



INFORMATION SHEET

Thank you for requesting the services of a Starjump consultant who is trained to deliver the Starjump Assessment and Program. Starjump consultants are professionals who have received appropriate training and have ongoing supervision and professional development in the specialist area of visual spatial thinking and learning and associated conditions.

DELIVERY

The Starjump program and assessment can be delivered onsite at the premises of the consultant you will be working with or remotely via skype or other online services.

All assessments require you to have the following online facilities in order for you to complete the parent questionnaire.

- a. Access to the internet
- b. An active email address

Skype with a web cam is required if you choose to do the assessment or program remotely. We require you to be familiar with the following features of skype.

- a. Setting the sound volume to an appropriate level
- b. Turning the video on and off
- c. Sending and receiving files
- d. Use of the chat facility

An additional fee of \$25 per 15 minutes will be charged if the consultant is required to coach you in how to use skype or provide technical assistance to set it up.

You will need headphones if participating in the Starjump Program remotely.

ASSESSMENTS

Assessments are divided into three parts:

1. Parents are emailed a link to the parent questionnaire that needs to be completed prior to meeting with the consultant. The questionnaire takes approximately 40 minutes to complete. We recommend both parents make time to complete the questionnaire together whenever possible, as this is an important part of the process.

It is important that parents input results of assessments from other professionals into the Starjump system. An additional fee of \$90 will be charged if the Starjump Consultant inputs data from other professional reports.

2. A parent must accompany the child to an onsite or online assessment with a Starjump consultant. This session takes approximately 1.25 hours maximum. If parents request or require more than the scheduled time, an extra charge of \$25 per 15 minutes will be charged. The consultant will email the parents a summary of the information they have provided prior to generating a report. Parents are requested to confirm that all information is accurate before the Starjump consultant will proceed with preparing the reports. Parents should notify the consultant of any answers that need to be changed.

The consultant will request a copy of any external assessment reports from other professionals. These should either be brought to the assessment sent or emailed as soon as possible once the assessment process has begun.

3. The final part of the assessment requires one or both parents to attend a feedback session where the consultant will deliver and explain the outcome of the assessment. You should expect the following from this session:
 - a. You will be given 2 reports. One for you as the parent and one for the child's teacher.
 - b. An explanation of each section and why it is relevant to the assessment
 - c. An explanation of why recommendations have been made
 - d. Answers to any questions you may have arising from the assessment and report
 - e. Prioritizing of recommendations
 - f. Delivery of pertinent appendices that have been flagged on the assessment report
 - g. Names of recognized professionals that parents can refer to when following up on recommendations

Finally, we encourage parents to provide a copy of our report to other professionals when following up recommended referrals.

THE STARJUMP PROGRAM

Parents can enroll their child into a Starjump Program once an assessment has been completed if the child would benefit from the program.

Program Options Include:

6 Session Block – for the delivery of identified modules only. (sessions are to be used within 6 months of purchasing the block.)

12 session block - for the implementation of the Unlocking Literacy Program and the delivery of modules. (Sessions are to be used within 12 months of purchasing the block.) Use of the Unlocking Literacy Program is limited to the duration of the purchased block.

Sessions are for one hour with a trained Starjump consultant and can be delivered onsite or online. All students must have a completed assessment prior to enrolling in the program.

APPOINTMENTS

Please confirm your assessment appointments at least 48 hours beforehand. Reminder notices or phone calls regarding scheduled appointment times are not routinely made.

The minimum amount of notice required for cancellation of an appointment is 24 hours prior to the existing appointment time. Cancellation and no show fees are outlined in the table below.

The client does not show up for a scheduled appointment that is not an assessment and where no cancellation has been received by Starjump.	% 100 of the scheduled fee
Cancellation of an appointment that is not an assessment and where the client has given 24 hours notice.	%50 of the scheduled fee
The client does not show up for a scheduled assessment appointment, and they cancel assessment process. The fee is payable with or without giving Starjump 24 hours notice of the cancellation.	%62 of the assessment fee
The client does not show up for a scheduled assessment appointment, but they request to reschedule the appointment. The fee is payable when 24 hours notice of cancellation is not given.	%100 of a scheduled hourly session rate

If a client is late for an appointment, the consultant will be required to end the consultation at the end of the scheduled appointment time. If clients request an extension of that time and the consultant is available, a fee of \$25 per 15 minutes will be charged.

FEES

Assessment Fee - \$385

6 Session Block - \$720 for an upfront payment or \$780 for sessional payments. (No ULP)

12 Session Block - \$1320 for an upfront payment or \$1440 for sessional payments.(ULP)

ULP CD - \$220

School Visit - \$110 per hour plus .48c per kilometer travel expenses.

All fees have GST included.

PAYMENT

An invoice for an assessment will be attached to the email sent containing the link to the parent questionnaire on our system. Payment is required prior to the consultant conducting the second part of the assessment unless the consultant has specifically negotiated an individual payment plan with the client.

Payment for a 6 or 12 session block also needs to be paid prior to the service commencing unless the consultant has specifically negotiated an individual payment plan.

Starjump does not provide EFPOS or CREDIT CARD facilities. Electronic transfer of funds is the preferred means of payment.

SUPPORT

Starjump provides a 7 day a week technical support service. Please email help@starjump.com.au for all technical assistance and your request will be responded to promptly.

Consultants will take other support calls if clients need information outside scheduled appointments. However a fee of \$25 per 15 minutes will be incurred for support calls longer than 5 minutes.

COMPLAINTS

Clients can submit complaints or concerns by emailing the Director on complaints@starjump.com.au

Maxine Cowie
Director
Starjump



Maxine Cowie

Telephone 03 9592 7253

Box 8070 North Rd LPO, Brighton East Victoria 3187

maxine@starjump.com.au **starjump.com.au**

ACN 131 167 603 ABN 75 700 926 612

Developing visual spatial thinking kids!