



Tip Sheet for Support At Home - Aged Care Funding referrers

November 2025

Referrals

Please send all referrals to referrals@cairnsot.com as this helps us to triage the referrals and ensure the most appropriate OT sees the client as soon as possible. We have provided our referral form in case you wish to use this, however you can use your own forms providing you send all the details we need to action the referral.

We focus on providing hands-on therapy services in the Cairns local area (Palm Cove to Gordonvale). We have several areas of expertise including therapy for issues such as:

- Hand, wrist and arm injuries, weakness
- Chronic swelling / lymphoedema and wounds
- Chronic pain, especially neuropathic pain
- Neurological conditions / cognitive / perceptual issues

Our process

We would like to emphasise that as Occupational Therapists, we

- assess function and then we
- work to remediate the issue
- teach the appropriate task modification techniques
- prescribe the appropriate assistive equipment
- recommend / design home modifications
- document the recommendations in the process required by the funding body

There has to be a clinical need for the therapy, assistive equipment / home modification. We cannot and will not 'rubber stamp' equipment requests. Inappropriate or unnecessary equipment can be as dangerous as incorrectly prescribed medication and can reduce capacity.

Can you please advise

- The funding organisation and email for where we need to send quotes and invoices
- We cannot invoice Support At Home or CHSP directly using a referral code.
- The issues that the client has and areas that you feel need addressing
- Support Plan, discharge summaries and / or details from GP re medical diagnoses, details of their functional issues
- Please detail any timeframes that are important
- Clarify if a client is urgent due to risk factors vs they want things now
- Please ensure the client / family are prepared to have the OT visit them

P: 07 4042 6333

F: 07 4042 6390

referrals@cairnsot.com

Suite 6, Calanna Health Centre
61 Sondrio St, Woree QLD 4868

www.cairnsot.com



Fees

A QUOTE will be sent relating to initial assessment and then greater detail provided following this. You will need to send written approval for quote to proceed.

All new referrals require an initial assessment which requires approximately 1.5 hours of direct time (face-to-face and travel if needed) and 1 hour of indirect time. This time results in a summary of findings for the client and their provider organisation, including recommendations for further treatment or assessment.

Our fees are based on the number of hours required for

- **direct clinical care** including consultation time and travel time and
- **indirect care** including clinical notes, documentation and liaison.

From 01/11/2025 our hourly rate is **\$237 per hour GST Free** for both direct and indirect services.

It is based on the scheduled fees relating to our other caseloads, e.g. WorkCover Qld, costs of providing services and the optimal practice environment to support and retain our therapists, so that they can provide the services you need.

There is a fee increase in line with market factors and the CPI in July each year.

Our OTs are

- Kerry Stingel (Director)
- Rebecca Morrison
- Amanda Donald
- Amanda Withers
- Jesse Booysen

Our Admin team are Ruby and Lyn.

We value

- Being **Attentive**, dependable and committed to meeting client and referrer needs
- Providing **Valuable** services to individuals, referrers and community
- Offering Expertise, **Ingenuity** and Adaptability
- Being **Authentic**, honest and sincere in our interactions

Thank you for your ongoing support.

We welcome your feedback to referrals@cairnsot.com

Cairns Occupational Therapy is your centre for

- *Hand, wrist and arm therapy, Splinting*
- *Wound, scar and chronic swelling / lymphoedema management*
- *Neurological Rehabilitation*
- *Pain management therapy, especially Neuropathic Pain*
- *Home modification and assistive technology prescription*
- *Work rehabilitation services*