

## **Frequently Asked Questions**

### *1. What area do you cover?*

Shoalhaven Occupational Therapy covers the Shoalhaven and surrounding areas. If you are outside this area, please go to the Find an OT service from Occupational Therapy Australia: <https://www.otaus.com.au/find-an-ot> to locate another occupational therapist.

### *2. Do you have a wait list?*

Yes, we do have a wait list in order to provide a high-quality service to our existing clients. The wait list is prioritized according to level of need. Our staff will prioritize your referral once the referral form is received. If your situation changes, please contact the office to discuss your needs.

### *3. What ages/clients do you see?*

Shoalhaven Occupational Therapy sees clients of all ages, with a range of diagnoses. However, your referral will be assessed by the Principal Occupational Therapist to ensure our service best meets your needs. If we are unable to assist, we will provide you with details on how to locate other occupational therapy services or you can use the Find an OT service from Occupational Therapy Australia: <https://otaus.com.au/find-an-ot>

### *4. What are your fees?*

Fees for NDIS clients are charged in accordance with the NDIS price guide. Please contact us for quotes for other funding options or if you are a private client.

### *5. Do you see clients under the NDIS?*

Shoalhaven Occupational Therapy sees NDIS clients that are plan or self-managed. NDIA managed clients need to see a NDIA registered service: [Find a registered provider | NDIS](#)

### *6. Do you see clients under Medicare?*

Yes, we see clients under Medicare. You need to get a referral from your GP.

### *7. Do you see private clients?*

Yes, we see private clients. Please contact us to discuss your needs or complete a referral form and we will be able to provide a quote for services.



*8. Do you see clients with DVA funding?*

No, we do not see clients with DVA funding at this time. To find a DVA registered provider please follow this link: [Care at home or aged care | Department of Veterans' Affairs \(dva.gov.au\)](#)

*9. Do you see clients with a Home Care Package?*

No, we do not see clients with a Home Care Package at this time. To find an Aged Care provider please follow this link: [Find a provider | My Aged Care](#)

*10. How do I make a referral?*

Please make a referral via the online form available on the website [www.shoalhavenoccupationaltherapy.com.au](http://www.shoalhavenoccupationaltherapy.com.au) or contact the office on (02) 4421 6013

*11. What happens at an initial assessment?*

An initial assessment will occur normally at your home. It will take approximately 2 hours. The occupational therapist will ask you questions about the tasks you complete in your daily life. They will also assess your need equipment and home modifications. The occupational therapist will also complete assessments that may be used in funding applications.

*12. Do you know of other services in the Shoalhaven?*

The Allied Health Directory from the Shoalhaven Allied Health Network is a useful resource to find other services in the Shoalhaven: <http://www.shoalhavenalliedhealthnetwork.com.au/allied-health-directory.html>

**Do you have a question that is not listed above? Then contact us! Our details are listed below:**

**PHONE: (02) 4421 6013**

**EMAIL: [admin@shoalhavenoccupationaltherapy.com.au](mailto:admin@shoalhavenoccupationaltherapy.com.au)**