

Therapy & Training Pty Ltd

in conjunction with



## KOOL KIDS TUTORING

# ASSISTANCE WITH DAILY LIFE TASKS IN A GROUP OR SHARED LIVING ARRANGEMENT



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ABN: 55 637 079 620

#### ASSISTANCE WITH DAILY LIFE TASKS IN A GROUP OR SHARED LIVING ARRANGEMENT

Our team of experienced and highly trained support staff provide assistance with and/or supervise daily life tasks in a temporary or ongoing shared living arrangement.

The focus of this service is on developing the skills of each individual to live as autonomously as possible. Empowered Therapy and Training also provide short-term accommodation and assistance (e.g. respite care).

Our experienced and trained support staff assist with and/or supervise personal tasks of daily life to enable a participant to live as autonomously as possible. These supports are provided individually to participants and can be provided in a range of environments, including the participant's own home.

# Assistance with Daily Life Tasks in a Group or Shared Living Arrangement

Click here to watch Video





#### **OUR COMMITMENT TO YOU**

Empowered Therapy and Training in conjunction with Kool Kids Tutoring will ALWAYS endeavour

to provide you with a practical way of remembering your supports and appointments to avoid unexpected cancellations. This may be provided in various ways, such as: phone calls, emails, text messages, or other ways that we may have agreed upon. Empowered Therapy and Training in conjunction with Kool Kids

Tutoring will support you to prepare a cancellation plan if you believe you will encounter problems keeping your appointments due to memory, health, anxiety or other reasons.

Where you fail without notice to keep the scheduled arrangement for the support (a "no show"), we make every effort to contact you to determine if there is an additional problems, (eg: you have fallen out fallen out of bed and cannot raise an alarm, or the informal supporters are in crisis and additional support is likely to be

required). Empowered Therapy and Training in conjunction with Kool Kids Tutoring are open to any questions you may have regarding any of the above.

We are about empowering and supporting everyone to be the best they can be and will endeavour to help in every way possible to help you achieve

-Teressa Everton

this.



## BUSINESS INTRODUCTION

This Service Agreement outlines the support, services and programs that Empowered Therapy and Training in conjunction with Kool Kids Tutoring will supply you as a registered NDIS participant with, as a part of the Service Agreement.

In this Service Agreement, the words or terms 'we', 'our', 'provider', or 'us' all refer to

Empowered Therapy and Training in conjunction with Kool Kids Tutoring as a registered NDIS Service Provider.

The words / terms 'you', 'your', 'client', 'customer', potential client', 'participant', and

'participant's' representative' refer to you, our client or your appointed representative nominated within the service agreement.

## **GOODS AND SERVICE TAX**

## For the purposes of GST legislation, the Parties confirm that:

- 1. A supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33 (2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participants NDIS plan currently in effect under section 37 of the NDIS Act.
- The participants NDIS plan is expected to remain in effect during the period the supports are provided; and
- 3. The participant(s) representative / nominee will immediately notify the provider if the participants NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

## PRIVACY AND CONFIDENTIALITY

All details contained within this

Service Agreement are considered to
be private and confidential. The only
privileged parties to this information
will be the participant nominated in the
Service Agreement, their authorised
representatives, plan nominees,
Empowered Therapy and Training in
conjunction with Kool Kids Tutoring
(provider) and relevant governing
bodies; inclusive of the:

- National Disability Insurance Agency (NDIA)
- NDIS Quality and Safeguards Commission (NDISQC)



## CANCELLATION

## CANCELLATION

If the end date of the Service Booking has not passed, it can be extended but not beyond the end date of the participant plan. Providers cannot create/change Service Bookings retrospectively. Where a Service Booking is changed, both the participant and provider must agree to the requested change of the Service Booking. Four (4) or more cancellations or no shows in a row and Empowered Therapy and Training in conjunction with Kool Kids Tutoring will contact you to discuss what action may be taken.



## This may inlude:

- Reviewing your service agreement (including times, dates and locations for delivery) to avoid further cancellations.
- Putting your service agreement on hold.

Should there be further cancellations and or no shows after this, you may risk having your service agreement cancelled by Empowered Therapy and Training in conjunction with Kool Kids Tutoring.



If participants are non-compliant or not engaging in services,

Empowered Therapy and Training in conjunction with Kool Kids

Tutoring will make all efforts to help participants to re-engaged.

Failing this, the provider reserves the rights to terminate all services.

#### SPECIAL CIRCUMSTANCES:

Charges may be waivered if you have experienced an emergency such as: Hospitalisation or a death in the family.



This will be decided at the Directors discretion.

If there are more than eight (8) instances of cancellations or no shows within a 12-month period, on the ninth (9th) occasion we are required to notify the National Disability Insurance Agency, so that consideration may be given to reviewing your supports to your plan. This may affect your ongoing service provision with us.

## NDIS NOTE

No fee is payable by NDIS, or participant, for cancellation by provider or any failure to deliver the agreed supports. Failure to pay within fourteen (14) days may risk cancellation of services until paid in full. If a participant makes a short-notice cancellation, which is after 3pm the day before the service, the provider will charge 90% of the agreed price for the cancelled appointment.

For other cancellations, where the participant has provided notice of cancellation prior to 3pm the day before the scheduled service, no cancellation fee will apply. If Empowered Therapy and Training in conjunction with Kool Kids

Tutoring is unable to provide a service at the agreed time a suitable replacement session will be arranged with the participant.

## DAILY TASKS/SHARED LIVING ASSISTANCE

Our experienced and trained support staff assist with and/or supervising personal tasks of daily life to enable a participant to live as autonomously as possible.



These supports are provided individually to participants and can be provided in a range of environments, including the participant's own home.

## **Forms to Complete**

- Referral Form
- Service Agreement

(this will be completed after we have received the completed referral form)

Personal Information
 Disclosure

Consent Form



## Forms to complete

The following are links to forms to complete. Kindly click on the links to submit it online.

#### **REFERRAL FORM**

https://form.jotform.com/empoweredtherapy/ett-referral-form

#### **CLIENT WELCOME FORM:**

https://form.jotform.com/empoweredtherapy/client-welcome-form

## PERSONAL INFORMATION DISCLOSURE AND CONSENT TO OBTAIN AND RELEASE INFORMATION:

https://form.jotform.com/empoweredtherapy/personalinformation-disclosure-per

#### FORMALISED ASSESSMENTS REGISTRATION:

https://form.jotform.com/empoweredtherapy/case-notes

#### **SUPPORT WORKERS RECRUITMENT DOCUMENTATION:**

https://form.jotform.com/empoweredtherapy/support-workersrecruitment-documen

#### **CLIENT FEEDBACK SURVEY:**

https://form.jotform.com/empoweredtherapy/client-feedbacksurvey

## **PAYMENTS**

The provider will seek payment for their provision of supports after the participant(s) representative confirms satisfactory delivery of the supports.

#### Paragraph 1

1.1 If the funding for any of the chosen supports provided under this Service Agreement is managed by the participant: The participant has chosen to Self Manage the funding provided by the NDIS for the supports required by the participant. After providing those supports, the provider will send the participant an invoice for those supports for the participant to pay. The participant will pay the invoice by internet banking within 7 days.

## **PAYMENTS**

#### Paragraph 2

2.2 If the funding for any of the supports provided under this Service Agreement is managed by a Plan Nominee: The participants Plan Nominee manages the funding for supports provided under this Service Agreement. After providing those supports, the provider will send the participant's nominee an invoice for these supports for the participant's nominee to pay. The participant's nominee will pay the invoice by internet banking within 7 days.

#### 3. Paragraph 3

3.3 If the funding for any of the supports provided under this Service Agreement is managed by the National Disability Insurance Agency: The participant has nominated the NDISQSC to manage the funding for supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from the

## PAYMENTS

#### 4. Paragraph 4

4.4 If the funding for any of the supports provided under this Service Agreement is managed by a Registered Plan Management provider: The participant has nominated the Plan Management provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, the provider will claim payment for those supports from the Registered Plan Management Provider.

### SUPPORT WORKER CALENDAR OF ACTIVITIES

#### **CALENDAR 1 Daily Living Activities**













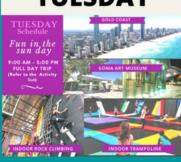




#### **MONDAY**



#### **TUESDAY**



#### WEDNESDAY



#### **THURSDAY**



#### FRIDAY



#### **SATURDAY**



#### SUNDAY



#### **CALENDAR 2 Job Ready Activities**















#### **MONDAY**



#### **TUESDAY**



#### WEDNESDAY



#### **THURSDAY**



#### FRIDAY



#### **SATURDAY**



#### SUNDAY



### SUPPORT WORKER CALENDAR OF ACTIVITIES

#### **CALENDAR 3 School Holiday Activities**





























## CHECK OUT THIS LINK FOR THE SUPPORT **WORKER CALENDAR JOTFORM**



## How to contact us

If you would like to contact

Empowered Therapy and Training in conjunction with Kool Kids Tutoring, please feel free to use one of the following methods:



**Head Office Phone no:** 

(07) 4864 9888

**Nationwide** 



1-800-00-7888

**Email Address** 

contact@empoweredtherapyandtraining.com

**Scan to visit the ETT Website** 





