**Participant Introductory Pack**

**Our Vision:**

To live in a world where people of all abilities and backgrounds are respected and encouraged to live their lives to their fullest potential.

**Our Mission Statement**

To provide high quality therapy to people of all backgrounds and abilities by therapists who are passionate and supported themselves.

**Our Values**

To provide high quality services that meets people’s needs

For our clients to feel safe and respected by our staff

To respect each client’s own values, beliefs, culture, diversity and choices

To maintain the dignity of the people we work with to the best of our ability

To be open and honest with the people who we work with

Support people to have optimise their quality of life

Support people to increase their capacity and independence

**NDIS Billing Items and Time Limits**

The purpose of this part of the document is to clarify for the providers from OT Ex-Press and their NDIS participants what they can expect to be billed for to reduce confusion around funding.

**Price guide (which can also be found in your service agreement):**

Occupational Therapy Ex-Press provides services at the current recommended NDIS hourly rate for services provided in WA Metropolitan areas. Occupational therapy services DO NOT accrue GST.

**Occupational Therapy**

**Registration group:** Cluster 8, Therapeutic Support

**Support Purpose**: Capacity Building

**Outcome Domains**: Daily Living

**Support Category:** Improved Daily Living Skills

**The Price Guide for NDIS from 2020-2021 is currently:** $193.99 per hour

**Registration group:** Cluster 7, Behaviour Support (behaviour Management Plans)

**Support Purpose**: Capacity Building

**Outcome Domains**: Relationships

**Support Category:** Improved Relationships

**The Price Guide for NDIS from 2020-2021 is currently:** $193.99 per hour

**Registration group:** Cluster 7, Behaviour Support (Specialist Behaviour Supports)

**Support Purpose**: Capacity Building

**Outcome Domains**: Relationships

**Support Category:** Improved Relationships

**The Price Guide for NDIS from 2020-2021 is currently:** $234.83 per hour

**Support Coordination**

**Registration group:** Cluster 8, Support Coordination

**Support Purpose**: Capacity Building

**Outcome Domains**: Specialised Support Coordination

**Support Category:** Support Coordination Level 3

**The Price Guide for NDIS from 2020-2021 is currently:** $190.54 per hour

**Our Current Cancellation policy:**

The participant must give the service provider a minimum of 2 business days’ notice before cancelling an appointment otherwise the service provider is able to charge 100% of the appointment fee for the last-minute cancellation. If the participant and the service provider are able to reschedule the appointment within the working week it is possible to be flexible with not charging this fee. The participant should contact the service provider via phone or email as soon as they know they cannot make their scheduled appointment time.

**Below are examples of what you can expect an OT Ex-Press Occupational Therapist to bill the NDIS from your plan.**

* Direct Supports, such as;
	+ Face to face appointments (including assessments, consultations, intervention sessions, attendance at meetings or advocacy on the participant’s behalf)
	+ Appointments conducted via TeleHealth or via Phone Call
	+ School, work or visits conducted in the community
* Indirect Supports, such as;
	+ Therapist documentation important to maintaining a high standard of care (case notes, progress monitoring, assessment analysis and outcome measurement)
	+ Report or support letter writing
	+ Liaison between health professionals for the purposes of assessment or information provision which is important to help you meet your NDIS goals
	+ Research, prescription and documentation for equipment needs or funding requests
* Provider Travel (for services taking place in the home or community);
	+ Up to 30 minutes travel time to your appointment
	+ Up to 30 minutes travel time from your appointment
		- Please note, this cost can only be charged to one participant and can only be charged if your therapist is not required to attend another appointment in the local area
	+ Travel costs will be calculated based on the real travel time (up to the cap of 30 minutes in total) at the normal service rate, and will be invoiced separately
* Short Notice Cancellations (see above)

***Time Limits:***

We bill in 15 minutes blocks. We will add up the time it takes for short phone calls, case notes and emails until they meet the 15-minute invoice amount and bill them as an indirect item from your NDIS plan.

***Kilometre (petrol and car usage) claiming***

Through NDIS we are eligible to claim up to $0.85 per kilometre however OT Ex-Press has chosen not to include this in our billing items at this time.

**Privacy and Confidentially**

The staff from OT Ex-Press are required to collect personal information about you during assessments to inform reports and interventions throughout your service provision (appointments). We store this information in a private client management system called Cliniko. Only the staff from OT Ex-Press can access this information and they are required by law to keep this information private. There are times that we can share this information; if you give us permission through a consent to share information form or if we believe you or others are at serious risk. These situations can include:

* Expressing a plan to harm yourself or others
* If you are demonstrating behaviours that put you or your reputation at significant risk
* If you disclose involvement in a serious crime, that needs to be reported (including problems of the care of a minor)

**Advocacy Services**

Everyone has the right to understand the healthcare treatment they are receiving and to make informed decisions about their healthcare. If you need more support in understanding information presented to you, you have the right to ask for the information to be presented in another way and you can also request to have an advocate present.

Some free advocacy services in Perth include:

* [Consumers of Mental Health WA](http://www.comhwa.org.au/) (COMHWA) - Statewide - 08 9258 8911
* [Fremantle Multicultural Centre](http://www.fmcwa.com.au/) - Metrowide, CALD - 08 9336 8282
* [Health Consumers Council](http://www.hconc.org.au/)\* - Statewide - 1800 620 780
* [Mental Health Advocacy Service (MHAS)](https://mhas.wa.gov.au/)\* - 1800 999 057
* [Mental Health Law Centre](https://www.mhlcwa.org.au/)- Metrowide, Individual Advocacy - 1800 620 285
* Midlas – Midland – 08 9250 2123
* People With Disability WA – Statewide – 08 9420 7279
* Carers WA - 1300 227 377

**Decision making**

Each participant has the right to have sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit. If you require more time or assistance in making a decision please let us know so you can make an informed decision.
Throughout your time engaging with our services, you may come up against difficult decisions. It is our role to provide you with information and help you to weigh up to benefits and negatives from a decision but ultimately it is your life and your decision to make. If it is evident that you are experiencing cognitive impairment that is affecting your ability to make sound decisions that are in your best interest, in this rare instance we may request further assessment or legal involvement to support you in your decision making.

**Feedback and Complaints**

Everyone has the right to give feedback or make complaints about a healthcare service if they wish to do so. At OT Ex-Press we encourage you to contact us on 0410 566 031 or info@otex-press.com.au if you would like to make a direct complaint or give feedback. You may also contact the NDIS directly if you think it necessary. They complaints and feedback contact details are:  feedback@ndis.gov.au or call us on 1800 800 110.

**Ending services**

You have the right to end a service at any time. Where possible we encourage you to give feedback so given the opportunity if there are ways of changing service provision to better suit your needs we can do so. However if you think that we are not the right service for you or if you no longer want to engage in services with OT Ex-Press it is your right to make that choice. If you were to make this decision, we request that you contact us at your earliest convenience so we can facilitate any necessary handover procedures.

**Safety**

We have policies and procedures in place which you can request to see at any time that prevent our staff from bullying, discriminating or acting inappropriately towards you. If any of these policies are breached it is taken very seriously and the disciplinary actions are taken very seriously. We encourage you to report any such behaviour at any time.