

Non-Face-to-Face Activities Fact Sheet

Here at Encompass Health Services (EHS) we want to make things as transparent as possible for you when you access our services.

As you know, when you engage a Professional Therapist there are face-to-face appointments where therapy is being delivered to you directly or via video conference.

However, the therapist's job doesn't end when they finish the therapy. There are a number of processes that happen behind the scenes Non-Face-to-Face Activities which includes:

- ✓ Planning for initial assessment which will include reviewing relevant information related to the participant's needs and goals and selecting appropriate assessment tools
- ✓ Progress notes, after every contact with participant, parents, decision makers, other allied health professionals, medical professionals, equipment suppliers, teachers, support coordinators. This contact can be face to face (meeting), telephone and email communication.
- ✓ Planning for therapy sessions which will include researching appropriate therapy approaches for participant. Where applicable this will include developing appropriate therapy materials specific to your needs.
- ✓ Report analysis and writing, which will include a full written report
 - assessment/progress reports for NDIS which may take up to 5 hours for a multiple page report.
 - Supported Independent Living Functional Assessment reports which may take up to 6 hours for a multiple page report.
 - complex assistive technology reports which may take up to 6 hours for a multiple page report.
- ✓ Travel time which will only be in instances where this has been agreed to and stated specifically in the service agreement

When it comes to complete therapy, both face to face and Non-Face-to-Face Activities is necessary, particularly when you consider your NDIS plan reviews so you are able to provide evidence of your needs.

The billable non-contact time can be negotiated but it is important to understand that if you choose just for face to face time and simple case notes then that is all we can and will provide. This means we will not be able to respond to emails, phone calls or provide additional information unless we can negotiate payment for this additional non-contact time.

Non-Face-to-Face Activities is charged out at the same rate as your other NDIS supports but will be itemised on the days that the charges occur. If you wish to know what has been charged for on a specific day you can request further information by contacting us via email admin@encompasshealthservices.com.au