



OCCUPATIONAL THERAPY · FOR REFERRERS AND SUPPORT COORDINATORS

FCA: What Referrers and Support Coordinators Can Expect



WHY YOU'RE HERE

When the standard box does not fit a person, a poor assessment does not just miss the mark. It misses the funding, the supports, and sometimes the diagnosis.

So the person is seen accurately, and the delegate has a complete, honest picture of the life they actually live.

IF YOU ONLY READ ONE THING

Every assessment is reviewed by two senior specialists, a senior NDIS specialist and a senior clinician, before the report goes ahead. And we bill as we go, so there are never surprise totals at the end.

What you and the participant can expect

Two senior specialists, on every assessment

Every FCA that runs through The Centered Space is reviewed by two senior specialists before the report goes ahead: a senior NDIS specialist and a senior clinician. They look at the case together, at the point in the assessment where direction matters most, before the report is drafted.

Because two senior people look at the full picture before anything is committed to paper, far less is missed. This is not a spot-check at the end. It is built into the process from the start.

Full transparency, every step of the way

We bill as we go. Every session, from the planning hour through to the final delivery, is a Cliniko appointment the participant or family is notified of by email. Each notification sets out what we did and why it mattered, then states the cost. There are no surprise totals at the end of a long assessment.

The final formatted report is released once the final invoice is paid. We let families and plan managers know this at the very start of the engagement, in writing, so it is never a surprise.

There is one exception to this: where there is a safeguarding finding, an access request, or a risk that cannot wait on payment, we release the relevant clinical information immediately. That safety commitment is confirmed at intake.

A clear, warm handover at the end

When the report is complete, the clinician runs a short, plain-language delivery walkthrough with the family: here is what the report says, here is what it means, here is what comes next. The report does not arrive as a PDF in an inbox. It arrives as a conversation.

How a referral moves through our process

1

Qualify

Liz, our NDIS specialist, reviews the referral and checks for complexity. If the case has complexity signals, a senior consultation happens before anyone is assigned.



2

Schedule of Supports

Liz prepares the Schedule of Supports and sends it to the plan manager. It is agreed and signed before the assessment begins, so you know exactly what is being funded and why.



3

Assessment begins

The assigned clinician reads prior reports, plans the assessment, and presents to the senior specialist and senior clinician before the first session. The report is planned before it is written.



4

Assessment and drafting

Sessions run, the report is drafted, and the clinician checks their own work before senior review. Every session is billed within 24 hours of it occurring.



5

Senior review

The completed draft goes through marking and senior review before it is finalised.



6

Delivery

The clinician delivers the report to the family with a plain-language walkthrough. The formatted report is released on payment of the final invoice, subject to the safety override above.

What to include in your referral

To help us qualify and plan the assessment accurately, please include:

- The referral reason and current functional concerns
- Existing diagnoses and relevant history
- Any complexity factors: behaviour support involvement, communication needs, safeguarding concerns, or a previous FCA
- Plan management contact details and current NDIS plan end date
- Consent from the participant or their guardian to receive and discuss the referral

A note on NDIS funding

NDIS funding may cover OT where it aligns with the participant's goals and approved plan. Not all NDIS plans include OT supports.

We work with a wide range of funding types and plan structures. We can tell you what is typically fundable for the work we do, and we will note what applies in each case.

We are not able to guarantee how an individual NDIS delegate will decide on a funding claim, because that decision rests with the NDIS and is specific to each plan.

What we can do is make the assessment as clear, evidence-based, and well-documented as possible, so the picture presented to the delegate is complete.

Get in touch

Referrals and enquiries: Liz, NDIS Specialist **Email:** admin@thecenteredspace.au

Phone: 0433 040 049 **More on our FCA method:** fca.thecenteredspace.au

We respond to all referral enquiries within one business day.

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PROOF, NOT ASSERTION

Every FCA is built on the NDIS reasonable-and-necessary framework and the WHO ICF, with standardised data (the WHODAS and the Vineland at minimum) and senior review before it goes out.

Your single next step

[Start a referral, or ask us a question →](#)



The Centered Space · Defensible, not loud. We acknowledge the Traditional Custodians of the lands on which we work, and pay our respects to Elders past and present.

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