



Welcome Guide

The Play Projects*



Welcome and thank you for choosing us!

The Play Projects is a dedicated team of Allied Health Professionals and Therapy Assistants who are committed to helping children, adolescents and their families reach their full potential. We aim to provide an individualised, comprehensive, evidence-based assessment and therapeutic service.

We specialise in providing services to young children, school-aged children, adolescents and young adults. The Play Projects staff have many years' experience helping kindergartens, schools and families experience more joy and success in all areas of their development.

What's included in this guide:

- Office hours
- Fees
- Referral for services
- Parent planning meeting
- Assessments
- Intervention
- Review/exit process
- Cancellation policy
- Advocacy
- Feedback and complaints
- Incident management
- Privacy and confidentiality
- Use of multimedia
- Client rights and responsibilities



Office Hours

The Play Projects consists of a team of health professionals who provide services across North East Victoria and Southern New South Wales. There are offices based in Yarrawonga and Bendigo and many staff work remotely from these locations.

Our Yarrawonga clinic is located at 10-12 Woods Road, Yarrawonga. Office hours are Monday to Friday, from 9am until 4pm. We are closed on Public Holidays. Our Health Professionals work part time and their individual hours vary.

Fees

To be paid within 7 days of the time of service. Some assessments and interventions may require up to 50% of fee to be paid 7 days prior to the assessment/intervention if approved by NDIS or other funding bodies.

Note: Changes to NDIS plan – when a client has an existing service agreement with The Play Projects the family, caregiver, guardian or participant; must notify The Play Projects within 7 days of any changes to plans, unscheduled end dates or new plans to ensure there are no delays in services due to payment issues.

Referral for Services

Clients can self-refer or be referred via a health professional or support worker.

Referrals can come via:

Email – hello@theplayprojects.com

Phone – 1800 953 761

Post – PO Box 867 Yarrawonga

Administration staff will contact the caregiver to arrange a parent planning meeting and to complete pre-visit questionnaire and referral forms.

Parent Planning Meeting

An initial planning meeting with an experienced therapist is provided as part of our intake process. We view this as a best practice model, in order to reduce waiting times and consider services best suited to your child/adolescent and your family.

During the consultation, we discuss your family/child's strengths, needs and risks. From this point, we form a proposed intervention plan to coordinate support and intervention.

Assessments

The Play Projects customise assessments to the needs of the individual clients.

Common assessments include:

- Functional Capacity Assessments
- Specialised Behaviour Support Plan
- Initial Occupational Therapy Assessments
- Speech and Language Assessments (Bendigo)
- Pragmatic Language Profiling (Bendigo)
- Sensory Profile Assessments
- Comprehensive Handwriting Assessments
- Home assessments
- Assistive Technology Assessments

The therapist will discuss the most suitable options with you during your Parent Planning Meeting.

Intervention

The Play Projects provides a range of intervention approaches that are customised to the needs of the individual and family. All intervention approaches are evidenced based, holistic, goal oriented and outcome focused.

Common Interventions include:

- Play Therapy
- Behaviour Support
- Home visits
- School/preschool visits
- Community access visits
- Parent meetings
- School holiday programs
- Camps/retreats

Interventions are billed at the standard NDIS rate per hour or as quoted in your individual service agreement. Discussion around the best intervention strategy will take place in consultation with relevant caregivers during the Parent Planning Meeting or following the assessment process.



Review / Exit Process

All NDIS clients must undergo a 9-month review and outcome report. This is a requirement of the NDIS (even for self-managed clients) as the NDIS uses outcome measures to help determine the allocation of funds. For families to maximise their chances of receiving a plan that best reflects their family's needs, it is important that the outcome report process is completed prior to your NDIS review. Please allow a minimum of 2 hours of funding for outcome report or more if no recent assessment has been completed.

The outcome report will outline future therapy goals and recommendations as agreed upon with the client/caregiver. Following the NDIS review process, clients may be referred on to external services, allied health assistants, or services may cease for a time. Should further services be required, a new service agreement will be required.

Clients have the right to terminate their services at any time.

Cancellation Policy

This policy provides a framework for The Play Projects (TPP) processes and obligations, should a client's parent/guardian request a cancellation of services. This policy and procedure applies to the director, staff, students, contractors and volunteers and all potential and existing clients, their family members and other supporters.

- For cancellations where the participant has provided notice of cancellation prior to 48 hours before the scheduled service, providers may not charge a cancellation fee.
- Where the client attends for only part of the scheduled service, without notice, payment for the entirety of the booked service may be charged.
- Where the client fails without notice to attend for the planned service, TPP will make every effort to contact the client and/or carer/guardian to confirm the planned attendance.
- Wherever possible, TPP will offer telehealth or phone consultations in lieu of cancellations.

- Please note telehealth is not an alternative for cancellation of attendance at a group session.
- Where notice is given with less than 48 hours (short notice), TPP will try where possible to offer and book the scheduled service to an alternative client.
- Where the service cannot be offered to an alternative client, the hours of service may be forfeited by the original client and TPP will be paid as per the scheduled fee as if the service had occurred.
- Services in excess of \$1,000 require a minimum of 5 days notice of cancellation. Where notice is less than 5 days, TPP will try where possible to offer and book the scheduled service to an alternative client. Where the service cannot be offered to an alternative client, the hours of service may be forfeited by the original client and TPP will be paid as per the scheduled fee as if the service had occurred.
- For instances where TPP initiates the cancellation of a service due to operational reasons, the service will be rescheduled at no penalty to either party.
- Should either party wish to end the Service Agreement, they must give one month's notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

Notice Period before Scheduled Service Action Fee

- Where Reasonable Notice is provided, there will be no penalty and TPP will reschedule the service with the client.
- Where the client provides Short Notice, the client forfeits the service if it cannot be offered and booked to another client and TPP is paid as if the service occurred, as per scheduled service fee.
- If a participant makes a short notice cancellation (after 48 hours before the service) the provider may charge up to 100% of the agreed price for the canceled appointment.

For a Full Copy of the Policy and Procedure please contact our administration team.



Advocacy

All clients have the right to use an independent advocate.

What is an advocate?

An advocate may provide information and advice in order to help you to take action to resolve any concerns, or may take a more active role in representing your rights to another person or organisation.

Who can be an advocate?

An advocate can be a family member, your main carer, legal representative, trusted friend or someone from an agency that provides advocacy services. Your Service Coordinator or Care Management Officer may be able to provide you with advocacy assistance or refer you to an agency that specialises in this service.

Why use an advocate?

It is important to be able to exercise your rights. An advocate can help make sure that you are not disadvantaged due to any disability, your age, gender, sexual preference or your cultural background.

When to use an advocate?

There may be times when you feel it is hard to speak up for yourself so an advocate can help you:

- Access services
- Change services
- Ensure your services are right for you
- Communicate with service provider staff
- Negotiate a suitable resolution to a complaint or a dispute.

See link for a list of free independent advocacy services in your state:

<https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability-national-disability-advocacy-program-ndap-operational-guidelines/list-of-agencies-funded-under-the-national-disability-advocacy-program>

Feedback and Complaints

Compliments, complaints and other feedback provide valuable information about client satisfaction; and an opportunity to improve upon all aspects of it's service. The Play Project records and handles feedback effectively in order to identify areas for improvement; coordinate a consistent approach to complaint resolution; reduce the potential for future complaints; and allow for reporting and efficient allocation of resources.

The Play Projects feedback, compliment and complaint handling system addresses the principles of visibility and accessibility; responsiveness; assessment and investigation; feedback; continuous improvement; and service excellence.

We really value your feedback as it helps us ensure that we are continuing to improve the way we do business and are creating products and services that best meet you and your family's needs. Provision of feedback through any of The Play Projects' channels is voluntary.

Feedback can be provided via:

- The Play Projects' public email – hello@theplayprojects.com
- Mail – PO Box 867 Yarrowonga VIC 3730
- Phone – 1800 953 761
- Feedback and Complaints Form – located on www.theplayprojects.com

Grievances can be lodged:

- Directly with a staff member, either verbally or by providing a completed Feedback and Complaints Form
- Email – hello@theplayprojects.com
- Mail – The Director, The Play Projects
- PO Box 867 Yarrowonga VIC 3730
- Phone – 0439 485 500

To download a Feedback and Complaints Form, or to obtain a copy of our Feedback and Complaints Policy, please visit www.theplayprojects.com



Where clients feel uncomfortable using The Play Projects' internal complaints process, or want to complain about the Director or the service in general, they may lodge complaints directly with the NDIS Quality and Safeguards Commission.

The NDIS Commission accepts complaints about:

- Services or supports that were not provided in a safe and respectful way
- Services and supports that were not delivered to an appropriate standard

Complaints to the NDIS Commission can be lodged via:

- Web: <https://www.ndiscommission.gov.au/>
- Email: feedback@ndis.gov.au
- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

Incident Management

Incidents must be managed as per the Incident Management Policy and Procedure, these policies align with the relevant state legislation. The Play Project will notify clients when an incident occurs and the relevant action taken. Please contact us for further information about these processes.

Privacy and Confidentiality

To ensure that management of clients' personal information meets all relevant legislative and regulatory requirements. The Play Project has developed a policy and procedure that applies to current and potential clients, their carers and family members. For a detailed copy of the document please ask our administration team.

Use of Multimedia

At times we may ask your permission to photograph, audio or video record your child for assessment or therapeutic purposes. At times, you may ask to photograph, audio or video record a therapy session. In these instances, specific permission must be sought and agreed to by all parties for this to occur. No other use of the material can be made (e.g. Facebook, YouTube, Instagram) without the specific written consent of all parties.

Client Rights and Responsibilities

The Play Project has developed a policy and procedure to confirm commitment to clients' rights. This policy and procedure applies to the Director, staff, students, contractors and volunteers and all potential and existing clients, their family members and other supporters.

Statement of Rights

Clients have the right to:

- Fair treatment – regardless of gender, religion, disability, cultural and linguistic background or age.
- Honesty, respect, dignity and a regard for privacy and individuality.
- Information and support to access services in the community.
- To be an active partner in the services provided.
- Make informed decisions and choices about the services they receive.
- A safe, secure and comfortable environment whilst using the service.
- Quality services, appropriate to their needs and age.
- Support that takes into account lifestyle and cultural differences
- Pursue a grievance about the service and to have that grievance resolved in a timely and appropriate manner.
- Have a support person/independent advocate/ally of their choice to represent them in matters relating to their support.

Statement of Responsibilities

Clients have a responsibility to:

- Respect other people's rights to a safe, secure and comfortable environment.
- Treat other clients, staff and volunteers with fairness, honesty and respect.
- Respect other people's rights to privacy and confidentiality.
- Follow the programs' policies and procedures as they relate to clients and access to support.

For a detailed copy of this policy please contact our administration team on 1800 953 761 or email hello@theplayprojects.com



Travel and Transport Services Pricing Changes

The Play Projects would like to inform clients of changes to travel and transport charges under the NDIS scheme, effective from 1 September 2021.

These changes were introduced by the NDIS in July 2020 and The Play Projects has been absorbing the cost. However, the distances our staff are having to travel and the increased costs associated with this means that we can no longer absorb these expenses. We also feel it is important that the ndis understands the true costs associated with service delivery in rural areas.

We will continue to do our best to advocate for all participants who need services delivered in their home and/or community to ensure that the increased costs do not negatively affect services or outcomes for those participants.

From 1 July 2022, customers will be charged for mileage associated with therapist travel. This will be at a rate of \$0.99 p/km and is in addition to the therapist travel time (already charged).

Please note: when multiple clients are attending a therapy session in the same location travel costs will be shared between clients.

Travel costs refer to those costs associated with our staff delivering a service to you outside of The Play Projects clinic.

The travel costs include two components – the time for staff to travel to, or with you, for a service (already being charged), and secondly, the mileage that is associated with that travel.

Your therapist will discuss these costs with you when preparing your service agreements and no costs will be charged until the service agreement is completed and signed.

Please contact our office if you require further or to discuss your individual needs.