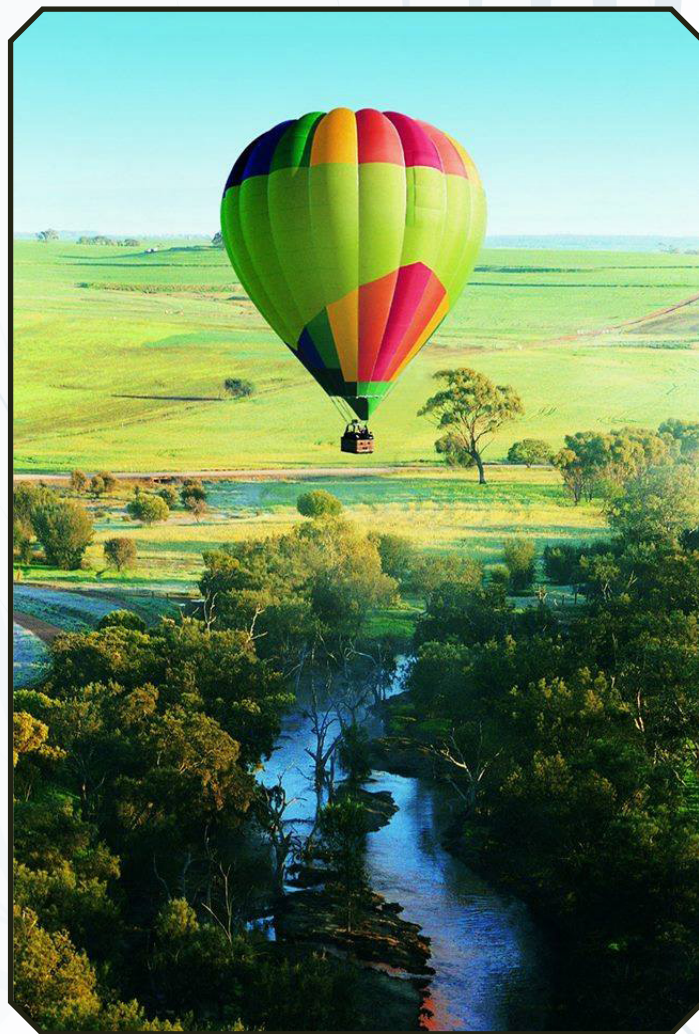


IBPF NDIS SERVICES GUIDE



Your Local Registered Provider



WELCOME

Thank you for choosing Balance Physiotherapy and Fitness (IBPF).

We are grateful that you have provided us the opportunity to serve you. It is with great pleasure that we welcome you to the IBPF family.

This Services Guide contains all the information that you need such as service agreements, billing, cancellations etc. We welcome customer feedback and encourage you to reach out to use for any issue.

ABOUT THIS GUIDE

IBPF Services Guide is part of your Customer Welcome Pack and is also available on our website.

This guide explains:

1. How to reach us
2. IBPF Commitment
3. Eligibility Criteria
4. Services and Service Agreements
5. Billing of services
6. Cancellation charges
7. Our travel charges
8. Exiting our services
9. How to provide feedback about our services



HOW CAN YOU REACH US

You can connect with IBPF in several ways:

1. **Front Office Team:** Our team members will answer your calls and will help you speak to the right person. 9622 5335. They will also support you in matters related to your Service Agreement or any related query.
2. **Scheduling Team:** Will coordinate with you regarding your appointment bookings.
3. **Lead Therapist:** Lead therapist is your key contact and go-to person for all matters related to your therapy.
4. **Website:** You can connect via our website with feedback links and chat lines.
5. **Social media:** Say Hi on Facebook or Instagram @Inbalance.

If you want to talk about something regarding our therapy services that only affects you, we will be more than happy to talk to you in person or over the phone.

NOTE: Any Information about any changes to our services is sent through email from reception@ibpf.com.au. Please regularly check your email junk folder to ensure they haven't landed there. We expect you to open our emails as we don't want you to miss out on important information.

IBPF COMMITMENT

We promise that we will:

- Be respectful and compassionate.
- Listen to your questions, concerns and suggestions and respond in a timely manner.
- Provide easy to understand information about our services.
- Ensure appropriate training and qualifications of our staff.
- Provide our services in environments where you feel safe.
- Provide solutions that suit your individual needs.

We expect you to be:

- Honest and respectful.
- Open regarding your requirements, goals and challenges.
- Willing to tell us where we can improve and give us the opportunity to make changes.



ELIGIBILITY CRITERIA

Our services can be used by any age group and are best suited for those:

1. Who have been diagnosed with an issue that significantly impacts their:
 - Physical ability
 - Cognitive/learning ability and/or
 - Communication ability.
2. Whose goals can be achieved through an AHA/Consultant Model.
3. Who do not require a Behavioural Management Plan or Restricted Practice.

SERVICES

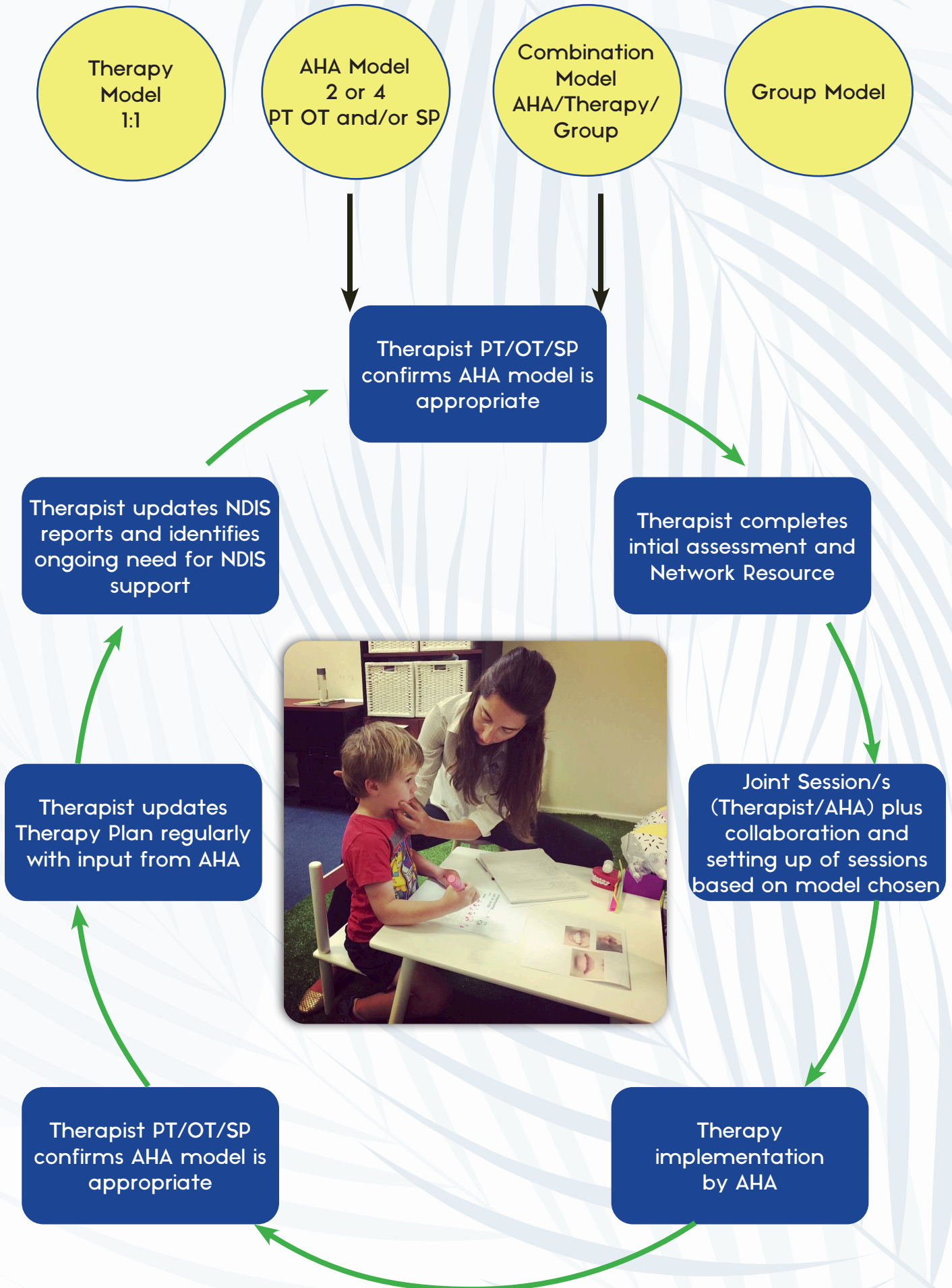
IBPF's services are available to anyone meeting the eligibility criteria. If you are unable to find a service to cater to your requirement, reach out to us and we will recommend a suitable service provider who can help you achieve your goals.

THERAPY SERVICES

1. Physiotherapy
2. Occupational Therapy
3. Speech Pathology
4. Allied Health Assistants
5. Personal Trainers
6. Equipment Solutions
 - Prescribing, supplying, and maintaining the required mobility supports such as wheelchair inserts, powered wheelchairs, walkers etc.
 - Providing communication devices and also arranging proper training for customers and families to use those communication devices.



SERVICE MODELS



YOUR SERVICE AGREEMENT

Your Service Agreement is a contract between you and IBPF and is different from your NDIS Plan.

The IBPF Service Agreement is a legal contract which includes:

1. The services you have asked us to provide
2. Payment methods and terms
3. Information about pricing
4. Privacy and Confidentiality information
5. Cancellation of your plan

You can change your service providers at any point of time. However, you should be aware of IBPF's cancellation terms and the requirements to make a new Service Agreement with another provider. You can choose a single service provider to cater for all of your requirements or different service providers for each requirement.



How are IBPF services provided?

We will work with you to discuss how you would like to have your services delivered to best achieve your outcomes.

You can choose:

1. The Location of direct services (face-to-face services):

- At IBPF Clinic
- In your home
- At your school
- In your community
- In your workplace
- Via Telehealth

2. Intensity and frequency of direct services.

Your lead therapist will recommend the intensity and frequency of services to meet your goals.

3. Indirect services

These services are not face to face with you, but are essential to support you to achieve goals:

- Working with and educating the people who support you – either in person or over the phone.
- Collaboration between Therapist/AHA.
- Finding necessary resources and researching for you.
- Developing your programs.
- Therapy Plan Reviews annually as a minimum NDIS requirement or more frequently if required.
- Writing necessary reports for you to use for NDIS and other agencies.
- Travel time to deliver services where you need them.
- Mileage associated with the above travel. This will be discussed with you before it occurs and will be charged in accordance with NDIS standard billable items.



BILLING OF SERVICES

Our prices can be located on our website:

<https://inbalancephysiotherapyandfitness.com.au/>

NDIA Managed Customers

Once the service has been provided to you, IBPF will bill the NDIS for this service. IBPF will be paid directly from NDIS. You do not need to do anything. To view your bills from IBPF you can login to your NDIS portal. In case you have any queries regarding our billing please contact the Front Office on 9622 5335.

Plan Managed Customers

Once the service has been provided to you, an invoice will be created and sent to your Plan Manager, who will be required to pay these services on your behalf with your NDIS funds within 7 days.

Self-Managed Customers

Self Managed Customers are directly responsible for their payment. The payment is expected on the day of service.

CANCELLATIONS

Should you be unable to attend any of your appointments, we ask that you provide us with a minimum of 24 hours' notice. Our team will try to plan an alternative session in the week if possible. This notice also allows our therapists to be directed towards other customers who may be awaiting services.

Should you cancel your services without providing 24 hours notice, you will be charged for that appointment following NDIS Guidelines. You will also be charged if you do not attend a booked appointment.

When there are emergency situations such as hospitalisation, you may request to speak to a manager to discuss options.

TRAVEL CHARGES

There are two types of travel charges which may apply if IBPF staff travels to your home, school, work or community.

1. Travel time to deliver Therapy services.

When our staff travel from the Northam IBPF Clinic to deliver services in Northam to you at your home, school, work or community, there is no extra charge as this is incorporated into prep time. Out of town visits will attract travel charges at Therapist standard rate from Northam to the destination.

Those who require services from Perth based therapists will be charged up to 30 minutes per session at Therapist standard rate.

2. Mileage costs

Mileage costs are general charges related to the vehicle our staff travels in. They will vary and will be dependent on the vehicle used for your travel (for a standard vehicle this will be up to 85c p/km).

EXITING OUR SERVICES

Customer Initiated Exit from Services

You have the right to exit any or all IBPF services at any time throughout the duration of the Service Agreement. It is a requirement for customers to give a minimum of 4 weeks' notice in writing. Once you let us know that you wish to exit, IBPF will complete the necessary written reports summarising the outcomes from the services as per the requirement of NDIS. The therapy services will be billed from your NDIS Plan.

This process enables you to safely move to other service providers. These reports are your property and can be used by you with the new service provider, to continue the process without any issue.

IBPF Initiated Exit

IBPF's highest priority is staff and customer safety and well-being. In rare cases, there may be issues identified by our team which impact our staff safety or the safety of other customers when working with you or your family. In such situations, our team will reach out to you and try to resolve these quickly and respectfully. We will develop an action plan to manage the situation positively.

There are instances where IBPF recognises it may not be in the best interest of our customers or our employees for you to continue to receive some or all your services from us. This could include incidents such as:

- The customer or their family are in the breach of Responsibilities as outlined in the Service Agreement
- IBPF staff are placed at risk of serious harm or distress.
- The customer or family are unable to make payment for services (in arrears more than 30 days)
- The customer repeatedly cancels or misses appointments OR
- IBPF cannot meet the customised and specific support needs of the customer.

We will try to work on these issues with you but in cases where a sound resolution cannot be reached, IBPF retains the right to terminate a customer's Service Agreement with four weeks' notice.

FEEDBACK

We welcome regular and honest feedback on our services. It tells us on what is working, and what isn't which enables us to improve and grow. A feedback survey will be sent via text and email every 6 months for you to respond and provide your opinion.

How can you give us feedback?

Give personal feedback to the staff member you are working with. If you are unable to speak to the staff member you are working with, you can talk to the Manager or Lead Therapist.

Email us: reception@ibpf.com.au

Go to our website and click on Feedback.

We will let you know we have received your feedback within 24 hours and will respond in full to your feedback within 30 days.



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CONTACT US



08 96225335



<https://inbalancephysiotherapyandfitness.com.au/>



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