

NDIS PARTICIPANTS

FAQ's

This list of Frequently Asked Questions has been developed by our team so you can fully understand and be confident with our NDIS referral, funding, therapy and ongoing services prior to moving forward. Of course, we are always here should you not find the answers you were looking for – just contact us on 1300 856 617 or email us on admin@realtherapysolutions.com.au

Why do we ask for a copy of the participants NDIS plan?

There are a few reasons why we request a copy of the plan or at least certain sections of the plan. As you are most likely aware the plans are not straight forward; for example, funding categories have various names across different areas of the NDIS and some plans have stated supports in them that mean we MUST provide specific supports within that category. By providing us with the Front Page, Goal Page and the Support Area including all details it can save an immense amount of time across various steps as we support a participant. Here are the key things we are looking for in the NDIS plan:

- The completion and review dates of the plan - sometimes they are different! We need these dates to be able to create a service booking after you sign the agreement and before we can begin therapy.
- That the NDIS funded goals are consistent with the services we are quoting for.
- That the participant has funding in the required Support Area.
- That the goals we develop through therapy with the participant are related to the overall NDIS funded goals – at the completion of therapy we need to directly report to NDIA (National Disability Insurance Agency) on how therapy has impacted these goals.
- That the narrative in the support details section does not prevent us from providing therapy; for example, there is no stated support that must be provided.



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We do not need to see how much funding a participant has in a support area; however, we do need a guideline as to how often you would like sessions or how many sessions / hours you would like us to develop an agreement based upon.

Should I choose to have an assessment first?

If you have not had a recent* assessment and written report then you must have an assessment. An assessment helps to identify a participant's specific support needs regarding therapy. This can allow us to give you a more accurate idea of how many sessions will be needed and what therapy goals you could consider. From this you can choose to have a verbal or written report on assessment outcomes and you will be given a recommendation from our therapist as to how many sessions are needed.

What is a service agreement?

As a registered NDIS Provider we are required to have a Service Agreement in place for all participants to ensure you have clarity on how we plan on delivering those supports.

Who can sign the service agreement?

The participant, immediate adult family members and an appointed guardian can sign the service agreement. Paid carers and informal carers who are not immediate family members **cannot sign** a service agreement on behalf of a participant.

Am I locked into the service agreement once I sign it?

No. As a therapy service, we are governed by several regulatory bodies including AHPRA, under these guidelines we cannot, and will not hold a participant to a contract of a certain number of



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therapy session if they are not happy or simply choose not to continue with our team. We do ask that if you do not wish to continue supports with us that you let us know so we can provide that time to another participant.

Why do you allocate time in the service agreement for report writing to NDIA?

As a Registered NDIS Provider we are accountable for the services we provide to every participant. We are required to develop therapy goals, measure these goals and report back to the NDIA on the progress made in therapy over the lifetime of the plan. Our written report allows us to comply with NDIA requirements. A written report will also outline the recommendations for future support needs. Our therapists collate all information they have obtained through therapy regarding the support they have provided and the participants progress. They also outline recommendations for future supports and justification of these in a specific format and language required by NDIA.

What happens after I return my signed service agreement?

We will make a service booking in the NDIA portal (unless you tell us that you prefer to do this or you are self-managed). Essentially, this ensures that the funding we have agreed on in the agreement is kept aside for therapy with us. We do not claim any funds at this time and we are able to return this service booked funding back to the NDIA at any time you wish.

What funding do I need to have to get Speech, Occupational Therapy or Psychology services?

You need to have funding in the support area of Improved Daily Living on your NDIS plan. On the portal, this is called CB Daily Activities though.



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What funding do I need to have to get Behaviour Support?

You need to have Improved Relationships Funding in your NDIS plan. On the portal, this called CB Relationships.

How many hours of therapy do I need?

This question is a bit like asking how long is a piece of string. The length of therapy is based on several factors, the reason you are seeking therapy, how much time you have had between therapy, whether the skills you learn in therapy are practiced between sessions and the level of participation the person has in therapy. There are some issues that generally need fewer sessions than other issues. If you have a recent* assessment we will be able to identify more accurately the number of hours required.

Can I just request to book a certain number of therapy sessions?

Absolutely. If you have seen our therapists within the last 12 months or have a report from another service provider or therapist which is less than 12 months old.

Why do you book in all my sessions if I'm not locked into these?

We book all your sessions in to ensure that you do not miss out! The NDIS has created significant numbers of people seeking therapy services and our books are very full. We do not want to book someone in for a session or two and then find they cannot get booked in for the rest of their sessions or have to change to a day or time that is less suitable for their needs. Whilst we do not lock you into the contract we have an obligation to ensure that we can provide the supports we have agreed to you. You may cancel these sessions with 48 hours or more notice without incurring any cost. We



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do ask however that if you do not wish to continue supports with us that you let the team know so we can provide that time to another participant.

When will the therapist develop therapy goals?

If you have an assessment with Real Therapy Solutions goals will be developed in consultation with you throughout the process. This allows the therapist a chance to get to know the participant, review their NDIS plan goals and consult they will develop very specific therapy goals with the participant. This usually occurs in the 2nd or 3rd session. For Behaviour Support the therapist will develop these goals towards the end of the assessment stage.

If I want 2 or more types of therapy (e.g. Speech and Occupational Therapy) do I have to identify how many sessions of each for the service agreement to be developed?

No, not if you aren't sure. As we are a transdisciplinary team, (one therapy team under one roof) and the funding for Speech, Occupational Therapy and Psychology all come from the same Support Area in NDIS you can be flexible with this (where your plan allows). We will develop a service agreement for total hours of therapy (except Behaviour Support which is a different Support Area). You can then choose, in consultation with our therapists, how often you would like each type of therapy. As we are a transdisciplinary team you are also able to change between therapies through your plan (as long as your NDIS goals allow) without having to develop another service agreement e.g. you may decide you no longer need Speech Therapy and would like to see the Psychologist as priority.



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When do you claim for sessions?

We will make a claim to NDIS after you have attended therapy. You will be asked to sign a form agreeing that the session has been held and allowing us to claim for it.

If you recommend something for a participant does that mean it will be funded by the NDIA?

Not necessarily. The NDIA make decisions about funding for all participants based on their legislation and guidelines around what is reasonable, necessary and ensures sustainability of the scheme. Our therapists will base their recommendations on their clinical judgement and will ensure they communicate this clearly and effectively to NDIA.

Can I make changes to my service?

Yes, you can make changes to your service; however, if you wish to increase or decrease the number of sessions then we will need to cancel your current service booking in the NDIA Portal, wait 14 days and then recommence services. It is an NDIA requirement to allow 14 days to change any service booking, during this 14-day period we cannot claim for services.

Do you have a cancellation fee?

Yes. We require 48 hours' notice where at all possible of cancellation. If you cancel within 24 hours of the appointment we can claim from your NDIS funding, we can do this for up to 2 sessions per plan.

When you make an appointment to see one of our therapists we reserve that appointment time entirely to focus on you. We are constantly striving to provide quality therapy to our clients and whilst we recognise that at times you may not be able to make a scheduled appointment,



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cancellations and no shows significantly affect the operations of our clinics and therefore cancellations fees may apply.

We work with each participant to prevent cancellation fees being charged, we do this by sending out an SMS reminder of your appointment 48 hours prior. After your first cancellation, we will have a discussion with you to attempt to resolve any issues you have that have contributed to the missed appointment and make any changes necessary to ensure you can make all future appointments.

If I want to go ahead with services what should I do?

All you need to do is contact our team on **1300 856 617**. In most cases our team will be able to immediately book you in for an initial assessment or a service session; your service agreement will be ready for signing when you arrive for your appointment.

* recent means less than 12 months old



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