







# EVERYDAY WAY PARTICIPANT CHARTER



Welcome! We are thrilled that you have chosen Everyday Independence and we look forward to supporting you to build your skills and confidence to participate more in everyday life.

Our Participant Charter explains how we'll work together, the Everyday Way. You'll know what to expect from us and what we'll ask of you and your team.

WHAT YOU CAN EXPECT FROM US		WHAT WE'LL ASK FROM YOU
<p><b>ABOUT YOU</b></p> 	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>≡ only collect your personal details associated with therapy</li> <li>≡ always keep your personal information safe and private.</li> </ul>	<p><b>We ask that you</b></p> <ul style="list-style-type: none"> <li>≡ provide us with accurate and up to date information, so we can best support your needs.</li> </ul>
<p><b>ABOUT THE EVERYDAY WAY WE DELIVER SERVICES</b></p> 	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>≡ provide our services to you in your everyday environments and/or community as this is the best way to build up your skills and confidence</li> <li>≡ always be present and fully committed to participating in each therapy session</li> <li>≡ listen to you, your family and support network to help you achieve your goals</li> <li>≡ clearly communicate how we intend to provide your therapy and services and include you in all decisions along the way</li> <li>≡ create a tailored therapy plan that will guide you to achieving the outcomes that are important to you</li> <li>≡ team you up with a Disability Practitioner, who will be your go-to person; if your child is receiving ECS services this will be your Key Worker</li> <li>≡ track your therapy and progress with detailed notes during each session.</li> </ul>	<p><b>We ask that you</b></p> <ul style="list-style-type: none"> <li>≡ be respectful and courteous to our team members at each session</li> <li>≡ be present and fully committed to participating in each therapy session</li> <li>≡ always have a responsible adult, carer or guardian present at your child's sessions.</li> </ul>

WHAT YOU CAN EXPECT FROM US		WHAT WE'LL ASK FROM YOU
<p><b>YOUR SERVICE AGREEMENT</b></p> 	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>≡ provide you with a Service Agreement to sign at your first appointment</li> <li>≡ only invoice you after each therapy session is completed</li> <li>≡ always explain any non-face-to-face activities that we may need to do and seek your permission before invoicing these</li> <li>≡ review your Service Agreement with you before the end of your plan date to assess and plan any ongoing therapy.</li> </ul>	<p><b>We ask that you</b></p> <ul style="list-style-type: none"> <li>≡ be aware that some non-face-to-face activities are billable such as your therapy planning and creating resources and tools that are important for supporting your outcomes.</li> </ul>
<p><b>CHARGING FOR TRAVEL COSTS</b></p> 	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>≡ be open and transparent about when we will charge for travel</li> <li>≡ do our best to minimise the travel costs.</li> </ul>	<p><b>We ask that you</b></p> <ul style="list-style-type: none"> <li>≡ be aware that travel costs will be billable as part of providing your services.</li> </ul>
<p><b>YOUR APPOINTMENTS</b></p> 	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>≡ book appointments that work for you in support of achieving your outcomes/goals</li> <li>≡ contact you if we need to cancel or change your appointment</li> <li>≡ send you two SMS reminders: <ul style="list-style-type: none"> <li>1) four days before your appointment, or seven days for habit coaching</li> <li>2) one day before your appointment</li> </ul> </li> <li>≡ charge the full fee if you cancel less than two business days before your appointment, or less than five business days before habit coaching and it's not rebooked within two weeks</li> <li>≡ do our best to write your therapy notes and NDIS reporting during your appointment. If we're unable to complete it at that time, we'll do this out of session and bill you accordingly.</li> </ul>	<p><b>We ask that you</b></p> <ul style="list-style-type: none"> <li>≡ if you need to cancel please notify us at least two business days before your appointment, or five business days for habit coaching, by responding to your first SMS reminder, calling your practitioner, or our team on 1300 179 131; no cancellation fee charged for habit coaching if rebooked within two weeks.</li> </ul>
<p><b>PROVIDING FEEDBACK</b></p> 	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>≡ welcome your feedback at any time and document it on our system with a promise to get back to you within 48 hrs to discuss the issue, possible solutions and improve how we do things.</li> </ul>	<p><b>We ask that you</b></p> <ul style="list-style-type: none"> <li>≡ provide open and transparent feedback about our services, including any issues or concerns you may have.</li> </ul> <p><b>You can provide feedback in several ways</b></p> <ul style="list-style-type: none"> <li>≡ speaking to your practitioner</li> <li>≡ emailing <a href="mailto:mytherapy@everydayind.com.au">mytherapy@everydayind.com.au</a></li> <li>≡ completing our online Feedback form</li> <li>≡ calling 1300 179 131.</li> </ul> <p>If you aren't satisfied with how we've managed your feedback, you can contact the NDIS Commission on 1800 035 544.</p>