

We want to help you achieve your goals. This document contains details about:

- Your Personal Information
- How Everyday Independence Will Calculate and Charge Travel Costs
- Keeping Your Therapy Appointments, and Cancellations
- How To Make A Complaint
- Service Agreement Reviews

Your Personal Information

Personal information is information that identifies you. For example, your name, address, telephone number and date of birth.

Information about your **health** and **disability** is also considered to be personal. For example, your participant number, medical history, disability history, professional opinions about you, and past and current supports and services.

Everyday Independence **collects** personal information from you, from people who know you well, and from current health and disability providers. Everyday Independence will ask if you agree to us using your personal information.

Your information is used to plan your therapy; to help you reach your therapy goals; and to help you stay safe.

We will **only** collect personal information if it is **helpful** to your therapy or your **safety**.

Do You Have To Give Everyday Independence Your Personal Information?

No. But we are not able to help you without knowing your personal information.

We Keep Your Information Safe, Organised, Up-to-date And Accurate

We keep your personal information in a **safe** place. For example, we use locked filing cabinets, have passwords on computers and have passwords on mobile phones. We try and keep most of your personal information securely on our computer system.

We **keep** your information in an organised manner, up to date and correct. Please tell us if your information changes. For example, your address or phone number.

We May Share Your Personal Information

We may share your personal information with the Everyday Independence therapy team, people from other organisations who are involved in supporting you, and an organisation who is funding your therapy. Sharing your information is a way of everybody working together as a team and a way of communicating your improvements or needs.

How We Will Keep Your Personal Information SAFE and PRIVATE

We respect your privacy and personal information. We value the trust you place in us to collect and manage your personal and sensitive information.

We are committed to handling your personal information in accordance with the Privacy Laws and the Australian Privacy Principles.

How Can You See Your Personal Information?

To access your personal information from us you need to request this from the Director of Everyday Independence by calling Mal Healey on 1300 179 131 or emailing info@everydayind.com.au.

A **form** will be sent to you. You need to complete the form and attach evidence of your identity. For example, a healthcare card or a Medicare card. You need to return the form and proof of identity to:

Mal Healey
Director
Everyday Independence
40 Scanlon Drive,
Epping VIC 3076

We will **contact** you and arrange for you to receive your personal information.

There May Be Occasions Where We Are Unable To Release Your Personal Information To You

This can occur if the law prevents us from releasing the information, if someone other than yourself asks for your information, or if a doctor tells us that you may be distressed or at risk if you receive the information. If we say no, we will tell you why.

What Happens If My Information Is Not Correct?

We will discuss the mistakes with you, clarify the information and correct the information straight away.

How Everyday Independence Will Calculate and Charge Travel Costs

Travel costs mean the costs related to the **therapists' time** when travelling to see you at your home or in your community. Travel costs **do not** mean petrol or wear and tear on a vehicle.

Everyday Independence wants you to **get the most** out of your therapy budget.

Everyday Independence **sticks to the NDIS rules** when calculating and charging travel costs.

Everyday Independence Will:

- Do our best to **minimise** the travel costs. We do this by providing therapy to others who live in the same area, either before or after your therapy session.
- Charge a **maximum** of 20 minutes travel for Metropolitan participants and 45 minutes for Regional participants, **except** in the case of the **final appointment** for the day. If your appointment is the **final appointment** of the day you will be charged **additional** travel of a maximum of 20 minutes for Metropolitan participants and 45 minutes for Regional participants back to the **closest** Everyday Independence office.
- Claim travel costs for the time to travelled to you for the appointment and for the time to travel back to the office for the last appointment of the day.
- **Inform** you of the maximum travel costs which may be claimed **before you start** therapy.

- With your **consent**, claim for the travel costs from your NDIS therapy budget via the means stated in our service agreement.
- Calculate travel costs based on the **closest** Everyday Independence office to your appointment.
- Talk to you about how you can **save** on travel costs.
- Adhere to NDIS guidelines in relation to travel costs.
- Our travel costs are calculated using the hourly rate for a therapy visit.

Keeping Your Therapy Appointments, and Cancellations

We Want To See You Achieve Your Goals

We want to see you achieve your goals and will call you if you cancel your appointment to check if another time, day or location will work better for you. We can also suggest some great strategies to assist you to keep your appointments.

Missed Appointments Are Missed Opportunities

We highly value your time and ours.

Therapy is an opportunity for you to work towards your goals.

We Make Appointments That Work For You

You are more likely to keep your appointments if you think about:

- Your current routines and how therapy can fit into your life.
- The most convenient and suitable place to have therapy. For example: home, clinic, school, kinder, work.
- An appointment buddy – who might be able to help you keep an appointment.

We Make It Easy For You To Remember Your Appointment Because We Can:

- Support you to make a note of your next appointment.
- Send you an SMS reminder before your appointment.
- Give you a reminder phone call if you ask us to.

Please Let Us Know If You Need To Change Or Cancel An Appointment

You can do this by calling 1300 179 131 or by calling your therapist directly.

We Need Notice If You Can't Keep Your Appointment

We appreciate you giving us as much notice as possible if you can't keep your appointment.

We will charge for your appointment (90% of the agreed price) if you don't let us know that you can't keep your appointment by 3pm the day before the service.

The National Disability Insurance Agency (NDIA) permits that cancellations without notice, and 'no-shows' for therapy, can be charged at 90% of the agreed price (for up to 6 hours within the period of our service agreement). We will inform you if we have charged for a cancellation and we will discuss with you ways to minimise future cancellations.

Cancelling Our Service Agreement

You can cancel our agreement at any time by calling 1300 179 131.

We must give you 14 days' notice if we cancel the agreement.

How To Make A Complaint

We want you to be **happy** with our services and we want you to **let us know** when you are not happy with something. A **complaint** is a way of telling us you are not happy with the people or services at Everyday Independence.

For example:

- How you were treated.
- Changes to your appointment times or therapist.
- Not getting the service you wanted or expected.
- How Everyday Independence collects, manages and shares your personal information.

Your feedback gives us a chance to **put things right** and to make our services better for everyone.

We Want To:

- Help you to reach your goals
- Make sure we are doing a good job
- Make sure we are doing what we say we will do
- Make it easy for you to tell us if we do something wrong

You Can Ask Someone to Complain For You

For example, a family member, a support worker, a guardian, an advocate, or anyone in the community.

What Happens When You Complain?

We want to fix the problem **quickly**. We will contact you, listen to you and discuss the problem. We will then try and solve the problem with you. We will write down the details and keep a record of the complaint.

When everything is sorted out we will ask what you thought about the way we answered your complaint. Every month the **leaders** at Everyday Independence meet and discuss any complaints that we have received. Talking about how we fixed the problem will help us learn to do things **better**.

To Make a Complaint:

We can help you make a complaint **in your preferred language**.

You can speak to the therapist who you work with; or you can email the details of your complaint to info@everydayind.com.au. If your complaint is serious you can write to, or ask to speak to the Director, Mal Healey. For example, a complaint about your safety.

Mal Healey
Director
Everyday Independence
40 Scanlon Drive,
Epping VIC 3076
1300 179 131

If you are still unhappy you can contact:

VIC

Health Services Commissioner using email hsc@dhs.vic.gov.au or call 1800 136 066.

Disability Services Commissioner on 1800 677 342 or via email at complaints@odsc.vic.gov.au.

NSW

Information and Privacy Commission using email ipcinfo@ipc.nsw.gov.au or call the Office of the NSW Privacy Commissioner on 1800 472 679.

NSW Ombudsman on 1800 451 524 or via email at nswombo@ombo.nsw.gov.au.

If you want to report your complaint to the **NDIS** you can:

- Call 1800 800 110.
- Visit your local NDIS office.
- Go to the NDIS website <http://www.ndis.gov.au/contact/feedback-and-complaints>.

Service Agreement Reviews

We will **review** your agreement with you at the end of each therapy plan.