you need to be available for those dates.

This program involves;

Screening questionnaire	Free
Introductory phone call	Free
Online History consult to discuss the developmental history (60-90 minute + 10 minutes preparation)	\$190 AUD
Initial assessment of balance, coordination, sensory functioning and reflexes (60-90 minute consultation + 15 minutes preparation + 45 minutes non-contact assessment tasks and analysis)	\$355 AUD
Written report (optional) (charged at 2x hours @ \$125 per hour)	\$250 AUD
Monthly treatment sessions (40 minute consultation + 10 minutes preparation + 10 minutes note-taking)	\$165 AUD each

A reflex integration program typically takes 12 months to achieve its aims. This is dependent on the number of reflexes, their severity, regular attendance for treatment sessions and compliance with home exercises. Some people may need slightly longer on a program, up to 18 months. This would incur extra treatment sessions and the relevant fee.

Please note that continuity of care is vital for the success of this program. We understand that cancellations are sometimes unavoidable. For those circumstances, we have a Cancellation and Rescheduling Policy. Please read this as, by making appointments with Unlock Learning and Health, you agree to the terms of the policy.

We also have two types of online programs if your budget can't afford face-to-face therapy.

### Small Group Online Program

This is a generic program that provides exercises to address all reflexes. It is not suitable for those who want an individualised program. It may not be enough for children with complex additional needs but it could serve as a starter program.

The program is delivered across 12 monthly zoom consults, running for 45-60 minutes each. Detailed exercise instructions and videos are provided. The program cost is \$900AUD and is due in full, on enrolment. There is a minimum of 2 participants, maximum of 5, per group.

### Individual Online Program

This program is delivered via zoom to parents and involves;

Screening questionnaire	Free
Introductory phone call (if in Australia)	Free
Initial history consult to discuss the developmental history (60-90 minute consultation + 10 minutes preparation)	\$190 AUD
11x monthly review consults (40 minute consultation + 20 minutes of preparation)	\$125 AUD each
Detailed exercise instructions and videos	Included

You are charged for each appointment in advance of your scheduled session.

Please note;

- All program fees are subject to change. Prior notice will always be given
- We may terminate your program if you frequently reschedule or fail to attend appointments. We may also cease your program if you are not completing the home exercises.

## Cancellation and Rescheduling Policy

Neurodevelopmental Therapy, whether participating face-to-face or online, is most effective with consistent exercises and regular review/treatment consults. The policy outlined below is to ensure the most effective and efficient treatment program.

When you make an appointment with Unlock Learning and Health;

- A confirmation of booking text/email is sent from our Square app
- A reminder text/email is sent 5 days out from your appointment, asking you to confirm your appointment. We ask that you please do this so that we know you are coming
- Another reminder text/email is sent 24 hours before your appointment

Please carefully read the rescheduling and cancellation conditions below. By making appointments with Unlock Learning and Health, you agree to these conditions.

- For any type of appointment (face-to-face or online), we ask that you do not cancel/reschedule your appointment for reasons other than illness or emergencies. If you do need to cancel/reschedule, we require a minimum of **24 hours' notice**.
- You can call, text or email to cancel/reschedule your appointment. As a courtesy, please provide us with a reason.

### For Sydney Face-to-Face Appointments

When cancelling/rescheduling with the required notice (more than 24 hours);

- You can change your appointment to another time within 2 weeks. This ensures that your child is still reviewed within a reasonable time-frame and that their program continues.
- If there are no suitable or available times within 2 weeks for a face-to-face appointment, you will need to take an online appointment. This ensures we can check in on your child and teach you new exercises to progress their program.

When cancelling/rescheduling without the required notice (less than 24 hours);

- If your child is sick/injured, their appointment will go ahead as an online consult. This allows us to teach you new exercises to progress your child's program.
- If you (the parent/carer) are sick/injured or have an emergency, you will need to take an online appointment. This can be in the original appointment time or at another time within 72 hours.
- If you don't take an online appointment, the full consult fee is payable.
- If you are a 'no-show' for a face-to-face or rescheduled online consult, the full fee is payable.

## For Canberra Face-to-Face Appointments

Consult days are scheduled for one Sunday per month (usually the first of each month) and are locked in well in advance. You need to make yourself available for these days when you take a program in Canberra.

When cancelling/rescheduling with the required notice (more than 24 hours);

- You can change your appointment to an online consult within 1 week of the scheduled Sunday. This ensures that your child is still reviewed within a reasonable time-frame and that their program continues.
- You can make an appointment to bring your child to Sydney, for a face-to-face consult, within 1 week of the scheduled Sunday.

When cancelling/rescheduling without the required notice (less than 24 hours);

- If your child is sick/injured, their appointment will go ahead as an online consult. This allows us to teach you new exercises to progress your child's program.
- If you (the parent/carer) are sick/injured or have an emergency, you will need to take an online appointment. This can be in the original appointment time or at another time within 72 hours.
- If you don't take an online appointment, the full consult fee is payable.
- If you are a 'no-show' for a face-to-face or rescheduled online consult, the full fee is payable.

## For Online Appointments

If you are in a different time-zone, we will try to offer alternate appointment times as best we can.

When cancelling/rescheduling with the required notice (more than 24 hours);

- You can change your appointment to another time within 2 weeks. This ensures that your child is still reviewed within a reasonable time-frame and that their program continues.

When cancelling/rescheduling without the required notice (less than 24 hours);

- If you (the parent/carer) are sick/injured or have an emergency, you will need to reschedule your appointment within 1 week of the original appointment.
- If you don't reschedule within 1 week, the full consult fee is payable.
- If you are a 'no-show' for any online appointment, the full fee is payable.

## Rescheduling and Cancellations by Unlock Learning and Health

- In the event that Kellie is sick or has an emergency, you will be provided with as much notice as possible.
- In the case of illness, you may be offered an online appointment or alternate date.
- We will try to reschedule appointments within the same week or following week.
- For face-to-face appointments, if you are not available for any of the alternate times offered to you, you will need to take an online appointment.
- We reserve the right to discontinue any therapy program due to poor attendance.
- Unlock Learning and Health will be considerate of each family's individual circumstances and may waive a condition on a case-by-case basis.

www.unlocklearningandhealth.com.au

ABN 84 865 583 990

Kellie Bentley