



Welcome to Harmoni OT

A guide to collaborating with me

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Working from 10:00am – 5:00pm, Thursday & Friday only.

Welcome to Harmoni OT

I’m Alysse, and I’m looking forward to collaborating with you and your young person. This booklet explains how I work and what you can expect.

If you have any questions, please do not hesitate to ask. If you would like this information in Easy Read or another language, let me know and I will do my best to arrange it.

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Introduction to Alysse (the practitioner)

I am a neurodivergent occupational therapist (OT) with a strong interest in supporting children and adolescents in ways that feel affirming, respectful, and meaningful to their neurotype and personal values. My practice is grounded in neurodiversity-affirming, trauma-informed, and strengths-based approaches.

Registration

- Occupational Therapist, registered with Ahpra (OCC0002563388)

My Qualifications

- Bachelor of Occupational Therapy (Honours)
- Graduate Certificate in Autism Studies
- Currently completing a Master of Autism Studies (expected late 2026)

Relevant Training

- Collaborative and Proactive Solutions (CPS), Advanced
- Neurodiversity Affirming Therapy Conference Australia (NATCA), 2026
- Supporting Trans and Gender Diverse People with Eating Disorders, 2026
- Neurodivergence, Gender Diversity, and Eating Disorders, 2026

Checks

- Working with Children Check (Blue Card)
- NDIS Worker Screening Check (Yellow Card)

Experience

- 3+ years of experience in paediatric community occupational therapy
- 1+ years' experience in affirming MDT diagnostic assessments (autism and ADHD assessment)

Professional associations

- Affiliate member of the League of Autistic Psychologists and Affirming Colleagues (LOAPAC)
- Occupational Therapy Australia (OTAus)



Occupational
Therapy
Australia
Member 2026

Core Practice Values

- **Affirming:** difference is acknowledged and valued
- **Autonomy:** young people's choice and agency are honoured
- **Collaboration:** working together with young people and their supports
- **Care:** everyone is treated with compassion and respect



About me!

What is Occupational Therapy

“Occupations” are the things we need, want, or aspire to do. For young people, they can include eating, playing, resting, learning, socialising, making friends, creating, exercising, caring for ourselves and others, and so much more.

Occupational therapy looks at the fit between three things:

- the young person,
- the activity, and
- the environment around them.

When something is not working, we can change any of the three – but often, the most useful change is to the activity or the environment.

What I Can Help With

I work with neurodivergent children and adolescents. I can provide support around:

- Sensory processing differences
- Emotional regulation
- Self-care
- Fine motor skills
- Attention, planning, and organisation
- School readiness and classroom participation, including strategies for educators
- Self-advocacy and understanding their own neurotype
- Recommending equipment and low-cost assistive technology

If what your young person needs sits outside what I can offer, I will tell you honestly, and I will do my best to point you towards someone who can help.

The Services I Provide

- **Ongoing occupational therapy:** regular sessions over time, working towards one or many goals specific to the young person's life.
- **Seasonal or intensive occupational therapy:** A shorter, more concentrated block of support. This can be useful around a transition, a school holiday period, or a specific goal.
- **Reports:** Progress reports, functional capacity assessments, sensory assessments, and handover reports where requested.
- **Attending meetings:** School support meetings, plan reviews, and meetings with your young person's wider team if needed.

Where I Work

I am flexible around you, and the type of support your young person needs. I can offer sessions:

- **At home:** within the Bundaberg region.
- **At school, kindy, or daycare:** within the Bundaberg region.
- **In clinic:** In Bundaberg South, QLD, 4670
- **Via telehealth**

Travel is charged from my clinic in Bundaberg South, within NDIS travel limits (see [My Fees](#)). If you are further away, we can talk about whether telehealth, clinic appointments, or fewer but longer sessions might work better.

What Working Together (Might) Look Like

1. **Getting in touch.** I will acknowledge every enquiry and referral within two of my working days. As I work Thursdays and Fridays, this means within one week.

2. **Intake Process (2 emails).** After you submit a referral, I will send you an intake and consent form. Once you have completed these, I will review the information and send a service agreement and some appointment times to choose from. I wait until then because the agreement includes your young person's goals, and I would rather write those from what you have told me.
3. **Our first appointment (60 minutes).** I will meet with you and your young person. I will have some activities they might like, but there is no pressure on them to perform.
4. **Therapy.** We will agree on a frequency that suits your young person.
5. **Review.** We will review progress every three to six months, when a goal is achieved, and before an NDIS plan review. I can write a report to support the plan review if one is needed. Please let me know at least two weeks beforehand.
6. **Continuing, Pausing or Finishing.** During a review, or any time before, we can talk about whether to continue, pause, or finish therapy. Many families may step away from therapy for a while and come back when a need arises. You're always welcome back.

What to Expect, and Your Rights

Working with me, you have the right to:

- be listened to, and have your decisions respected
- be safe, and treated with dignity
- have your young person's likes, dislikes, goals, and needs understood
- be offered choices, and asked what you think
- receive honest, professional advice
- bring a support person, family member, interpreter, or advocate to any appointment
- pause, change, or stop services, or raise a concern, at any time

What to Bring to Your First Appointment

Nothing here is essential, but any of the following that you are happy to share can be helpful for our first appointment:

- Any previous reports: OT, speech, psychology, paediatrician, audiology, vision.
- Their current NDIS plan – if there is one.
- Recent school or kindy reports.
- Any questions you or your young person might have. There are no silly questions. You might even want to write them down as they occur during the week.

How to prepare your young person

If they **have not** engaged in therapy before:

Keep it simple and honest. Something like:

“Alysse helps kids with the tricky parts of their day. She likes playing. You do not have to do anything you don’t want to when (we go there/she arrives).”

Nothing in a first session is a test, and they do not have to talk to me or join in for it to be a positive first step.

If they **have** engaged in therapy before:

Previous experiences vary enormously, and not all of them have been good. Before we meet, it is worth asking what they remember: what they liked, what they didn't, and what they would rather not do again.

If therapy hasn't felt good in the past, it's fine to say so plainly. Something like:

"Last time it didn't work out. This is a different person, and it might be different. You don't have to decide yet; you're welcome to meet her first, and then tell me what you think afterwards."

I would rather they came in sceptical and honest than masking worry.

If previous therapy experiences have been positive, you could remind them of that, and ask what made it work. Knowing what a good therapist did last time is just as helpful!

If meeting new people is hard:

- I can send a photo of myself and a short introduction (or you can find this as a pinned post on Instagram: @harmoni.ot)
- They can have a device, a comfort object, or headphones.
- I don't need eye contact, answers, or conversation with them: they can just sit in the room (if they feel comfortable to).

Confidentiality and Privacy

Information about you and your young person is kept private. I handle it under the Australian Privacy Principles and will not share it without your consent, except in the few situations where the law requires or allows it, or someone's safety is at serious risk. You can change or withdraw your consent at any time.

Clinical records are stored securely in Australia and kept until your young person turns twenty-five, or for seven years after our last appointment if that is later. You can ask to see them at any time, and as your young person becomes able to make their own decisions, the record becomes theirs to control. My privacy policy explains all of this in full, including the tools I use. It is on my website, and a copy was sent with this booklet.

My Fees

Harmoni OT is not a registered NDIS provider. I work with families whose NDIS plans are self-managed or plan-managed, and with families paying privately. I am unable to provide services under an agency-managed (NDIA-managed) plan.

My fees follow the NDIS Pricing Arrangements and Price Limits. The rates below are from the 2026–27 NDIS Pricing Arrangements, effective 1 July 2026, and apply to all families, whether your plan is self-managed or plan-managed, or you are paying privately.

Service	Fee (national rate)
Occupational therapy sessions	\$193.99 per hour
Non-face-to-face work & reports	\$193.99 per hour
Travel	\$97.00 per hour.
Cancellations < 48hrs notice	\$193.99 per hour (see Cancellations)

*Travel is charged for up to 30 minutes each way in Bundaberg and nearby areas (Modified Monash zone 3), and up to 60 minutes each way in more remote surrounding areas (Modified Monash zone 5), in line with NDIS limits. You can check your zone here:

<https://www.health.gov.au/resources/apps-and-tools/health-workforce-locator/>

When new NDIS pricing is released, I may update my fees to match, within the NDIS price limits. I will always give you at least two weeks' written notice, and my current fees are available any time you ask.

Invoicing

I will send an itemised invoice after each appointment.

- **Plan-managed:** I will invoice your plan manager directly, so you won't need to pay invoices yourself, as long as your plan has enough funds.
- **Self-managed:** I will invoice you, payable within 14 days by bank transfer, and you claim it back from your plan. If you are waiting on a claim, let me know and we will work around it.
- **Private:** I will invoice you, payable within 14 days by bank transfer.

Your service agreement will set out these terms in full.

Cancellations

I understand that sometimes things come up and you may not be able to make your appointment. When this happens, please contact me as soon as you can to let me know. You can do this by text, email, phone call, or voicemail.

If you give at least 48 hours' notice (two calendar days), there is no cancellation fee. Your notice counts from the time you send it, even if it is on a day that I am not working or if I do not reply straight away. There is no need to wait for my working days, as I will always check the timestamp on your message when I receive it.

With less than 48 hours' notice, or if an appointment is missed, a cancellation fee applies. The fee is 100% of the cost of your session. Travel is not charged unless I am already on my way to you when you cancel. Where I am able to fill the time with other work, I will not charge the cancellation fee. As a reminder, I will send a text a few (three) days before each appointment.

Leaving the Service

If you decide my service is not the right fit for you or would like to leave the service for other reasons, please let me know. You can do this by text, email, phone call, or voicemail. I am happy to provide an exit or referral letter if you would like one, along with copies of any reports completed during our time working together.

While I am happy to discuss your circumstances or reasons, as this can support transition planning for your young person, I will not ask. You do not need to explain your reasons, and it will not affect how I treat you if you ever want to come back.

How to Raise Feedback, a Concern or Complaint

I welcome feedback and believe it is essential to a good service. Depending on your situation, there are different ways to do this.

To give feedback informally

- You can tell me in person, by text or phone on 0483 699 205, or by email at admin@harmoniot.com.au.
- I will listen (or read) and let you know how I plan to respond if action is suggested or required.
- If I cannot respond to your feedback straight away, I will let you know how and when I will follow up.

To make a formal complaint

- You can tell me directly or put your complaint in writing by email or letter.
- I will contact you within two of my working days (within one standard week) to discuss your concern and agree on a plan and timeframe for resolving it.

- I aim to resolve all complaints within 28 days. If it takes longer, I will write to you and explain why, what I am doing, and when I will next be in touch.

I will not withhold services or treat you any differently because you, a family member, or anyone acting on your behalf has made a complaint. But, because I work alone, you're also always welcome to raise a concern directly with one of the external agencies over page, without raising it with me first, if that feels more comfortable.

Who	Why	How
Office of the Health Ombudsman	For complaints about a health service or a health practitioner in Queensland.	Ph: 133 646 www.oho.qld.gov.au
Occupational Therapy Board of Australia (Ahpra)	For concerns about my registration, conduct, or professional performance.	Ph: 1300 419 495 www.ahpra.gov.au
NDIS Quality and Safeguards Commission	For concerns about supports funded by the NDIS.	Ph: 1800 035 544 www.ndiscommission.gov.au
Office of the Australian Information Commissioner	For concerns about how your personal information has been managed.	Ph: 1300 363 992 www.oaic.gov.au
Pathways	For assistance to find advocacy services to suit your needs and location.	Ph: 1800 130 582 https://disabilitypathways.org.au/
Speaking Up for You (SUFY)	A provider of individual advocacy services for people with disability, caregivers, and family.	Ph: 07 3255 1244 https://sufy.org.au/individual-advocacy/

Thank you for the opportunity to be part of your young person's team.



Alysse Schweizer