



# lifetime connect.

THERAPY AND EDUCATION  
SUPPORT SERVICES



**Family Handbook**  
**2023**



# Being an NDIS Participant



Discovering that your child is experiencing challenges can be overwhelming and confusing

## WE ARE HERE TO HELP

Early Childhood Intervention is the key to give your child the best possible start.

Starting your child's therapy and education support as soon as you can, is life changing.



# Being an NDIS Participant

Once you have completed an intake (enrolment procedure) with our Coordinator and you have been offered service with us, you will attend a Service Plan Meeting where all required therapists and Key Worker (if required) will meet with you and discuss your child's NDIS goals.

When the meeting has concluded you will enter into a **Service Agreement** with our service. You will also receive a **Schedule of Supports** which is a detailed account of the costs and a summary of the frequency of services and report writing.

A Service Agreement and Schedule of Supports must be signed before therapy can commence.

It's important to monitor your plan to see if it is meeting your needs.

It is also important to avoid being charged for services by providing notice of cancellation 48 hours prior to your appointment.



# Being an NDIS Participant

If your plan is **NDIA managed** this means the NDIA manages your NDIS funds and service providers claim through the portal

If your plan is **Self Managed**, this means that we will invoice you for any services

If your plan is **Plan Managed**, this means that you have a choice of using any Plan Manage Agency to manage your plan and they pay your bills from your NDIS plan.

## **Ending your Service Agreement**

When it comes to ending your Service Agreement for any reason you must provide this in writing with 2 weeks notice



**We can arrange plan managed for you!**

# Important Information

## Client Rights

- You have the right to be actively involved in the decision around the delivery of your service provision.
- Competent service provision, respecting your privacy and dignity.
- Adequate information on all aspects of services provided in terms you can understand.
- Participate in decision making which affects your service provision.
- The right to consent to, or refuse service provision.
- Access to client records and to have the confidentiality of records ensured.
- A second opinion, if you feel the need.
- Have the right to an advocate of your choice.
- To expect the agency to advocate on your behalf.

## Feedback and Complaints

### **How to make a complaint or give feedback**

- Verbally - by speaking with a team member or the Coordinator in person or by phone.
- In writing - on our feedback form which can be obtained by asking a team member for it.

### **We will respond to your complaint within 1 - 5 days.**

- Record the complaint on our form.
- Seek clarification and investigate the complaint. Work with you to identify solutions.
- Record these outcomes.
- Provide you with a copy of the documentation.
- Review your satisfaction with the outcomes after 10 days.



feedback

# Important Information

Your information - it's private

- When you access a support provided by us a client record is created. It includes your name, contact details and information about your child.
- Information is stored in your client record and new information is added each time you visit.
- The information you give us helps us provide you with most appropriate intervention and support.
- We are committed to protecting your privacy. Your information is also protected by law.
- We have strict confidentiality and privacy policies and ensure your information is stored securely.



## Representation

You can appoint a representative who speaks on your behalf and deals with any matters surrounding your Service Agreement. When this changes, we must be notified in writing. If you don't have a representative, you can appoint someone from an independent advocacy service.





# TEAM AROUND THE CHILD



Your family is the most valued member of our team. We recognise that families can provide children with lots of learning opportunities.

# OUR TEAM OF PROFESSIONALS



## **Teacher/Key Worker**

A Key Worker coordinates all information, services and supports for your child. They will work with your family - always supported by our team of professionals.

A Key Worker understands Child development and can help with:

- Behaviour Management
- Communication and social skills
- Movement and life skills

## **Speech Therapist**

A Speech Therapist provides therapy for:

- understanding language and using words
- alternative or augmentative communication methods - Key Word Sign, PECS, apps and devices.
- speech sounds
- eating and swallowing safely
- fussy eating
- eye contact, turn taking and attending activities with others





# OUR TEAM OF PROFESSIONALS



## **Therapy Assistant**

Therapy Assistant is a staff member with a high level of knowledge and experience and Diploma qualifications. They support the OT's and Speech pathologists in delivering therapy sessions.

## **Mental Health Professional**

Positive psychological approaches  
CBT-based approaches  
ACT-based approaches  
Anxiety-specific approaches  
Emotional regulation and emotional exploration  
Activity-based interventions



# OUR TEAM OF PROFESSIONALS



## **Occupational Therapist**

An Occupational Therapist provides therapy for:

- sensory processing
- self regulation
- motor development
- equipment prescription
- life skills

## **Allied Health Assistant**

The Allied Health Assistant helps support the OT in all areas of therapy which includes:

- sensory processing
- self regulation
- motor development
- equipment prescription
- life skills



## **NDIS Administrator**

A NDIS administrator helps with:

- your service agreement
- your schedule of supports
- support coordination
- NDIS questions
- Plan Management

# OUR APPROACH TO PRICING

We charge for our services in accordance with the National Disability Insurance Agency's Price Guide and Support Catalogue.

## **Direct and Indirect Services**

To meet your goals, our staff may need to deliver a range of direct and indirect services, as authorised by the NDIA. These will be discussed with you at the Service Plan Meeting.

Direct services are any contact we have with you which includes face-to-face appointments, email exchanges, zoom or Blink.

Indirect services are other items such as:

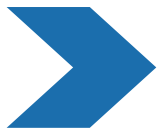
- goal reviews
- reports
- research on supports you require to meet your goals
- case conferences with other service providers
- case notes

## **Travel Costs**

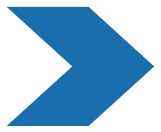
Expected travel costs will be discussed during the Service Plan Meeting. We will work with you to minimise travel costs to you.



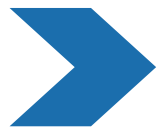
## IMPORTANT TIPS



**Keep your reports in a folder**



**Contact us early to reschedule**



**Follow us on Facebook for updates**



**Tell us if your circumstances change**

Follow us 



<https://www.facebook.com/therapyandeducationss>

# CONTACT DETAILS

Therapy and Education Support Services

1 Briner Street, Macksville NSW 2447

For general enquiries phone:

PH: 02 6568 4026

OR

M: 0428 684 026

For Plan Managed enquiries  
phone 0419 189 264

E: [Kylie.Guymer@lifetimeconnect.org.au](mailto:Kylie.Guymer@lifetimeconnect.org.au)  
[www.lifetimeconnect.org.au](http://www.lifetimeconnect.org.au)