

EVERYDAY WAY PARTICIPANT CHARTER



Welcome! We're glad you've chosen Everyday Independence. We're here to support you in building your skills and confidence so you can participate more in the everyday activities that matter to you.

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

WHAT YOU CAN EXPECT FROM US



ABOUT YOU

- ≡ We will only collect your personal details that are relevant to your therapy.
- ≡ We will always keep your personal information safe and private.



TRAVEL COSTS

- ≡ We will be upfront about any travel charges.
- ≡ We will calculate therapist travel time from the hub or previous appointment to your location – this will be charged at half the therapy rate.
- ≡ Where possible, we will share travel time and costs between participants in the same area.
- ≡ We will charge \$1.25 per kilometre for travel costs.



HOW WE DELIVER SERVICES

- ≡ We will provide services in your everyday environments or community where possible.
- ≡ We will be present and fully engaged in each therapy session.
- ≡ We will listen to you and those who support you to help you reach your goals.
- ≡ We will clearly explain how we'll provide therapy and involve you in decisions.
- ≡ We will create a tailored therapy plan to guide your progress.
- ≡ A Primary Practitioner or Key Worker (for early childhood supports) will lead your therapy team.
- ≡ We will track your progress with clear notes during or after each session.



APPOINTMENTS

- ≡ We will book appointments at times that support your goals.
- ≡ We will let you know if we need to cancel or reschedule.
- ≡ We will send two SMS reminders:
 - Four days before your appointment
 - One day before your appointment
- ≡ If you cancel with less than two business days' notice, you may be charged the full fee.
- ≡ We aim to complete notes and reports during your session, but if not, we will finish them after and charge accordingly.



PROVIDING FEEDBACK

- ≡ We welcome your feedback any time.
- ≡ We will respond within 48 hours.
- ≡ You can give feedback by:
 - Talking to your practitioner
 - Emailing mytherapy@everydayind.com.au
 - Completing the online Feedback Form
 - Calling 1300 179 131
- ≡ If you're not happy with how we handle your feedback, you can contact the NDIS Commission on 1800 035 544.



YOUR SERVICE AGREEMENT & THERAPY

- ≡ We will give you a Service Agreement at your first appointment.
- ≡ We will show you what a typical invoice looks like so you know what to expect.
- ≡ We will explain what you will be billed for – including some of the things that we may do out of the therapy sessions.
- ≡ We will invoice only after a service is delivered.
- ≡ We will review your Service Agreement with you before your plan ends.

HOW WE SUPPORT YOU

Time We Spend With You

Time We Spend Supporting You Behind the Scenes



These activities are examples of what we might do in and out of sessions to help you reach your goals

WHAT WE ASK FROM YOU

ABOUT YOU

- Please provide accurate and up-to-date information so we can support you effectively.

YOUR THERAPY & FUNDING

- Let us know if your NDIS plan changes or if you stop using the NDIS.
- Let us know before arranging the same therapy services with another provider, or if you're using any other providers.
- Keep track of your therapy funds within your funding periods, and tell us if your budget changes.
- If your funds run out and you haven't informed us, any remaining charges will be billed to the next funding period.

WORKING TOGETHER

- Be respectful and courteous to our team.
- Be present and actively involved in your therapy sessions.
- Always have a responsible adult, carer, or guardian present for a child's session.

SAFETY & COMMUNICATION

- Let us know if there's anything that could be unsafe for our team during visits.
- Let us know if you're unhappy with our service.
- Contact us to cancel or reschedule appointments at least two business days before your session.

everydayind.com.au

1300 179 131

Monday – Friday, 8am – 6pm

