

Whether you're a child, teenager or adult, our promise at Everyday Independence is to support you and your family's desire to live full and happy lives.

This document covers how we will work together to deliver high quality therapy services that support you to achieve the best possible outcomes from your NDIS plan.

The Everyday Way We Deliver Services

We believe the best way for you to get better value from your NDIS therapy funding is not to treat you as a patient in a clinic. We come to you where you live, work, learn and play to help you use your daily routine to practice your new skills, gain confidence and reach your full potential.

Everyday Independence will not be responsible for any valuables (including money) or personal possessions while attending sessions at our office or your home, and we therefore request you to ensure these are securely stored at all times.

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, people who know you well, and current health and disability service providers. Your information is used to plan your therapy, help you reach your goals, and stay safe. With your consent, sessions will be digitally transcribed and summarised, which may include the use of artificial intelligence tools. We'll only collect personal information if it is helpful to your therapy or your safety. At times we need to share personal information to assist in achievement of goals, we will discuss this with you and document your consent prior to sharing information.

For more information on how we collect, keep and share your information, please read our [Privacy Policy](#).

Everyday Independence requires current, relevant information about all parents, guardians, and carers so that we can take account of family arrangements. Please provide copies of all current parenting plans AND court orders regarding parenting arrangements. Please provide copies of court orders or plans when they change. If you wish to discuss any matters regarding family arrangements in confidence, please contact us on 1300179131 to be directed to the relevant State Lead.

Therapy and Associated Costs

Please refer to your Service Agreement for details of all charges that apply. Listed below are the associated costs of therapy that you may incur.

Cost	Details
Non-face-to-face support	<ul style="list-style-type: none"> ≠ Non-face-to-face support is billed at the rate of the support item in the Service Agreement. ≠ All non-face-to-face support will be directly related to the achievement of your identified goals and include therapy planning and NDIS reports.
Group Therapy Sessions	<ul style="list-style-type: none"> ≠ Group therapy sessions are billed only after each session has been delivered. The total cost of each session is divided equally among the participants attending that session. ≠ Supports delivered as part of a group program are not subject to the short notice cancellation rules outlined in the current NDIS price guide. If you decide not to continue with the group program, we require at least two weeks' notice. This allows us time to adjust billing or offer your place to someone else. ≠ If no notice is provided, billing will continue for four consecutive weeks from the date you stop attending. After this period, you will be exited from the program. However, if your place is filled by another participant during that time, charges will no longer apply.
Travel	<ul style="list-style-type: none"> ≠ We minimise costs by supporting other participants who live in the same area - either before or after your therapy session. ≠ We charge a maximum of 30 mins travel for Metropolitan participants, and 60 mins for regional participants, except in the case of the final appointment for the day. ≠ If yours is the final appointment of the day, we'll charge for travel back to the closest Everyday Independence therapy hub. This includes an additional maximum 30 mins travel for Metropolitan participants and 60 mins for regional participants. ≠ Charged travel time also includes a \$1.25 per km fee.

Appointments

We make appointments that work for you. Please consider your current routine and how therapy can fit into your life. Remember, we come to you wherever you spend your time.

Reminders

We send two courtesy SMS appointment reminders. However, we recommend relying on something other than these to remember your appointment time. We can support you to calendarise or make note of your appointments as soon as they are made.

Cancellations

If you need to cancel an appointment, tell us at least two business days ahead (not counting weekends or public holidays), and you won't be charged a cancellation fee.

We will notify you if we have charged for cancellation and discuss ways to minimise future cancellations.

Rescheduling

If you need to reschedule your appointment, please get in touch with us at your earliest convenience. Similarly, we will contact you if we need to reschedule your appointment. We will give you as much notice as possible and work together to find a new appointment time.

Maintaining Service Delivery Continuity

Ensuring your journey with us stays smooth is a top priority at Everyday Independence. We're dedicated to providing consistent services, as we believe it's the key to reaching your goals. Of course, life happens, and disruptions can occur, whether due to a therapist's departure, illness, or unexpected events like government restrictions or natural disasters.

If we anticipate any potential bumps in the road that might affect your services, our Administration Partner will get in touch. Together, we can explore a few options based on your therapy plan:

- Shifting your appointment to a time that suits you better
- Changing the location of your session to slot you in with another fantastic therapist
- Adapting from a face-to-face session to teletherapy, as long as it's suitable for you and your therapist.

Here's a little behind-the-scenes info: Our practitioners at Everyday Independence work in teams to ensure seamless support for participants like you. So, if someone is under the weather or moves on, rest assured you'll still have access to services from the other practitioners who know you well and are committed to supporting you.

To make sure everyone's on the same page, our practitioners keep detailed case notes that are shared within the team and accessible whenever you need them.

PACE System and Participant Endorsed Providers

In November 2023, The NDIS began the gradual roll out of their new system known as PACE.

If you are NDIA Managed or have Behaviour Support Funding, you may now hear the term '**participant-endorsed provider**'. This refers to providers who are confirmed by you as delivering your supports. This does not apply to Plan or Self-Managed participants.

If this process applies to you, your Everyday Independence hub admin will support you to endorse our organisation.

Please note: Our teams cannot endorse on behalf of a participant. This must be done by the participant, their nominee or guardian by calling the NDIS on 1800 800 110 and asking to endorse Everyday Independence (Registered Provider Number 4050000429).

You can find out more here: <https://improvements.ndis.gov.au/>

Feedback and Incidents

We want you to have a great experience with us, so we welcome all feedback—whether it's a compliment or a concern. If you're unhappy with something, please let us know so we can work with you to achieve a resolution. You can also share positive experiences with us; we love hearing what's working well. If you prefer, you can ask someone to provide feedback on your behalf, such as a family member, support worker, coordinator of support, guardian, advocate, or anyone in the community. All feedback is reviewed by Everyday Independence leaders to understand what's going well, why issues occur, and how we can continue to improve.

We have a detailed system for managing incidents. Our system covers any incidents that happen or are reported to have happened, while providing our services.

Our system specifically addresses incidents that caused, or could have caused, serious harm to a person with a disability, as well as situations where a person with a disability caused, or could have caused, serious harm to another person. It includes procedures for identifying, managing, and resolving incidents. Additionally, we are required to notify the NDIS Commission about certain types of incidents, such as death, serious injury, abuse, neglect, and unlawful sexual or physical contact with a person with a disability.

If you need to report an incident involving one of our services, give us your feedback or make a complaint, you have the following options:

- ≧ You can speak to anyone in your therapy team, including your local Administration Practitioner
- ≧ Complete the [online feedback form](#)
- ≧ Email details of your complaint to mytherapy@everydayind.com.au

If you are still wanting more from the outcome of your complaint, you can contact the NDIS Quality and Safeguards Commission (NDIS Commission). The NDIS Commission is an independent Commonwealth agency that oversees the quality and safety of NDIS supports and services.

Phone 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

Visit their website www.ndiscommission.gov.au