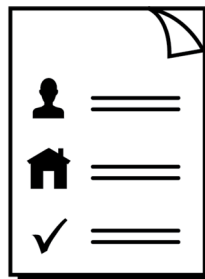




## How we give services to you



**Easy Read**

## About this booklet



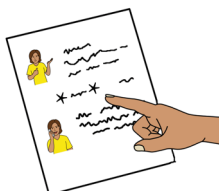
This booklet is from Therapy Focus.



You can read more information about this topic on our website at [therapyfocus.org.au](https://therapyfocus.org.au)



This booklet is written in a way that is easy to understand.



We add a star before and after **\*hard words\***. Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.

## Our \*terms of service\*



**Terms of service** means how we give services to you.



It is important to read and agree to this information before you sign your service agreement.



The terms of service tells you

- what we will do for you



- what we ask of you.



It also tells you about

- how to change or cancel our services



- payment for our services



- how to give **\*feedback\***.

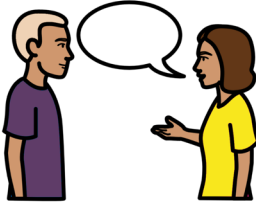
Feedback means you tell us what you think about our service.

## What we will do for you



We will

- make sure you have information you need



- listen to your ideas



- give services you need and want.



We will also work with you and people who support you to

- make a therapy plan

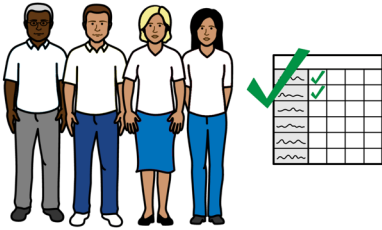


- be part of your community



- help you achieve your goals.

## Your rights



When you use our services you have the right to

- get good services
  - for example, staff who have the right skills and training

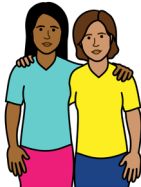


- get safe services.



You also have the right to

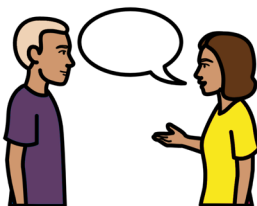
- be treated with respect



- be supported by someone you know and trust



- get information you can understand



- give feedback at any time



- stop services when you want.

## Your **\*privacy\***



Privacy means how we keep your **\*personal information\*** safe.



Examples of your personal information are your name and address.



We follow privacy laws to keep your personal information safe.



You can tell us if

- you do **not** want us to keep your personal information on file



- you want to change your personal information.



You can ask us for a copy of your personal information and therapy plan at any time.

## What we ask of you



We ask you to

- treat our staff with respect



- treat people in therapy groups with respect



- share information about health problems so we can give safe services



- tell us early if you need to change or cancel our services.

## Payment for our services



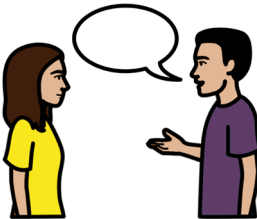
You can see our prices on our website.



You can ask our therapists for information about our prices.



Our prices might change.



If our prices change we will tell you.

We charge money for different services.



For example, we charge money to

- give you therapy



- give you information
  - for example, by phone or email



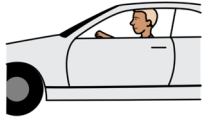
- work with people who support you.





We also charge money to

- plan your therapy



- travel to your therapy sessions



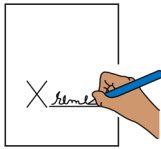
- write plans, reports and therapy notes



- work with a therapy team to help you achieve your goals



- make things to help you achieve your goals
  - for example, communication aids.



We do **not** charge money for

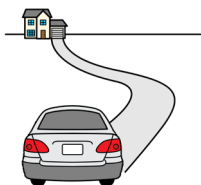
- bookings
- service agreements
- invoices
- staff who come to therapy sessions while they are learning.

## Travel



We travel to places where you want therapy.

For example, your home or workplace.



We charge money for

- how far we travel
- the time we spend travelling.





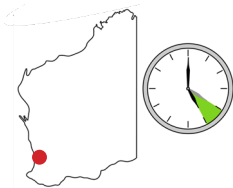
We try to book therapy with other customers in your area to charge less for travel.



You can come to us for therapy to save travel costs.



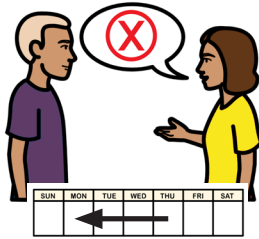
You can also have therapy sessions online with Telehealth.



We have rules about how much we will charge to travel to different places around Perth.

For example, we will **not** charge more than 1 hour each way for therapy in regional areas.

## How to change or cancel our services



If you need to change or cancel your therapy please tell us at least 2 **\*business days\*** before your session.

| MON | TUE | WED | THU | FRI |
|-----|-----|-----|-----|-----|
|     |     |     |     |     |

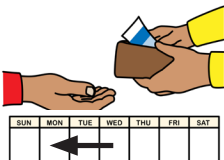
Business days means Monday to Friday from 9 am to 5 pm.



Please call our office to cancel your therapy. Our phone number is at the end of this booklet.



Do **not** contact your therapist as they might not get your message in time.



If you do **not** tell us 2 days before your session we will charge the full cost of your session and travel costs.

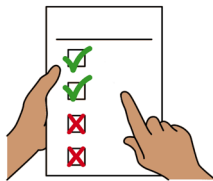


Tell us if you cannot come to your therapy sessions for a while. We can stop them until you are ready to start again.



If you miss lots of therapy sessions and we cannot contact you, we may have to stop giving you services.

## Our \*duty of care\*



**Duty of care** means we follow rules to keep everyone safe.

For example



- parents must be at therapy sessions for children under 18 years of age



- support people must be at therapy sessions for people with personal or health care needs



- therapy sessions at different places must be safe
  - for example, schools or community centres.

## How to pay



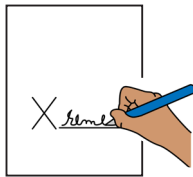
### Plans managed by the NDIA



If the NDIA manages your NDIS plan we can make bookings and charge for services in the **\*NDIS portal\***.



The NDIS portal is where people can manage NDIS plans online.



We can start giving services when you sign our service agreement.



You can see what we have charged in the NDIS portal.

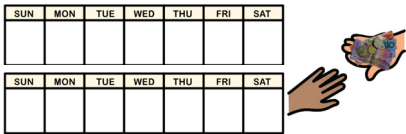


You can also ask us for a copy of your bookings and payments at any time.

## Plans managed by you or a plan manager



If you or a plan manager manages your NDIS plan we will send invoices after we have given services.

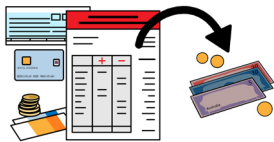


Invoices must be paid within 14 days from the invoice date.

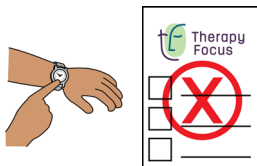


Invoices can be paid

- on our website
- by bank transfer
- over the phone.



We will send you a reminder if you have **not** paid on time.



We might stop giving services if you do not pay on time.

## How to give feedback



We want to hear good and bad feedback.



You can give feedback by

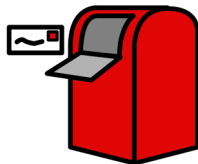
- contacting your therapist



- contacting our Quality Officer



- filling in a feedback form on our website.



We can also send a feedback form to you in the mail.

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     |     |     |



We will contact you within 1 week to say how we will fix the problem.



## \*Incident management\*



**Incident management** means how we act if something goes wrong while we give services.



If something goes wrong, we will

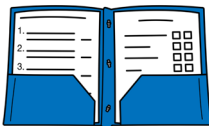
- make sure everyone is safe



- contact the Police and other groups if needed



- tell you what we are doing and give you support



- write a report about what happened



- learn from what happened so we can make our services better in the future.



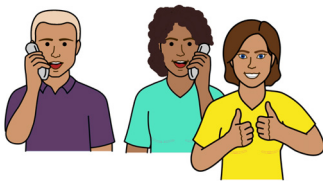
We will also follow the rules about contacting the **\*NDIS Quality and Safeguards Commission\***.



The NDIS Quality and Safeguards Commission aims to keep NDIS participants safe.



You can contact the Commission if you have a complaint or want to report an incident.



You can get help from an **\*advocate\***.

An advocate helps you to say what you want or need.



An advocate might be

- someone who works as an advocate



- a family member



- a friend.



## More information

For more information, contact Therapy Focus.



**Call** 1300 135 373



**Website** [therapyfocus.org.au](http://therapyfocus.org.au)



**Email** [enquiries@therapyfocus.org.au](mailto:enquiries@therapyfocus.org.au)



If you need help to speak or listen, the National Relay Service can help you make a call.

**Call** 1800 555 660

**Website** [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)



If you need help with other languages, contact the Translating and Interpreting Service.

**Website** [tisonational.gov.au](http://tisonational.gov.au)

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