

CRAMLI Psychological and Behavioural Service

"Here with you every step of the way"



Welcome to CRAMLI Psychological and Behavioural Services

Thank you for choosing CRAMLI Psychological and Behavioural, we are excited to work with you and support you in accessing our services. Your practitioner, will be in contact to discuss the next steps.

We offer our experience, a professional and comprehensive service range designed to assist you in achieving your goals. Our clients are the most valuable part of our organisation, and we will work with you to ensure your satisfaction from now and for as long as you want to continue with our services.

This information pack intends to keep you and your supporting network informed about our services, key policies, and your rights and responsibilities. Please keep this information pack for your future reference.

CRAMLI offers:

- **Therapeutic Supports:** Our Psychological practitioners offer treatment with respect to a variety of mental health problems such as anxiety, depression, Post Traumatic Stress Disorder, borderline personality disorder etc. Our practitioners can work in any number of settings and assess, diagnose and treat a wide range of clients and areas of concern. They use evidence-based psychological approaches customised to suit each individual, setting, issue or challenge.
- **Specialist Behavioural Interventions:** At CRAMLI provides a high-quality quality evidence-based, and person-centred approach to people who have approved behaviour support funding in their NDIS Behaviour Support plans. Behaviour support funding is identified when a participant demonstrates behaviour that may be challenging in their own environment. Behaviour is called 'challenging' because it challenges everyone who supports the person to understand why it is happening and how to work together to find solutions.
- **CRAMLI staff adheres to the NDIS (Restrictive Practices and Behaviour Support) Rules 2018,** conducting restrictive practice (RP) assessments and consultations and ensuring proper reporting obligations to the NDIS Commission. In addition, CRAMLI staff follows State and Territory authorisation, consent, and reporting requirements in accordance with relevant legislation, policy, and procedures. Our staff is dedicated to

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protecting people with disabilities from harm resulting from poor quality or unsafe support and services.

- Behaviour Support Services: Please note, CRAMLI will begin developing an Interim or Comprehensive Behaviour Support Plan after receiving a signed service agreement. We will make initial contact within 1.5 weeks, followed by two home visits. If restrictive practices are identified, the development process may take up to one month after the second home visit. [This considers CRAMLI 'engaged' to commence the development of a plan.](#)
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- Report Writing and Funding Utilization: Behaviour support involves a substantial amount of funding, primarily due to the extensive time required to write reports and analyze data. Our interventions are grounded in evidence-based practices and are person-centered, but it's important to note that we spend many hours working on reports in the background. For instance, writing an Interim Behaviour Support Plan requires around 15 hours, while a Comprehensive Behaviour Support Plan can take up to 35 hours. This work does not include the additional time spent on observation, care team meetings, phone calls, emails, data collection, travel, or face-to-face contact.
- Family and Children Clinic: At CRAMLI, we offer specialised group therapy in a safe and confidential environment where concerns and issues are explored, and new skills are taught to address the difficulty in regulating emotions, managing distress, establishing boundaries and healthy relationships and learning new skills and enhancing one's capacity.
- Rabbit Pet Therapy: 'Alfie' is specially bred and trained to enhance the wellbeing of families, with a particular focus on affordability, sustainability, and supporting children with learning difficulties or other disabilities. CRAMLI have sought guidance from Dr Neil alongside Adelaide Rabbit Clinic to select the right therapy rabbit to suit our needs and our participants.

Our staff will be happy to answer any of your enquiries. We encourage you to contact us at any time with your questions, comments, or feedback. Please do not hesitate to call the CRAMLI Team on 1800 272 654 or via email at admin@cramli.com.au.

Thank you for choosing to work with CRAMLI.

Yours sincerely,

CRAMLI Team