

Child and Family NDIS Services Frequently Asked Questions



What makes Access Health and Community Child and Family Services different?

Our team work with your family in a coordinated way. We are all about working in partnership to achieve positive outcomes for your family.



What is a Key Worker?

When you start with our team, we will allocate a key worker or primary contact. This health professional will work closely with your family and help to coordinate your services. The key worker will ensure that all the members of the team working with your child focus on the same goals.



Do I pay for clinician travel time?

Often best practice involves working with a child in their home or educational setting. NDIS plans include travel costs. We charge up to 30 minutes for clinician travel time*. Our staff work on the road and may be coming to you from another home, school or kinder. It is difficult to predict how much travel time is involved in each visit, so we suggest you budget for the maximum. Our staff aim to minimize travel costs wherever possible.



What if I need to cancel an appointment?

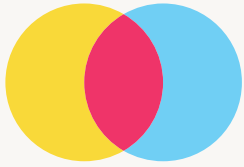
Our team have a responsibility to make sure you are aware of upcoming appointments. This may be through reminder emails or an SMS. If you are unable to attend an appointment, please provide 2 business days' notice. Short notice cancellations (less than 2 business days' notice) are charged at the agreed price. This is in line with NDIS guidelines*.



What are team conferences?

At times, it is important for all the professionals working with your child get together and share information. This coordinated approach ensures that we are all on the same page. You can ask for a report from the team conference.

* Cancellation and travel policies are based on the current NDIS price guide and are subject to change.



What does my Child's NDIS plan pay for?

NDIS plans include funds to pay for ALL work we do WITH and FOR your family.

WITH YOUR CHILD/FAMILY: Our staff can work with your child at one of our centers or in your home. It can also be helpful for us to work with your child at their childcare, kinder or school.

FOR YOUR CHILD/FAMILY: This can include:

Reports and Letters Assessments reports Phone calls and emails Resource development Team Conferences Equipment applications	<u>Case Work</u> may appear on your invoice and includes: <ul style="list-style-type: none"> record keeping setting up and packing up activities preparing activities and resources developing handouts and visual aids phone calls/emails to coordinate service
--	---



How do payments work?

The way you pay us depends on how you manage your child's NDIS plan.

NDIA MANAGED	Statement sent	<ul style="list-style-type: none"> A statement is emailed to you every 2 weeks The statement lists all the activities we have completed
	Sign the Statement	<ul style="list-style-type: none"> Click on the link and check that you agree with our description Sign the statement
	Invoice paid	<ul style="list-style-type: none"> AccessHC will draw down funds from your child's NDIS plan

SELF MANAGED	Invoice sent	<ul style="list-style-type: none"> An invoice is emailed to you every 2 weeks The invoice lists all the activities we have completed
	Option 1: PAY first; CLAIM second	<ul style="list-style-type: none"> Click on the link Pay the AccessHC invoice (please quote the invoice number, client's name or customer number) Claim funds from the NDIS portal
	Option 2: CLAIM first; PAY second	<ul style="list-style-type: none"> Click on the link to view your invoice Claim funds from the NDIS portal using the invoice Pay the AccessHC invoice (please quote the invoice number, client's name or customer number)

PLAN MANAGED	Invoice sent	<ul style="list-style-type: none"> Every 2 weeks an invoice will be emailed to your Plan Manager The invoice lists all the activities we have completed
	Invoice paid	<ul style="list-style-type: none"> Your Plan Manager will pay the invoice by drawing down from your child's NDIS plan