



SUPPORT AT HOME

Support at Home Information Booklet

Practical occupational therapy, delivered where you live.

Therapy that fits your life

Supporting older Australians to live safely, confidently and independently at home through mobile, community-based occupational therapy.

MOBILE OT SERVICES

REGIONAL + METRO VIC

CLIENT-CENTRED

SUPPORT AT HOME

Occupational therapy for everyday independence

Our focus is simple: understand what is getting in the way, then help make daily activities safer, easier and more achievable.

Home safety

Identify risks and practical changes that may reduce falls and improve confidence.

Daily activities

Support showering, dressing, meal preparation, transfers and household routines.

Equipment

Assess and recommend assistive technology suited to the person and environment.

Home changes

Recommend minor or complex home modifications that improve access and safety.

Cognition

Explore how memory, attention and problem-solving affect everyday participation.

Reablement

Build skills, routines and confidence around goals that matter to the client.

Support shaped around the client

Services can be delivered through ongoing occupational therapy, short-term reablement or restorative care, and the Assistive Technology and Home Modifications scheme. Frequency and scope depend on the client's goals, assessed needs and available funding.

WHAT WE OFFER

Assessments and services

A tailored assessment helps clarify what support is appropriate. Not every client needs every service - recommendations are based on individual circumstances.

- 1 **Aged care and functional assessments**
- 2 **Home safety and falls assessments**
- 3 **Cognitive and functional assessments**
- 4 **Transfer and manual handling assessments**
- 5 **Seating and pressure care assessments**

- 1 **Assistive technology assessment and trials**
- 2 **Minor and complex home modifications**
- 3 **Equipment prescription and supplier liaison**
- 4 **Carer education and practical strategies**
- 5 **Reablement and restorative care programs**

The outcome is a practical plan

Following assessment, we explain our findings and recommendations clearly. Where required, this may include written reports, equipment options, home modification recommendations, liaison with relevant providers, or a program of follow-up therapy.

HOW IT WORKS

A clear pathway from referral to action

We keep communication practical and make sure everyone understands what happens next.

01

Referral

Contact our team or send a referral with the client's goals, location and funding details.

02

Initial appointment

An OT meets with the client, completes the assessment and identifies priorities.

03

Plan and recommendations

We provide clear next steps, including reports, equipment, modifications or therapy.

04

Follow-through

We coordinate with the client and relevant supports, then review outcomes as needed.

FOR PROVIDERS

Custom delivery arrangements are available where a provider has specific service, reporting or communication requirements.

APPROVED PRICE LIST

Standard occupational therapy sessions

All-inclusive rates cover travel, administration, documentation, outcome tracking and provider liaison.

Service	Units	MM2-3	MM4+	Included
Initial appointment	1	\$533.50	\$679	1 hr face-to-face, 1 hr report, travel time
Ongoing session	0.75	\$339.50	\$485	45 min face-to-face, admin, travel time

TRAVEL ALLOWANCE

Travel time is calculated at 45 minutes for MM2-3 locations and 1.5 hours for MM4+ locations.

Additional clinical services

Service	Rate	Examples
Clinical administrative tasks	\$194/hr	AT or home modification research, formal report writing, questionnaires, liaison with healthcare providers, suppliers, schools or social service departments

Understanding MM classifications

Pricing is separated by Modified Monash Model location classification to reflect travel requirements across our service area. MM2-3 includes locations such as Ballarat and Horsham. MM4+ includes locations such as Ararat, Stawell and communities further afield.

REABLEMENT

Restorative care packages

Flexible delivery aligned with the Support at Home reablement approach and Restorative Care Pathway. Frequency is tailored to the client's goals, needs and funding.

Package	Typical duration	Sessions	MM2-3	MM4+
Short-term	2-4 weeks	4	\$1,358	\$1,940
Standard	4-8 weeks	8	\$2,716	\$3,880
Extended	6-12 weeks	12	\$4,074	\$5,820
Comprehensive	8-16 weeks	16	\$5,342	N/A

What a package may support

- Building confidence with everyday routines
- Practising safer transfers and mobility-related tasks
- Using equipment effectively in the home
- Developing practical strategies for self-care
- Reviewing progress and adjusting recommendations
- Supporting carers to reinforce agreed strategies

Packages can be delivered weekly, fortnightly or twice weekly where appropriate. The recommended frequency is discussed following assessment.

AT-HM

Assistive technology and home modifications

Assessment and reporting aligned with the Support at Home Assistive Technology and Home Modifications scheme.

Tier	Example scope	OT units	MM2-3	MM4+
Low	Simple AT such as a shower chair or rails; scripted equipment; brief justification	2	\$388	\$485
Medium	Home safety assessment; 1-2 equipment trials; standard AT report	6	\$1,164	\$1,455
High	Complex home modifications; multiple trials; builder liaison; formal report	12+	\$2,328+	\$2,910+

A practical, staged process

Assess

Understand the client, activity and home environment.

Explore

Identify suitable equipment or modification options.

Trial

Test options where appropriate before committing funds.

Recommend

Provide clear clinical reasoning and documentation.

The final scope depends on complexity, trials required, available information, supplier or builder involvement, and the documentation requested by the funding body or provider.

THE PEOPLE BEHIND THE CARE

Our Occupational Therapists

A multidisciplinary-minded OT team bringing experience across aged care, rehabilitation, assistive technology, mental health and community practice.

**Ros**

Senior Occupational Therapist

**Matt**

OT and Clinical Educator

**Nav**Principal Occupational
Therapist**Elizabeth**

Occupational Therapist

**Michiko**

Occupational Therapist

**Minenhle**

Occupational Therapist

**Rebecca**Occupational Therapist -
Telehealth**Emylisa**

Occupational Therapist

**Chen**

Occupational Therapist

**Aishwarya Nair**

Occupational Therapist

**Cee**

Occupational Therapist

**Lizzy**

Occupational Therapist

THE PEOPLE BEHIND THE CARE

Our Allied Health Assistants

Working under the direction and supervision of an Occupational Therapist, our AHAs help clients practise agreed strategies and work towards therapy goals.

**Olivia**

Allied Health Assistant

**Lachlan**

Senior Allied Health Assistant

**Aidan**

Allied Health Assistant

**Mitchell**

Allied Health Assistant

**Raunak**

AHA and Bookings Manager

**Jacana**AHA and Service Quality
Manager**Imogen**AHA and Aged Care
Coordinator**Chalise**

AHA and Executive Assistant

REFERRALS

Ready to take the next step?

Whether you are a client, family member, care partner or provider, our team can help clarify the right starting point.

Talk with Country Therapy

PHONE **0494 758 039**

EMAIL **reception@countrytherapy.com.au**

WEB **www.countrytherapy.com.au**

WHEN REFERRING

Please include the client's contact details, location, funding information, relevant goals and any time-sensitive concerns. This helps us identify the most appropriate clinician and appointment pathway.

Mobile and community-based across Victoria

Country Therapy supports clients across regional and metropolitan areas. Availability and travel classification depend on the client's location; our team will confirm these details when discussing the referral.

Pricing and service availability may be reviewed from time to time. Please contact Country Therapy to confirm current arrangements.