



EXPLORE
& SOAR



WELCOME TO EXPLORE AND SOAR

CLIENT HANDBOOK



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www.exploreandsoar.com.au



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Welcome

Welcome to Explore and Soar!

We are thrilled to provide our services to you and your family.

Our team of dedicated health professionals is committed to working closely with your children, family, support networks, and educators to help them achieve their goals.

We are a mobile allied health practice that specialises in providing high-quality occupational therapy for children, teens, and young adults aged 0 to 24 in the Hunter Valley, Tamworth, and Blue Mountains regions. Our services are flexible, creative, and tailored to meet our clients and their families' unique needs.

At Explore and Soar, we believe that communication is key to building trust and a strong foundation. To ensure effective communication, we offer various channels such as written, verbal, face-to-face, phone, and email. We also provide primary sign language for non-verbal children and can arrange interpreters if needed.

We are pleased to provide you with our Welcome Handbook, which contains important information about our policies and procedures, available services, and additional resources.

Explore and Soar is excited to work with you and your family to help you achieve your goals and enhance your daily life.

Please don't hesitate to contact us if you have any questions during our occupational therapy journey.

Warm Regards,
The Explore and Soar Team

Imagine a mobile company that prioritises learning new skills right in the comfort of your own home and everyday surroundings – where every client and family feels not just supported, but safe. That's us.

We're all about fostering connections, building trust, and cultivating personalised relationships to help you achieve your unique goals.

Time is precious, and we understand the value of minimising travel. At Explore and Soar, we're passionate about reaching our clients in every region and bridging the gap in services available, especially in rural and remote locations.

Our approach isn't one-size-fits-all. We tailor our services and intervention models to precisely fit your child's, teenager's and family's needs. We're here for you, working alongside your entire family to create a plan that truly works for everyone.



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Company Overview

Our History

Explore and Soar was founded in 2018 with the aim to improve health services, resources, and parental support for children, teenagers, and young adults in regional areas.

Our vision and passion revolve around providing innovative growth and support to all clients, families, and communities while staying true to our mission.

We strive to ensure that our health services remain local and maintain the same high-quality standards as those available in major cities.

Our primary goal is to reduce travel and time expenses for our families while empowering and educating them and prioritising their needs.

Our Vision

To empower individuals and their families to confidently connect in their world; their way.

Our Mission

To educate individuals and their families through occupational therapy services to achieve independence everyday with joy.



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Our Values



Connections FOR LIFE

Connection and relationship centres everything we do



Client ADAPTABILITY

A long term commitment to grow and adapt with you



Cultivating AWARENESS

Our commitment to educating and empowering you



Community AT HEART

Fostering, building and strengthening access to all our communities



Clinician INDIVIDUALITY

Our personal commitment to grow ourselves and our team whilst being authentically us



Consistency & ACCOUNTABILITY

How we will continuously show up, support and improve

 ENGAGE WITH US TODAY

EXPLORE YOUR POTENTIAL

 SOAR TO NEW HEIGHTS



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Explore and Soar Expectations

Expectations when Engaging with Explore and Soar

Effective teamwork and collaboration are essential to achieve optimal engagement and support goals while working with Explore and Soar.

As a client, we ask for the following commitments:

- Provide all clinical documentation, such as NDIS reports, previous assessment reports or all relevant information when requested.
- Complete and return Service Agreements promptly (NDIS clients).
- Notify us of any changes in your details, including address, email, and funding information.
- Keep us updated on any changes in your family circumstances that may impact your ongoing intervention appointments.
- Pay all invoices promptly within NDIS guidelines and company policy.
 - Refer to the terms of trade and policies within this handbook for more information.
- Treat others with the same respect you expect for yourself.
- Help us provide an environment free from harassment and abuse by respecting the rights of others.

Explore and Soar agree to the following commitments:

- Review the provision of supports at least three (3) monthly (each school term) or as individually required.
- We will provide supports that meets your needs in collaboration with the Clinician and schedule availability for each term.
- Communicate openly and honestly in a timely manner.
- Treat our clients and families with courtesy and respect while protecting privacy and confidential information.
- Consult on decisions about how supports are provided and in the effective timeframe; refer to the Continuity Support Plan.
- Provide you with information about managing any complaints or disagreements and details of the Explore and Soar cancellation policy.
- Listen to all feedback and resolve problems quickly within the scope of our policies and procedures.
- Give a minimum of 24 hours' notice (when possible) if the Clinician has to change a scheduled appointment to provide supports.
- Give notice of 2 weeks (when possible) if the Clinician needs to end the service.
- Provide supports in a manner consistent with all relevant legislation.
- Issue regular invoices and statements of the supports delivered.
- The management team will investigate any accident, incident or near miss in a prompt timeline while maintaining open communication.
- We will monitor and take emergency and disaster precautions where possible.



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Our Approach to Therapy

Play-Based Activities

Explore and Soar uses a play-based approach in our therapy sessions to help children have fun while they work to achieve their goals.

This interactive approach helps us evaluate and address various developmental aspects, ensuring that children have a positive and enjoyable experience.

Our primary goal is to promote progress and growth in every child we work with, and our play-based activities assist us in creating a dynamic and engaging environment that supports children in their developmental journey.

Continuity of Supports

At Explore and Soar, we are dedicated to providing unwavering support to each child. We ensure the continuity of our services by conducting regular reviews of client goals and intervention strategies.

These reviews occur at the initial assessment when commencing with Explore and Soar and at the beginning of each school term. Regular reviews allow us to monitor progress closely and make adjustments as necessary, ensuring that every child receives the personalised care they deserve.

If there are changes to scheduled appointments, we will do our best to reschedule them at a mutually convenient time for both the client and the clinician. However, please note that alternative appointment times may not be possible due to the nature of our mobile service. Our service is only available in specific locations at set times across a fortnightly rotation.

Individualised Goals

We understand that every child is unique, and that's why we place great importance on setting individualised goals. By working closely with parents and guardians, we can establish achievable milestones tailored to meet each child's specific needs, ensuring progress.

Parent Involvement

Your active involvement in the therapy process is invaluable, and we are here to provide you with the guidance and resources you need to support your child's development at home.

As part of our commitment to empowering families, we offer a range of additional resources, including newsletters, handouts, and monthly blogs. By subscribing to our website, you can stay informed about the latest news and updates, ensuring that you have access to the support you need every step of the way.

Together, we can help your child explore their full potential and soar to new heights.



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Pricing Information

Service Options & Price Guide

At Explore and Soar, we strive to deliver high-quality, evidence-based practice. As such, we offer various options for assessment, intervention, and associated services.

We accept all funding types, including:

- Private paying
- Private Health
- Department of Communities and Justice
- Medicare Care Plans
- NDIS

Please refer to our latest Service Options and Price Guide for more comprehensive details regarding our service options and associated fees. You can find our current pricing on our website - www.exploreandsoar.com.au or request a copy from our Client Support Team.

Our fees are reviewed regularly to ensure they align with our services.

If you have any questions regarding funding or pricing, please contact us directly to discuss.

Travel Fees

At Explore and Soar, we understand that our clients' needs may differ, which is why we offer mobile-based services. However, we need to apply a travel fee to each face-to-face appointment to deliver our services to your doorstep. We cover many locations within the Hunter Valley, Tamworth, and Blue Mountains regions.

Please note that a 15-minute minimum travel fee is applied to every face-to-face appointment. An additional cost will be incurred if the travel time exceeds 15 minutes. The travel fees are discussed upon booking appointments with Explore and Soar, and the location of the therapy interventions and support for the client and family is determined. If you have any questions about funding or pricing, please don't hesitate to contact us directly.

We may revisit the initial pricing values to provide an accurate travel fee based on the time it takes to travel to the desired location.



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Additional Financial Information

Private Paying (Including Department of Communities and Justice/Third Party)

After your appointment, Explore and Soar will provide an invoice for service, which must be paid within seven (7) days per the terms of trade.

The invoice will be emailed to your designated biller on Monday (this may vary periodically due to public holidays or unforeseen circumstances).

Private Health Insurance

Please let our Client Support Team know if you will be claiming your Occupational Therapy session on your private health fund. Please note that not all health funds cover OT services.

Explore and Soar is a private practice and does NOT have HICAPS; therefore, you need to pay for your session directly to Explore and Soar and then claim the gap payment from your Health fund.

Medicare Care Plans

A CDMP (Chronic Disease Management Plan, previously known as an EPC – Enhanced Primary Care) and MHCP (Mental Health Care Plan) are obtained through your child’s general practitioner (GP) when they have determined that your child meets the criteria.

CDMP can provide funding rebates for up to 5 sessions in a calendar year.

You will be invoiced from Explore and Soar after your appointment, which you must pay in full via bank transfer to Explore and Soar. Once Explore and Soar have received payment, you can obtain a Medicare rebate by submitting your paid invoice to Medicare directly. Medicare does not cover the entire appointment cost; therefore, there will be a gap.

At this stage, we can only accept an MHCP for a select few of our clinicians; therefore, this option may not be available. It is best that you contact our Client Support team to discuss this further.

Explore and Soar is a private practice and does NOT Medicare bulk bill; therefore, you need to pay for your session directly to Explore and Soar and then claim the gap payment from Medicare.

NDIS - Plan Managed, Self Managed and NDIA Managed

Explore and Soar will need your NDIS (National Disability Insurance Scheme) plan to understand the funding and support allocated to your child’s therapy. This helps us tailor your Service Agreement to meet your child’s specific needs and goals, the dates your plan is active, and how you are funded, such as self-managed, plan-managed or NDIA-managed. Service agreements outline the terms and conditions of the therapy services provided by Explore and Soar.



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Terms and Conditions of Trade

1. Services

1.1 The Services shall be as described on any invoices, quotation, work authorisation, or any other forms which are provided by the Therapist to the Client.

2. Price and Payment

2.1 The Price shall be as indicated on invoices provided by the Therapist to the Client in respect of the Services supplied.

2.2 Time for payment for the Services shall be of the essence and will be stated on the invoice, quotation, or any other order forms. If no time is stated then payment will be due seven (7) days following the date of the invoice.

2.3 Unless otherwise stated the Price does not include GST (Goods and Services Tax). In addition to the Price the Client must pay to the Therapist an amount equal to any GST the Therapist must pay for any supply by the Therapist under this or any other agreement for the sale of the Services. The Client must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Client pays the Price. In addition the Client must pay any other taxes and duties that may be applicable in addition to the Price except where they are expressly included in the Price.

3. Default and Consequences of Default

3.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at the Therapist's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.

3.2 If the Client owes the Therapist any money, the Client shall indemnify the Therapist from and against all costs and disbursements:

- (a) incurred; and/or
 - (b) which would be incurred and/or
 - (c) for which by the Client would be liable;
- in regard to legal costs on a solicitor and own client basis, internal administration fees, the Therapist's contract fees owing for breach of these terms and conditions, including, but not limited to, contract default fees and/or recovery costs (if applicable), as well as bank dishonour fees.

3.3 Further to any other rights or remedies the Therapist may have under this contract, if a Client has made payment to the Therapist, and the transaction is subsequently reversed, the Client shall be liable for the amount of the reversed transaction, in addition to any further costs incurred by the Therapist under this clause 3 where it can be proven that such reversal is found to be illegal, fraudulent or in contravention to the Client's obligations under this agreement.

4. Defects, Warranties and the Competition and Consumer Act 2010 (CCA)

4.1 The Client must inspect the Therapist's Services on completion of the Services and must within seven (7) days notify the Therapist in writing of any evident defect in the Services provided (including the Therapist's workmanship) or of any other failure by the Therapist to comply with the description of, or quote for, the Services which the Therapist was to supply. The Client must notify any other alleged defect in the Therapist's Services as soon as is reasonably possible after any such defect becomes evident. Upon such notification the Client must allow the Therapist to review the Services that were provided.

4.2 Under applicable State, Territory and Commonwealth Law (including, without limitation the CCA), certain statutory implied guarantees and warranties (including, without limitation the statutory guarantees under the CCA) may be implied into these terms and conditions (**Non-Excluded Guarantees**).

4.3 The Therapist acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.

4.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, the Therapist makes no warranties or other representations under these terms and conditions including, but not limited to, the quality or suitability of the Services. The Therapist's liability in respect of these warranties is limited to the fullest extent permitted by law.

4.5 If the Client is a consumer within the meaning of the CCA, the Therapist's liability is limited to the extent permitted by section 64A of Schedule 2.

4.6 If the Therapist is required to rectify, re-supply, or pay the cost of re-supplying the Services under this clause or the CCA, but is unable to do so, then the Therapist may refund any money the Client has paid for the Services but only to the extent that such refund shall take into account the value of Services which have been provided to the Client which were not defective.

4.7 If the Client is not a consumer within the meaning of the CCA, the Therapist's liability for any defective Services is:

- (a) limited to the value of any express warranty or warranty card provided to the Client by the Therapist at the Therapist's sole discretion;
- (b) otherwise negated absolutely.

4.8 Notwithstanding clauses 4.1 to 4.7 but subject to the CCA, the Therapist shall not be liable for any defect or damage which may be caused or partly caused by or arise as a result of:

- (a) interference with the Services by the Client or any third party without the Therapist's prior approval;
- (b) the Client failing to follow any instructions or guidelines provided by the Therapist;
- (c) fair wear and tear, any accident, or act of God.

5. Privacy Policy

5.1 All emails, documents, images or other recorded information held or used by the Therapist is Personal Information, as defined and referred to in clause 5.3, and therefore considered Confidential Information. The Therapist acknowledges its obligation in relation to the handling, use, disclosure and processing of Personal Information pursuant to the Privacy Act 1988 (The Act) including the Part IIIC of the Act being Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB) and any statutory requirements, where relevant in a European Economic Area (EEA), under the EU Data Privacy Laws (including the General Data Protection Regulation "GDPR") (collectively "EU Data Privacy Laws"). The Therapist acknowledges that

in the event it becomes aware of any data breaches and/or disclosure of the Client's Personal Information, held by the Therapist that may result in serious harm to the Client, the Therapist will notify the Client in accordance with the Act and/or the GDPR. Any release of such Personal Information must be in accordance with the Act and the GDPR (where relevant) and must be approved by the Client by written consent, unless subject to an operation of law.

5.2 Notwithstanding clause 5.1, privacy limitations will extend to the Therapist in respect of cookies where the Client utilises the Therapist's website to make enquiries. The Therapist agrees to display reference to such cookies and/or similar tracking technologies, such as pixels and web beacons (if applicable), such technology allows the collection of Personal Information such as the Client's:

- (a) IP address, browser, email client type and other similar details;
- (b) tracking website usage and traffic; and
- (c) reports are available to the Therapist when the Therapist sends an email to the Client, so the Therapist may collect and review that information ("collectively Personal Information").

If the Client consents to the Therapist's use of cookies on the Therapist's website and later wishes to withdraw that consent, the Client may manage and control the Therapist's privacy controls via the Client's web browser including removing cookies by deleting them from the browser history when exiting the site.

5.3 The Client agrees for the Therapist to obtain from a credit reporting body (CRB) a credit report containing personal credit information (e.g. name, address, D.O.B occupation, driver's license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) about the Client in relation to credit provided by the Therapist.

5.4 The Client agrees that the Therapist may exchange information about the Client with those credit providers and with related body corporates for the following purposes:

- (a) to assess an application by the Client; and/or
- (b) to notify other credit providers of a default by the Client; and/or
- (c) to exchange information with other credit providers as to the status of this credit account, where the Client is in default with other credit providers; and/or
- (d) to assess the creditworthiness of the Client including the Client's repayment history in the preceding two years.

5.5 The Client consents to the Therapist being given a consumer credit report to collect personal credit information relating to any overdue payment on commercial credit.

5.6 The Client agrees that personal credit information provided may be used and retained by the Therapist for the following purposes (and for other agreed purposes or required by):

- (a) the provision of Services; and/or
- (b) analysing, verifying and/or checking the Client's credit, payment and/or status in relation to the provision of Services; and/or
- (c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Client; and/or
- (d) enabling the collection of amounts outstanding in relation to the Services.

5.7 The Therapist may give information about the Client to a CRB for the following purposes:

- (a) to obtain a consumer credit report;
- (b) allow the CRB to create or maintain a credit information file about the Client including credit history.

5.8 The information given to the CRB may include:

- (a) Personal Information as outlined in 5.3 above;
- (b) name of the credit provider and that the Therapist is a current credit provider to the Client;
- (c) whether the credit provider is a licensee;
- (d) type of consumer credit;
- (e) details concerning the Client's application for credit or commercial credit (e.g. date of commencement, termination of the credit account and the amount requested);
- (f) advice of consumer credit defaults (provided the Seller is a member of an approved OAC External Disputes Resolution Scheme), overdue accounts (loan repayments or outstanding monies which are overdue by more than sixty (60) days and for which written notice for request of payment has been made and debt recovery action commenced or alternatively that the Client no longer has any overdue accounts and the Therapist has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payment(s) information that, in the opinion of the Therapist, the Client has committed a serious credit infringement;
- (h) advice that the amount of the Client's overdue payment is equal to or more than one hundred and fifty dollars (\$150).

5.9 The Client shall have the right to request (by e-mail) from the Therapist:

- (a) a copy of the Personal Information about the Client retained by the Therapist and the right to request that the Therapist correct any incorrect Personal Information; and
- (b) that the Therapist does not disclose any Personal Information about the Client for the purpose of direct marketing.

5.10 The Therapist will destroy Personal Information upon the Client's request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this agreement or is required to be maintained and/or stored in accordance with the law.

5.11 The Client can make a privacy complaint by contacting the Therapist via e-mail. The Therapist will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to make a decision as to the complaint within thirty (30) days of receipt of the complaint. In the event that the Client is not satisfied with the resolution provided, the Client can make a complaint to the Information Commissioner at www.oaic.gov.au.



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Cancellation Policy - Part 1

At Explore and Soar, we value consistent and high-quality intervention services. However, we are aware that on occasion, life takes over, and there are moments when you are unwell or family emergencies occur.

Cancellation Contact Details: Contact the Explore and Soar Client Support team via

- Phone: 0477 708 217
- Email: admin@exploreandsoar.com.au

Policy:

Regular Term and Ongoing Appointments

- **Cancellation With More Than 24 Hours' Notice:** There is no cancellation fee when 24 hours' notice (1 business day) is provided.
 - **Cancellation Within 24 hours of Scheduled Appointment:** 100% of the appointment cost, excluding travel fees, when 24 hours' notice (1 business day) is NOT provided. Payment is due within the subsequent billing cycle.
 - **No-show Appointments** (including cancellations within 30 minutes of the Appointment Commencement): 100% of the appointment cost, including travel fees, will be charged. Payment is due within the subsequent billing cycle.
 - Attempts will be made to contact the client. If the client or family fails to contact or does not show up within 15 minutes of the session commencement time, the Clinicians or Therapeutic Assistants reserve the right to leave the appointment.
 - If the client shows up to the appointment late but within 15 minutes of the appointment or notifies the Clinician that they will be late, the appointment will continue; however, it will still conclude at the originally scheduled time.
 - Due to Clinicians' travel to appointments, if the cancellation is received within 30 minutes prior to the commencement of the appointment, 100% of the appointment cost, including travel fees, will be applied.
 - **Cancellation of Monday Appointments:** Cancellations must be made by Friday at 12 pm (noon) prior to the appointment for no fee. After this time, 100% of the appointment cost, excluding travel fees, will apply.
 - **Cancellation of Rescheduled Appointment:** 100% cancellation fee, excluding travel fees, regardless of notice.
 - **Cancellation Due to Emergencies or Medical Incidents:** Fees are determined at the discretion of the Explore and Soar Management Team.
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Group Programs Appointments

- **Booking:** Confirmed 5-6 weeks in advance. Due to high demand and limited availability, cancellation fees will apply.
 - **Cancellation for Group Booking (Less Than 2 Business Days' Notice before Commencement of Program):** 100% cancellation fee for the program if cancelled with less than 2 business days' notice prior to the commencement of the program unless another client can fill the spot. This policy is non-negotiable due to the preparation prior to sessions.
 - **Cancellation Due to Emergencies or Medical Incidents for Group Booking:** Fees are determined at the discretion of the Explore and Soar Management Team.
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Cancellation Policy - Part 2

Intensive Appointments

- **Booking:** Confirmed 5-6 weeks in advance. Due to high demand and limited availability, cancellation fees will apply.
 - **Cancellation for Intensive Appointments (Less Than 2 Business Days' Notice before Commencement of Intensive Appointments):** 100% cancellation fee for the whole week unless another client can fill the spot. This policy is non-negotiable due to the preparation required before the sessions. This applies to both partial cancellations as well as the inability to complete the full intensive block. For example, the fee still applies if you confirm all 5 days but then cancel 1 or 2 days if at least 2 business days' notice is not provided.
 - **Cancellation Due to Emergencies or Medical Incidents for Group Booking:** Fees are determined at the discretion of the Explore and Soar Management Team.
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Interruption and Cessation of Ongoing Appointment

Explore and Soar reserves the right to cancel any ongoing appointments due to the following reasons:

- **Infrequent Payments:** Outstanding invoices will result in a warning. If payments remain overdue after the warning, services will be ceased.
 - Specifically, two (2) weekly invoices, one (1) fortnightly invoice, or one (1) monthly invoice outstanding will trigger the warning.
 - If payments continue to be overdue after a warning, services will be ceased.
 - **Frequent Cancellations:** A cease-of-service will result in the cancellation of three (3) weekly or two (2) fortnightly appointments per term or two (2) monthly appointments in six (6) months.
 - If a trend of cancellations throughout therapy is identified, the Clinician may cease support due to unmet goals.
 - **Disrespectful and Unsafe Behaviour:** Disrespectful communication or behaviour toward the Explore and Soar Team will not be tolerated.
 - Any rude communication via phone call, text message, email or in-person to any Explore and Soar team member will not be tolerated.
 - Inappropriate interactions, communication, threats, harassment or aggression during any clinical sessions will not be tolerated.
 - If a safe environment, as outlined in the document "Explore and Soar Safe Home Visiting Agreement & Off Site Visit Park Management Checklist", provided within the Explore and Soar Welcome Pack, is not available, the appointment will be ceased immediately. If the situation is not rectified, services will be permanently ceased.
 - Engaging in bullying or exerting undue pressure to secure appointments or clinical documentation will not be tolerated.
 - Documentation that has time constraints, such as a client needing a report for an NDIS review meeting within two days without prior communication with the Clinician, may lead to situations where the Clinician has insufficient time to complete the necessary report by the deadline therefore, any harassment or threats will not be tolerated.
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Cancellation Policy - Part 3

Interruption and Cessation of Ongoing Appointment

- **Changes to Circumstances or Unsuitable Service:** Explore and Soar reserves the right to discontinue or suspend service if, at any time, the client or their family is no longer focused on or unable to achieve the goals outlined by the Clinician and client. The Clinician will discuss any changes with the client prior to ceasing the service. Explore and Soar values growth and empowerment and will not over-service or under-service their clients.
 - In the event of any changes, such as switching from home appointments to school appointments, changes in the mode of service, or changes in the Explore and Soar fee structure, Explore and Soar reserves the right to terminate current Service Agreements to accommodate these changes. In such cases, a new Service Agreement will be entered, which will be discussed with the clients prior to taking effect.
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NDIS Compliance

To ensure Explore and Soar is following NDIS compliance guidelines, all clients with an NDIS plan must provide accurate and up-to-date NDIS plan information, including:

- NDIS participant number
 - NDIS Plan Dates (including start and end dates)
 - Budget allocation for relevant services
 - The client must be aware that under NDIS guidelines, they are responsible for monitoring the funding budget, promptly providing new plan details, and promptly communicating any changes, such as an early review or change of circumstance, within 14 days.
 - A Service Agreement will be established between Explore and Soar and the client or client's participant. This Service Agreement must be read and signed. Ongoing services may be cancelled unless a Service Agreement is completed within 14 days.
 - If the Service Agreement is not completed, funding is no longer available or exhausted; the client assumes full responsibility for privately arranging payment of any and all outstanding invoices within the 7-day terms of trade.
 - NDIA clients must contact their LAC or phone the NDIA National Call Centre on 1800 800 110 and endorse Explore and Soar as your "My Provider". Explore and Soar's organisation ID is 405 004 6986.
 - Explore and Soar reserves the right to cancel ongoing services if any of the above-meaning requirements are unmet.
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Reminder Emails

Explore and Soar will send courtesy reminder emails via our Practice Management Software System three days before scheduled appointments. Failure to receive a courtesy reminder email is not a valid reason for late cancellation or failure to attend any scheduled appointment on time.



Privacy and Confidentiality - Part 1

Privacy and confidentiality are paramount at Explore and Soar for our clients, their families, and our staff.

We adhere strictly to and will apply the Australian Privacy Act 1988 and the 13 Australian Privacy Principles (APPs) in the way we collect, store and use information about our clients, their needs and the services we provide to them.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.

What is Personal Information, and why do we collect it?

Personal information is information or an opinion that identifies an individual.

Explore and Soar will collect only essential information for safe and effective service delivery, using it solely for its intended purpose and securing it appropriately. Any data collection is explained clearly, and consent is sought before any photos or videos are taken. Examples of Personal Information we collect include names, addresses, email addresses, phone numbers, and clinical needs.

This Personal Information is obtained in many ways, including correspondence by telephone, email, from our website (www.exploreandsoar.com.au), interviews at the initial consult, or from media and publications, such as text message and from third parties upon consent from yourself (such as teachers, educators, other allied health professionals).

We collect your Personal Information to provide you with the best client-directed services and information.

We may also use your Personal Information for secondary purposes closely related to the primary purpose in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information, we will, where appropriate and possible, explain to you why we are collecting it and how we plan to use it.

Access to your Personal Information

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Explore and Soar will not charge for your access request, but they may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.



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Privacy and Confidentiality - Part 2

Third Parties

Where reasonable and practicable, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

In the case of Personal information being provided by third parties, such as schools, other allied health professions, etc., an additional phone call or face-to-face discussion will be completed to inform the family about the details of the conversation (if the family is not already aware). If the information is completed through correspondence, such as emails, the family will be included in this correspondence.

Disclosure of Personal Information:

Your Personal Information may be disclosed in a number of circumstances, including the following:

- Third parties where you consent to the use or disclosure
- Clinician completes supervision with allied health manager to further support and clinically reason treatment intervention to further progress goals and enhance quality of life; and
- Where required or authorised by law.

Under no other circumstance will your personal information be disclosed to any third parties or discussed with unnecessary allied health staff within the Explore and Soar Company.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss, and unauthorised access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to be archived, and no access to your Personal Information is achieved (unless re-engaging with the service). However, most of the Personal Information is required to be stored until the child is 18 years of age and then required to be stored for an additional seven years, minimum, prior to being de-personalised and destroyed.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to ensure that your Personal Information is accurate, complete, and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Privacy Enquires

If you have any queries or complaints about our Privacy Policy, please contact us via phone on 0477 708 217 or via email at admin@exploreandsoar.com.au



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Feedback, Compliments and Complaints

At Explore and Soar, we actively encourage clients and their families to provide feedback on their experiences with our services. Your input is invaluable to us, whether it's through contacting our Client Support Team directly or utilising the Compliments, Feedback and Complaints Form on our website. We understand that feedback is an opportunity for improvement and take it seriously, treating both positive and negative feedback with confidentiality and sensitivity.

You can provide feedback through various channels, including

- In-person discussions with your clinician
- Contacting our Client Support Team via phone on 0477 708 217 or email at admin@exploreandsoar.com.au
- Downloading a copy of our Compliments, Feedback, and Complaints form on our website

When we receive feedback or complaints, we aim to promptly escalate them to the appropriate department for review and response. Your feedback and grievances are essential to us, and they serve as valuable insights to continuously improve our service delivery.

If you have a complaint, we encourage you to speak directly with an Explore and Soar staff member for prompt resolution. If the matter remains unresolved, it will be escalated to our Director, Jess Rodgers. You can also formally lodge a complaint using our Feedback, Compliments, and Complaints Form, with our staff's help if you need it.

At Explore and Soar, we are committed to addressing your feedback and concerns promptly and effectively, ensuring that your voice is heard and valued in our continuous improvement efforts.

NDIS Participants may prefer to contact the National Disability Insurance Agency (NDIA); they can do so by calling 1800 800 110, visiting an NDIA office in person, or accessing further information on www.ndis.gov.au.



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Emergency, Disaster, and Incident Management

Emergency and Disaster Management

Explore and Soar is committed to the safety and well-being of its clients and employees. To achieve this duty of care, we have developed an Emergency and Disaster Management plan that aims to minimise risks and ensure the safety of everyone involved, including clients, their families, and our employees.

During times of natural disasters or emergencies such as bushfires or floods, we monitor various sources of information from appropriate channels, including the Hazards Near Me App, NSW Health, NSW Police, and NSW SES. Our top priority is to ensure the safety of our clients and employees, and we will communicate with them through phone calls, text messages, or emails to inform them of any changes to our services.

In case of increased or imminent risk, we will provide opportunities to reschedule or offer alternative continuity of supports for each client, such as telehealth, rescheduling of OT or TA appointments, or completing a home program of activities until the following appointment. We may also offer holiday intensives to ensure uninterrupted support.

Once all warnings are downgraded and it is safe to re-enter communities, we will resume face-to-face appointments in the affected areas.

Incident Management

Any accident, incident, or near miss involving an Explore and Soar employee, client, and/or their family must be reported to Explore and Soar Management as soon as possible. Employees, Clients, and their families can report any incidents to Explore and Soar Management via email: admin@exploreandsoar.com.au or phone: 0477 708 217.

The Explore and Soar Management Team will investigate all incidents to determine if an incident is a reportable incident to NDIS. The following incidents are deemed reportable to NDIS:

- Death,
- Serious injury,
- Abuse or neglect of a person with a disability,
- Unlawful sexual or physical contact with or assault of a person with a disability or
- Sexual misconduct committed against, or in the presence of, a person with a disability, including grooming of the person for sexual activity or
- Use of restrictive practices in particular circumstances.

Explore and Soar are mandatory reporters. Mandatory reporting occurs when the law requires the employee to report a known or suspected case of abuse and/or neglect. Mandatory documentation and reporting are required if any client within Explore and Soar presents risks to their safety and well-being.



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Diversity, Community Participation, and Inclusion

In our commitment to diversity, participation, and inclusion, Explore and Soar strives to provide comprehensive services that cater to the unique needs of all clients and their families.

Our approach is centred around fostering active engagement, autonomy and integration within the community. We ensure that all clients are supported in cultivating and preserving their autonomy, problem-solving capabilities, social interactions, and self-care skills tailored to their unique circumstances, such as age, developmental stage, cultural background, and individual goals.

Our strategies encompass:

- Delivering services with utmost respect for individual identities encompassing personal, gender, sexual, cultural, religious, or spiritual aspects.
- Cultivating a diverse and culturally proficient workforce, valuing inclusivity and understanding.
- Collaborating with disability-specific, mainstream, Indigenous, and Culturally and Linguistically Diverse services to ensure comprehensive and holistic service delivery.
- Embracing a strengths-based approach to discern clients' needs and life aspirations, with a focus on acknowledging the significance of familial, cultural, spiritual, linguistic, and community bonds.

Explore and Soar is dedicated to breaking down barriers, transforming perceptions, and fostering a culture of positivity to facilitate your complete inclusion and participation in the community.

We forge partnerships with various organisations to cater to your specific needs or aspirations. We encourage you to communicate openly with our staff if there are particular goals or requirements that could be addressed by other entities.



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Service Management and Continuous Improvement

At Explore and Soar, we are committed to excellence, innovation, and cultivating a culture centred around continuous improvement. This dedication extends to our governance structures, the management of our services, and the delivery of those services to our valued clients.

Central to our approach is the recognition of the invaluable role that feedback and input play in our pursuit of ongoing enhancement. We actively seek and embrace input from our diverse array of stakeholders, including our dedicated staff, the individuals and families we serve, as well as other relevant parties connected to our operations.

By engaging in this collaborative feedback collection and analysis process, we ensure that our services meet and exceed our clients' expectations.



Through this dedication, we strive to maintain the highest standards of quality, efficiency, and effectiveness in all that we do. We ensure that Explore and Soar remains a trusted and responsive partner in supporting the well-being and success of those we serve and continuing to grow and adapt to our clients' needs.



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Management of Conflict of Interest

At Explore and Soar, our service delivery includes therapy supports and services. We are committed to providing safe and high-quality support by managing conflicts of interest that may negatively influence our services. We exercise good governance to ensure that any conflicts between personal interests and work-related or volunteering responsibilities are identified and prevented or resolved.

We understand that conflicts of interest may arise naturally and not necessarily indicate improper activity. Therefore, we require that all conflicts be identified, declared, recorded, and managed. There are three types of conflicts of interest: actual, potential, and perceived.

Definitions of Conflict

An actual conflict of interest occurs when there is a real conflict between a person or business's official duties and private interests.

A potential conflict of interest arises when a person or business has private interests that could conflict with their official Explore & Soar duties. This type of conflict may be foreseeable, and steps should be taken to mitigate the risk.

A perceived conflict of interest arises when the public or a third party may form the view that a person or business's private interests could improperly influence their decisions or actions, now or in the future.

Personal interest refers to a person or business's own interests, those of their family and friends, and any organisations they support or are involved with. Benefit refers to any product, service, or advantage given to a person due to their work, including money, gift cards, gifts, discounts, or favourable treatment.

Conflicts may occur in situations such as relations with family or friends, work activities outside of Explore & Soar (whether paid or unpaid), personal relationships with internal and/or external parties, gifts/benefits, provision of external consultancy services, and procurement of goods and services.

Furthermore, our team is tasked with making referrals to providers that best address clients' clinical and care needs. We have established clear policies and procedures to ensure that Explore and Soar will adeptly handle any potential conflicts that may arise during the referral process.

If you believe that you have a conflict of interest or require additional information, please get in touch with our Client Support Team. We will provide you with a '**Conflict of Interest Form**' to complete.



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Home Visit Safety Agreement

Explore and Soar is passionate about the safety of their staff, clients, and families. To ensure that the Clinician is safe when visiting your home and that your child has enough adequate space to engage in support strategies safely, Explore and Soar complete regular Risk Safety checks when out in the community. Either your treating Clinician or the Client Support Team will check in prior to commencement or on the commencement of intervention therapy with your family. In addition, please be advised of the following requests.

As the client's parent or guardian you are responsible for the following -

- The Parent or guardian is responsible for keeping all pets in a contained area to ensure Explore and Soar staff do not come into direct contact with them.
 - The Parent or guardian will ensure the environment is a smoke, drug, and alcohol-free environment.
 - The Parent or guardian is to inform the Explore and Soar staff of any behaviours their child may have (such as biting, hitting, kicking, throwing objects, or hair pulling) to ensure your Clinician can support you with an agreed-upon management plan.
 - The Parent or guardian is to notify the visiting Clinician prior to the visit if anyone present has a history of criminal offences or is currently on a good behaviour bond or parole.
 - The Parent or guardian must notify the visiting Clinician if any other persons (family or friends) will be present during the visit.
 - The Parent or guardian is to provide all relevant information regarding the physical environment of their home to support assessment and/or therapy intervention. If there are any concerns, your Clinician will call prior to the initial home visit.
 - Your Clinician reserves the right to stop the session immediately if these safety requirements are not met and, you will be charged the intervention session fee.
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Monitoring and Review

This New Client Welcome Handbook, in conjunction with pertinent legislation, the Code of Conduct, and Explore and Soar Policies, undergoes a bi-annual review or as deemed necessary.

This comprehensive review process integrates input from staff, clients, and other stakeholders to maintain continual relevance and effectiveness.

Version: 3

Reviewed: June 2024

Next Review: June 2026