



Harper's Health

Client Handbook



Welcome to Harper's Health

We are delighted to welcome you to Harper's Health. As a trusted Allied Health provider, we are committed to supporting individuals of all ages—including children, young people, and adults—to achieve their goals and lead fulfilling lives.

Our team offers a wide range of services, including:

- Occupational Therapy
- Psychology
- Speech Pathology
- Social Work
- Behaviour Support
- Nutrition & Dietetics
- Comprehensive Assessments for Occupational Therapy, Psychology, and Speech Pathology

These services are available under various funding options, including:

- National Disability Insurance Scheme (NDIS)
- Medicare
- Private Health Funds
- Workers' Compensation Insurance
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Our clinics in East Maitland and Morpeth provide a welcoming and inclusive environment designed to support individual needs. This handbook provides essential information about our services, your rights and responsibilities, and what you can expect from us.



We acknowledge Aboriginal People as the first peoples of this nation and respectfully acknowledge the Wonnarua and neighboring countries including the Awabakal, Worimi, and Geawegal people on the land on which we work today.

We pay respect to the elders past, present and emerging. It is a privilege to be standing on country.



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About Us

Harper's Health is a family-operated Allied Health provider delivering high-quality, person-centred therapy services tailored to the unique needs of each client. Our team is dedicated to fostering independence, social connection, and overall well-being through professional and compassionate support.

We proudly serve clients across the Maitland and Hunter region, offering:

- **Occupational Therapy** – Building skills for daily living, self-care, school, and work.
- **Psychology** – Providing evidence-based mental health care, counselling, and assessments.
- **Speech Pathology** – Enhancing communication, language, and swallowing skills.
- **Social Work** – Offering holistic support for mental health, family dynamics, and advocacy.
- **Behaviour Support** – Creating positive strategies to improve social and emotional well-being.
- **Nutrition & Dietetics** – Supporting growth, feeding, and nutrition across all ages.
- **Assessments** – Comprehensive evaluations in Occupational Therapy, Psychology, and Speech Pathology.

Helping individuals and families thrive through tailored allied health support.



Our Services

Occupational Therapy

Our Occupational Therapists support individuals in developing essential skills for everyday activities. This includes improving:

- Fine and gross motor skills
- Sensory processing and regulation
- Social interaction and communication
- Independence in self-care and daily tasks

Psychology

Our Psychologists work with clients of all ages to address mental health challenges, enhance resilience, and promote overall well-being. We offer support for:

- Anxiety, depression, and stress management
- Emotional regulation and behavioural concerns
- Trauma and life transitions
- Relationship counselling

Speech Therapy

Our Speech Therapist helps individuals improve their communication, language, and swallowing skills. Support includes:

- Speech and language delays
- Stuttering and fluency disorders
- Social communication challenges
- Feeding and swallowing difficulties

Social Work

Our Social Workers provide support and advocacy for individuals and families facing social, emotional, and mental health challenges. Services include:

- Mental health and well-being interventions
- Family and relationship support
- Assistance with accessing community services

Behaviour Support

Our Behaviour Support Practitioners work with individuals and families to understand and manage behaviours of concern. We develop personalised Positive Behaviour Support Plans (PBSPs) that focus on skill-building, safety, and meaningful participation in daily life.

Nutrition & Dietetics

Our Accredited Practising Dietitian supports clients of all ages with nutrition, feeding, and growth. Services include:

- Paediatric feeding therapy and mealtime support
- Nutrition for growth, development, and wellbeing
- Support with fussy eating and food aversions
- Guidance for medical conditions and special dietary needs

Assessments

We provide comprehensive Occupational Therapy, Psychology, and Speech Therapy Assessments to identify strengths, challenges, and tailored intervention strategies.



What You Can Expect From Us

At Harper's Health, we are committed to:

- ✓ Treating you, your family, and your chosen support network with respect, dignity, and compassion.
- ✓ Communicating with honesty, openness, and in ways that are easy to understand.
- ✓ Delivering services that reflect your individual goals, preferences, and needs.
- ✓ Providing therapy and support informed by the latest research, evidence, and best practice standards.
- ✓ Ensuring all staff are qualified, experienced, and compliant with relevant professional and legislative requirements.
- ✓ Safeguarding your privacy and maintaining the confidentiality of your personal information at all times.



Managing Director
Trent Harper



Clinical Governance & Supervision
Alex Harper



Practice Manager
Britt Hill



Strategic Growth & Engagement
Demi Hampson



Intake & Services
Emma Hayes



Programs Coordinator
Aleisha Collison



Registered Psychologist
Claudia Gorry



Registered Psychologist
Sam Harvey



Registered Psychologist
Britt Winter



Clinical Psychologist
Beck Meldrum-Hanna



Psychologist & BSP
Amy Bartalocci



Behaviour Support
Mitchell Kerr



Behaviour Support
Benji Triege



Lead Social Worker
Erin Williams



Social Worker
Tash Lewis



Social Worker
Lily Malone



Occupational Therapist
Georgia O'Connor



Occupational Therapist
Michaela Van de Mortel



Occupational Therapist
Bentley Cooke



Dietitian & Feeding Therapist
Felicity Robb



Occupational Therapist
Kat Horder



Speech Therapist
Emily Winter



Occupational Therapy Assistant
Chelsea Cameron



Your Rights & Responsibilities

Your Rights

As a participant of Harper's Health, you have the right to:

- Receive respectful, safe, and high-quality services.
- Be actively involved in decisions about your care and therapy goals.
- Access support that promotes your independence, inclusion, and overall well-being.
- Provide feedback, raise concerns, or make a complaint without fear of disadvantage or retribution.
- Have your privacy, dignity, and confidentiality protected at all times.
- Be supported by qualified staff who uphold professional and ethical standards.

Your Responsibilities

To ensure the best possible experience, we ask that you:

- Provide accurate and up-to-date personal, medical, and funding information.
- Attend scheduled appointments or provide at least two business days' notice if you need to cancel or reschedule.
- Treat Harper's Health staff, clients, and visitors with courtesy and respect.
- Actively participate in your therapy and follow agreed recommendations where possible.
- Inform Harper's Health promptly of any changes to your contact details, funding, or circumstances.



Quality of Services

At Harper's Health, we are committed to delivering high-quality, client-centred services that meet national standards and reflect best practice. We align with the National Standards for Disability Services, ensuring that our services are:

- **Rights-Based** – We respect your dignity, privacy, and right to make informed choices.
- **Inclusive** – We promote participation, belonging, and independence in everyday life and within the community.
- **Outcome-Focused** – Our supports are designed to help you achieve your personal goals and aspirations.
- **Accessible** – We work to ensure equal access to our services, removing barriers wherever possible.
- **Accountable** – We monitor, review, and continually improve our services based on client feedback and regulatory requirements.

Our Commitment to Continuous Improvement

We believe there is always room to grow. At Harper's Health, we regularly review our policies, training, and practices to ensure the highest quality of care. Your feedback plays an important role in this process, helping us refine our services and continually raise our standards.



Feedback & Complaints

We value your feedback and strive to improve our services continuously.

If you have a concern, we encourage you to:

1. Speak directly with your therapist or a staff member.
2. Contact our Operations Manager via phone or email.
3. If unresolved, you can escalate your complaint to the NDIS Quality and Safeguards Commission or relevant regulatory bodies.

NDIS Commission Hotline: 1800 035 544

Website: www.ndiscommission.gov.au

Your voice matters! We appreciate all feedback—whether positive or constructive—to help us enhance our services.



Privacy & Confidentiality

Your privacy is important to us. Harper's Health complies with Australian privacy laws and the NDIS Code of Conduct to ensure that your personal and sensitive information is protected. We collect information to provide the best possible care and may share relevant details with authorised third parties only when necessary and with your consent, unless required by law (e.g., safeguarding concerns or mandatory reporting). **You have the right to:**

- **Access your records upon request.**
- **Correct or update any inaccurate information.**
- **Know how your information is being used.**

If you have concerns about privacy, please speak with our team or refer to the Office of the Australian Information Commissioner (OAIC) for further guidance.



Cancellation & Appointment Policy

To provide fair and efficient service:

- Appointments must be cancelled with at least two business days' notice.
- Cancellations made **less than two business days** before the scheduled session may incur a **100% session fee**.
- **No-shows** without prior notice **will be charged in full**.
- Repeated cancellations may impact your ability to book future appointments.
- **For clients seeking school visits:** Harper's Health **does not hold appointment spots** during **school holidays**. To maintain ongoing appointments, clients must transfer to in-clinic, home, or telehealth sessions (if appropriate) during holiday periods. If a client chooses not to engage in services during school holidays, **they forfeit their appointment time** and may lose their ongoing spot when school resumes. However, we will make every effort to find an alternative appointment time that suits their needs.

These policies comply
with the latest NDIS and Medicare guidelines.



Fees, Payment & Contact Information

Service Costs

- Fees align with the current NDIS Price Guide, Medicare rebates, and private health fund rates.
- Travel costs may apply for off-site services, in line with the NDIS guidelines.

Payment Options

We accept payment via:

- ✓ NDIS (Self, Plan, or NDIA Managed)
- ✓ Medicare & Private Health Insurance
- ✓ Workers' Compensation Claims
- ✓ Direct Payment (EFT, Credit Card, or Direct Debit)

Invoices must be settled within 7 days unless otherwise arranged.

Fee Schedule for Non-NDIS Clients

Clinical Psychology Services

\$255.00 per hour

Rebate available (check with Medicare)

Standard Psychology Services

Occupational Therapy Services

Clinical Social Work Services

Speech Pathology Services

\$225.00 per hour

Rebate available (check with Medicare)

Behaviour Support Services

\$225.00 per hour

No Rebate Available

CLINIC DETAILS

Harper's Health Clinic Locations:

170 Swan St, East Maitland, NSW, 2321
13 Melbourne St, East Maitland, NSW, 2320

Business Name: Harper's Health

ABN: 29 595 539 517

Email: reception@harpershealth.com.au

Phone: (02) 4040 3043



Thank you for choosing



Harper's Health

