



# TAG's Assessment Process

## Quick Reference Guide



Therapy Alliance Group is a values driven organisation with Unique Potential leading the way. Our assessment process is designed to ensure you receive individualised assessment services, and more accurate quoting for your assessment, meaning you have more of the information you need. Our assessment process has several steps, each of them important in making sure you get everything you need out of your time spent with us.

### Pre-Assessment Consult

Your assessment will include a 30 minute *Pre-Assessment Consult* where the Clinician discusses your background, specific concerns, required outcomes from our assessment, and long-term goals. This typically happens via phone. This allows them to determine the best approach for assessment and intervention before we see you face to face. This also aids in providing a more accurate estimate of the maximum hours needed to undertake the full assessment, and the required assessment associated activities (such as report writing). You will receive a "Quotation of Agreed Supports" by email after your consultation, which contains all of this information. The Pre-Assessment Consult is charged at the hourly rate outlined on our fee schedule.

### Service Agreement, incl. Quotation of Agreed Supports

The Service Agreement comes in two parts: the email you receive and electronically sign, and an attached *quote* which provides an estimate of the maximum required hours to undertake all of your required assessment activities.

The quote is based on the information you provided during the Pre-Assessment Consultation. It includes what the Clinician recommends as the necessary steps to fully assess the client's needs. The quote is valid for 3 months and is hours-based, with the rates provided per our current fee schedule.

Once you have reviewed and accepted the quote, you electronically sign the Service Agreement (i.e. the email you receive). This outlines the *terms and conditions* of payment and is an agreement to undertake the assessment and all included assessment associated activities.

### Assessment & Reporting

Once the Service Agreement has been signed and received, we proceed with the initial assessment appointment, usually booked for 1.5 hours although this may differ depending on your clinical needs. If further appointments are needed to conduct a full assessment, your clinician will usually arrange this with you at the initial appointment. At the end of your assessment appointments, you will receive a copy of our initial recommendations about therapy, any necessary referrals, and home strategies you can implement straight away. This is our simple steps plan, which you will see in your quote. Your clinician will discuss and complete this with you within your appointment. This is not a full written report.

After the completion of your last assessment appointment, a written report will be finalised and issued usually within 2-4 weeks. Your Clinician will advise if your report is unable to be completed within this timeframe. The completion of a written report is a requirement for all assessments completed by TAG. Our website contains more information.

Once your assessment is complete, we will work with you to devise a plan of action. If ongoing therapy is required, we will discuss booking availabilities or waitlist time frames with you.

### Summary

<p><b>Step 1: Pre-Assessment Consult</b> - 30 minute phone call between clinician and someone with appropriate knowledge of client's needs.</p>	<p><b>Step 2: Quotation of Agreed Supports and Service Agreement for Assessment</b> - sent after pre-assessment consult for signature.</p>	<p><b>Step 3: Assessment Appointment/s</b> - typically 1.5 hours face to face followed by 30 minute non-contact session documentation by the clinician.</p>	<p><b>Step 4: Assessment Report</b> - provided within 2-4 weeks following the completion of your assessment appointment/s.</p>	<p><b>Step 5: Ongoing Therapy (if clinically recommended)</b> - our clinician or scheduling team will contact you to discuss appointment options.</p>
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