



everyday independence

# How We Will Work Together

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

- Your Personal Information
- Paying For Your Therapy
- Service Delivery
- 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 CEO of Everyday Independence by calling Glyn Davies on 1300 179 131 or emailing [mytherapy@everydayind.com.au](mailto:mytherapy@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:

Glyn Davies  
CEO  
Everyday Independence  
23 & 24 /1 Danaher Drive  
South Morang VIC 3752

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.

### **Paying for Your Therapy**

You have an **NDIS plan** that has **money allocated** in it for therapy.

You need to **tell us how much** money you want to spend on therapy with us and this must not be more than what is in your NDIS plan.

We will write the total amount you want to spend on therapy with Everyday Independence in your service agreement and we will ask you to sign it.

### **How Your NDIS Funds Will Be Managed**

You must tell us how your NDIS funds will be paid to Everyday Independence. It will be either:

- **NDIA-Managed** which means that the NDIA will pay us directly.
- **Self-Managed** which means that the NDIA will give you the money to spend on therapy and you will then pay us for the therapy when we send you a bill.
- **Plan-Managed** which means the NDIA will give your plan management agency the money for your therapy. We will send a bill to your plan management agency and they will then pay us.

We will only ask for payment **after** we provide the therapy.

You must **keep track** of how much money you have for therapy in your plan and tell us if it changes. If you do not tell us and we provide therapy for you that is more than you have left in your NDIS plan **you will be responsible** for paying that money to us.

## Service delivery

### About your therapist

At Everyday Independence, you will have a Primary Therapist. The Primary Therapist will be your primary contact. We will tell you who your primary therapist is when you commence services with us.

If you have more than one therapist at Everyday Independence they will work with your Primary therapist as part of a team to deliver therapy services to you.

If your therapist can no longer provide you with therapy support, Everyday Independence will contact you to talk about the handover process and introduce you to your new therapist. If a therapist is not available to continue your therapy straight away we will talk about what support we can provide you until another therapist becomes available.

### Therapy Appointments

Therapy appointments will most often occur in a natural environment, where you work, learn or play.

Your therapist, behaviour support practitioner, key worker or therapy assistant (Habit Coach) is going to be present and fully committed to participating in each appointment.

### Non face to face support

The NDIA allows for provision of non face to face support to be charged at the rate of the support item in the service agreement.

We will gain prior approval from you before completing any non face to face support. All non face to face support will be directly related to the achievement of the identified goals. These activities include therapy planning and NDIS required reports.

A therapy plan will be completed by your therapist or therapy team when you commence services with Everyday Independence.

Your therapist, behaviour support practitioner or key worker will complete an Outcome Report for you when your NDIS plan is due for review.

### Group Therapy Sessions

We will charge you for each Group Therapy session after the session has been delivered. The cost of the session is the one to one therapy rate divided by the number of people enrolled in the group program.

If you do not wish to continue participating in the Group Therapy Sessions, you need to give us **2 weeks notice** prior to the commencement of the program. If 2 weeks' notice is provided prior to the first group therapy session, then we will not charge you for the program.

If you advise us that you no longer want to participate in the program, less than 2 weeks' before the program commences then you can be charged for the entire program.

We will not charge, if your position in the group is replaced by another participant.

### How Everyday Independence Will Calculate and Charge Travel Costs

Travel costs mean the costs related to the time it takes your therapist, behaviour support practitioner, key worker or therapy assistant (Habit Coach) to travel to you for therapy services. 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 follows the **National Disability Insurance Scheme (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.
- Claim travel costs for the time to travel to you for the appointment. We will charge a **maximum** of 30 minutes travel for Metropolitan participants and 60 minutes for Regional participants, **except** in the case of the **final appointment** for the day.

- Claim travel costs for the time to travel back to the office if your appointment is the **final appointment** of the day. You will be charged **additional** travel of a **maximum** of 30 minutes for Metropolitan participants and 60 minutes for Regional participants back to the closest Everyday Independence office.
- With your **consent**, claim for the travel costs from your NDIS therapy budget the way you told us you will be paying in your service agreement.
- Talk to you about how you can **save** on travel costs.
- **Follow the NDIS rules** when we charge you for travel costs.
- Calculate our travel costs using the hourly rate for a therapy visit.

## Keeping Your Therapy Appointments, and Cancellations

### We Want To See You Achieve Your Goals

We will make contact with you if we need to cancel or change your appointment. We will give you as much notice as possible and work together to find a new appointment time.

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 if you ask us to.
- 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**

The NDIA have **rules** about what we can charge you if you cancel an appointment at short notice. We follow those rules.

If you need to **cancel** an appointment, please tell us **straight away**.

If you tell us you can't keep an appointment less than **two business days** before the appointment day we will charge you the **full fee** for your appointment.

We will tell 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, behaviour support practitioner, key worker or therapy assistant (Habit Coach).
- 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 talk about 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, behaviour support practitioner, key worker or therapy assistant (Habit Coach) who you work with; or you can email the details of your complaint to [mytherapy@everydayind.com.au](mailto:mytherapy@everydayind.com.au). If your complaint is serious you can write to, or ask to speak to the CEO, Glyn Davies. For example, a complaint about your safety.

Glyn Davies  
CEO  
Everyday Independence  
23 & 24 / 1 Danaher Drive  
South Morang VIC 3752  
**1300 179 131**

**If you are still unhappy** you can contact The NDIS Quality and Safeguards Commission (**NDIS Commission**). The NDIS Commission is an independent Commonwealth agency that is in charge of checking the quality and safety of NDIS supports and services.

You can contact the NDIS Commission by:

- Phoning **1800 035 544** (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Visiting their website **[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

### **Service Agreement Reviews**

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