



WE ROCK THE SPECTRUM & THE NDIS

PARTICIPANT
INFORMATION PACK



ABOUT US



We Rock the Spectrum is committed to providing a safe, nurturing, and fun environment to foster learning, exploration and safe sensory experiences. We are also a hub for group activities, social groups and community participation to support families with children of all abilities.

We Rock the Spectrum provides children with a fun and motivational environment to help them in the areas of strength, movement, sensory processing, communication, positive behaviour, social interactions, and self-care skills. Our unique equipment assists all children in their neurological growth and development. Our equipment, activities, programs, and expert staff make our gyms a wonderful place for children to regulate, develop skills and have fun! We Rock the Spectrum Australia is a registered provider with the NDIS.

Families can use their NDIS funding for our Open Play sessions, Private Gym Hire and Group Activities and Excursions.

Part of an incredible international concept, We Rock the Spectrum is an amazing example of how all children grow, develop and feel connected by providing an inclusive environment for play.

WHAT DO WE DO?

- Open Play Sessions
- Private Hire of the Sensory Gym
- Rockin' Friends Groups
- Community Participation Excursions
- Inclusive Private Events and Parties

NDIS FUNDING

WRTS is approved for funding in the following categories:

- Increased Social & Community Participation
- Group Activities
- Assistance with Social and Community Participation

NDIS REQUIREMENTS & RESPONSIBILITIES

The following is information to explain the NDIS requirements and responsibilities for We Rock the Spectrum, as an NDIS Provider.

RESPONSIBILITIES OF PROVIDER

The Provider agrees to:

- Provide mutually agreed supports that meet the participant's needs and goals
- Treat the participant with courtesy and respect
- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of participants and protect their confidential information (more info can be found in WRTS Australia's Privacy Policy)
- Give the participant information about managing any complaints or disagreements and details of the Provider's cancellation policy
- Listen to the participant's feedback and act promptly to resolve any concerns or problems
- Wherever possible, give the participant a minimum of 24 hours notice if the provider has to change a scheduled appointment
- Give the participant reasonable notice if the provider needs to end the Service Agreement
- Review the provision of support at least 1 month prior to the end of the participant's plan
- Keep accurate records on the supports provided to the participant; and
- Issue regular invoices and statements of the support delivered to the participant upon request

RESPONSIBILITIES OF THE PARTICIPANT/PARTICIPANT'S REP

The Participant/ Participant's Representative agrees to:

- Inform the Provider about how they wish the supports to be delivered to meet the participant's needs and goals
- Understand that occasionally due to personal circumstances (illness, family emergency etc) short notice cancellation by provider may be unavoidable and that this is the nature of private practise.
- Understand that the provider therapists will take annual leave and this will mean some short breaks in the supports provided.
- Treat the Provider with courtesy and respect
- Talk to the Provider if the Participant has any concerns about the supports being provided
- Attempt to give the Provider more than 48 hours notice if the Participant cannot make a scheduled appointment; and if no notice or short notice is provided (less than 48 hours notice given), the Provider's NDIS cancellation policy will apply see 'WRTS NDIS Cancellation policy'
- Agree to give the Provider reasonable notice if the Participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Agree to let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a participant in the NDIS

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NDIS FEES AT WE ROCK THE SPECTRUM

We Rock the Spectrum will seek payment for their provision of supports after satisfactory delivery. A complete list of WRTS's Fees can be viewed on our website. Note that the WRTS's fee schedule is in line with the NDIS Price Guide and Support Catalogue for all types of plan management, NDIA Managed, Self Managed and Plan Managed. Please note that NDIS Price Guide Fees and costs of providing supports may increase each financial year and therefore We Rock the Spectrum's NDIS fees for providing supports may increase mid plan. If all funds from the participant's NDIS plan are used prior to a new NDIS plan being in place, and more supports are requested, invoices are the responsibility of the participant and to be paid privately.

Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the participant and are not included in the cost of the supports.

DIFFERENT FUNDING MANAGEMENT OPTIONS:

SELF MANAGED

If using self managed funds, you will need to pay for services on the day of service personally and then claim remittance from NDIA on the NDIS portal yourselves. The WRTS administration team member will provide a receipt for services to you via email after the service is provided.

Copies of all receipts should be kept by you for auditing purposes. Please note that when an NDIS plan is being confirmed, the NDIS planner should set up and provide information for the participant/ participant's representative to access the NDIS portal. Bank details also need to be linked to the portal, so NDIS can transfer the funds back to you after services are provided and a payment request is made on the portal.

Please ensure this is done prior to your first appointment with WRTS to avoid delays in reimbursements. A service agreement with WRTS is required.

PLAN MANAGED

If using plan managed funds, WRTS will send invoices to your allocated Third Party Financial Intermediary/ Plan Management Company for payment. WRTS requires the name and contact details of your plan management company before your initial appointment, so WRTS can set up the invoice. The plan management company will contact you for consent and then they will pay your therapist directly. Your plan management company should also supply you with monthly reports of funds used so you can manage and spread your funding across your plan period. They should also understand the different funding categories and which services fit within those categories. WRTS use specific categories for each of our services, depending on your Plan. Please confirm with your Plan Manager which category you would like to use and let WRTS know. A service agreement with WRTS is required before services commence.



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NDIS FEES AT WE ROCK THE SPECTRUM

FUNDING MANAGEMENT continued...

NDIA MANAGED

If using NDIA managed funds - the We Rock the Spectrum administration team will claim payment on your behalf for services provided, on the NDIS portal. NDIS will then pay WRTS directly. No payment or gap payment will be required from you. It is very important that you ensure funds are available in the NDIS plan within appropriate categories. Before your first session, our intake team will discuss and agree with you, a plan for the volume of our services and work out an agreed allocation of your funding to be set aside for WRTS. This will be allocated by the WRTS

administration team on the NDIS portal into what is called a "Service Booking". Payments to therapists are only done after each appointment or service is completed and consented. Agreed amendments, increases or releasing of funds can be made to this service booking throughout the plan period if required and requested in writing. A service agreement with agreed listed supports is required as well as written consent gained after each service is provided to the therapist.

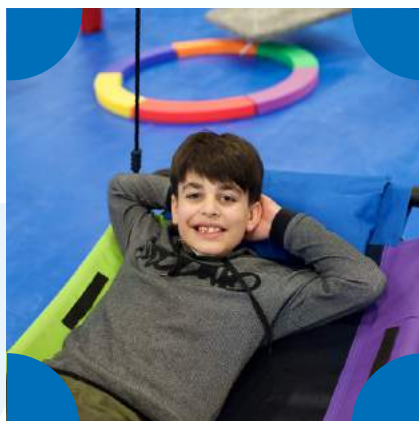
SERVICE AGREEMENTS

A service agreement is a contract between We Rock the Spectrum (Provider) and you the participant /participant's representative, agreeing to your service/support requests and detailing each other's rights and responsibilities. Service Agreements are made for the purpose of providing supports under the Participant's National Disability Insurance Scheme (NDIS) plan. A copy of the Participant's NDIS Plan should be provided to the provider (if not complete plan, participant's NDIS goals must be provided to the provider). The Parties agree that the Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with disability
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

We Rock the Spectrum now requires that all NDIS participants who are clients at We Rock the Spectrum complete a service agreement form.

This is so that we can ensure everyone's rights and responsibilities are communicated clearly in regards to the NDIS requirements.



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NDIS PORTAL

When you are provided with your NDIS plan, your NDIS planner/local area coordinator(LAC) should provide information about how to login to the NDIS portal. The portal is extremely helpful to see what is happening with your NDIS funds, no matter how your plan is set up. Please contact your NDIS planner or NDIS directly if you are having trouble with accessing or using the portal.

NDIS SUPPORT COORDINATION

Some participants have some of their NDIS funds allocated to a support coordinator to assist them in finding providers and managing their funds and budget. If you have been allocated a support coordinator, please provide We Rock the Spectrum with their name and contact details.

NDIS PLAN REVIEWS & REPORT WRITING

Because We Rock the Spectrum supports are not classed as Therapeutic Supports, we are not required to provide Client Reports. We are very happy to provide a letter of Support and an outline of our supports and the goals of our programs and how they relate to Participant's Goals.

We Rock the Spectrum can also provide Quotes for our services in preparation for Plan Reviews.

We ask that you provide us with at least 2 weeks to prepare these letters and quotes.

We do not charge for these preparations.

SUPPORT PLANS & RISK ASSESSMENTS

A Support Plan and Participant Risk Assessment is required when a person with a disability is accessing an ongoing disability service, for example, WRTS Rockin' Friends Groups or Excursions. A support plan is developed between a person with a disability and/or their representative and the disability service providing them with support.

We Rock the Spectrum will work with you to develop a Support Plan & Participant Risk Assessment before the commencement of any drop off services.



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WRTS CANCELLATION GUIDELINES

- Cancellations more than 48 hours before the Service – Full Refund/No Charge
- Cancellations within 48 hours or NO SHOW - 0% Refund/Full Payment Required
- Memberships/Multi Passes can not be refunded or transferred to other gyms, services or products

NDIS support fees are claimable for cancellations using the participant's plan and there is no limit.

Please note: These cancellations are logged on the NDIS portal and will be noted at time of review. In addition, providers have a duty of care to their participants and if a participant has an unusual number of cancellations then the provider should seek to understand why they are occurring.

CHANGES TO SERVICE AGREEMENTS

If changes to the supports or their delivery are required, both parties will discuss and review the Service Agreement. Any requested and agreed changes to the Service Agreement will be in writing, and dated by Crisalida therapist and participant/ participants representative.

Should either party wish to end the service agreement they must give reasonable notice in writing. If either party seriously breaches the Service Agreement the agreement will be terminated in writing immediately.

NDIS CODE OF CONDUCT

All We Rock the Spectrum employees have completed relevant NDIS code of conduct training and have agreed to abide by the NDIS Code of Conduct to ensure services provided at We Rock the Spectrum, are competent, respectful, safe and ethical.

More information on the NDIS Code of Conduct can be found www.ndiscommission.gov.au



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CONTINUITY OF SUPPORTS

We Rock the Spectrum ensures the business operates with a sufficient amount of qualified staff to support its participants. In the event that the participant's support staff is unavailable, We Rock the Spectrum will provide an alternative support staff member of equal or greater qualification. The replacement staff member will be given ample time to be briefed by management and have access to the participant's Support Plan and Risk Assessment documents and any additional relevant health and behavioural plan information.

Participants will be informed of any staff changes within 24 hours before the service, where possible.

EMERGENCY & DISASTER MANAGEMENT

We Rock the Spectrum has strict policies and procedures in place to mitigate the risk of emergency or disaster. In the event that We Rock the Spectrum's facility or transport is unavailable due to damage or disaster, alternative arrangements will be made to ensure the continuity of support for participants. We Rock the Spectrum has hire vehicles available to them in the case of vehicle break down or unavailability. We Rock the Spectrum has access to alternative venues and activities to host its group sessions during times when its own facility can not be accessed. Participants will be informed of any changes within 24 hours of their supports, where possible, by email and/or phone.

In the event that there is an emergency or disaster whilst participants are in the care of We Rock the Spectrum staff, We Rock the Spectrum staff will follow We Rock the Spectrum's Emergency and Disaster Management Plan. Staff will inform Management who will communicate with the Participant's emergency contacts by phone and/or text message.



FEEDBACK & COMPLAINTS

At We Rock the Spectrum we listen to all your comments, your complaints and your compliments so we know what is working for you and what we could do better.

HOW CAN YOU PROVIDE FEEDBACK?

You are welcome to speak to a WRTS Team Member by phone or in person or request a meeting with management. You can also send an email to the relevant gym or mail a letter.

If you are providing positive feedback we will share with our team members and acknowledge and thank them.

If your feedback is about an unsatisfactory experience we will investigate the reason and carefully consider how to make changes to our policies, practices or training to improve our services.

MAKING A COMPLAINT

Complaints help us to improve our supports to you and to our other customers.

Making a complaint will not impact the supports we provide to you. You do not have to provide your name or contact information if you do not want to. If you do not provide your contact information, we will not be able to talk to you about your complaint, but we will still take action to try and get it right next time.

If you would prefer to speak to someone about your complaint, you can call your WRTS gym on the number listed on our website.

Please fill in the form below with the details of your complaint.

You can then email your completed form to the gym at the email listed on our website or post or drop it into your We Rock the Spectrum Gym. Address is listed on the website.

1. Your complaint will be viewed within 2 business days and a We Rock the Spectrum team member will be in contact with you within this time if you provide your contact information.
2. Whether you lodge your complaint using this form or by phone, we will carry out a thorough investigation of your complaint within 7 business days and provide you with information of how we will try harder to stop it from happening again in the future.
3. We will follow up with you again after 14 days to ask you if the action we have taken is helping.

COMPLAINT FORM

<https://tinyurl.com/yckjwhm4>

WHAT ELSE CAN YOU DO?

We always welcome the opportunity to work with you on getting a good outcome from your feedback. However, if you are not happy with the outcome or the way we handled your feedback, we understand that sometimes you may want to let someone else know. We absolutely support your right to do this. There are a number of external people and organisations you can call:

- NDIS Quality and Safeguards Commission: 1800 035 544
- The Disability Services Commissioner: 1800 677 342
- Office of the Public Advocate: 1300 309 337
- Health Complaints Commissioner: 1300 582 113
- Victorian Equal Opportunity & Human Rights Commission: 1300 292 153
- Victorian Ombudsman: 03 9613 6222
- Human Rights Commission: 1300 656 419
- Australian Department of Education and Training: 1300 566 046
- Victorian Department of Education and Training: 1800 809 834

THANK YOU

For more information on the NDIS or the NDIS Process, please visit www.ndis.gov.au

If you have any further questions about We Rock the Spectrum, please get in touch with our friendly staff at your local We Rock the Spectrum gym.



We Rock The Spectrum®
KIDS GYM 
For All Kids - Australia