



Dear Participant/Parent/Carer/Plan Nominee,

We are writing to announce some important updates to the way we deliver our services at AWEN Case Management & Advocacy.

Enhancing Your Support with the Introduction of Therapy Assistant Services

To continue providing the highest standard of tailored, intensive support, we are introducing Therapy Assistants into our practice model.

Therapy Assistants work directly under the strict supervision and clinical delegation of our qualified Social Workers and Behaviour Support Practitioners. They are dedicated professionals who assist in the practical, day-to-day implementation of therapeutic strategies, capacity-building programs, and behaviour support plans.

Why We Are Integrating Therapy Assistants?

- **Maximising Your NDIS Budget:** Therapy Assistants are billed at a significantly lower NDIS rate than senior clinicians. Integrating them into your support framework allows your funding to stretch much further, providing more hours of direct support without exhausting your allocated budget.
- **Increased Frequency and Consistency:** Achieving meaningful outcomes often requires regular practice, routine, and repetition. A Therapy Assistant can visit more frequently to practice skill-building, support community engagement, or model specific strategies outlined in your support plans.
- **Focused, On-the-Ground Implementation:** While your primary practitioner remains focused on complex clinical assessments, risk matrices, and developing tailored interventions, the Therapy Assistant acts as an extension of their expertise. This ensures that the high-level strategies designed by your practitioner are actively and consistently applied in your everyday environment.

Our Commitment to Quality and Safeguards

We understand that clinical oversight and trust are paramount. Please be assured that the introduction of a Therapy Assistant **does not** replace your primary practitioner.

Your lead practitioner remains fully accountable for your overarching care, program design, risk assessment, and regular progress monitoring. All Therapy Assistant activities are heavily

monitored through our internal supervision frameworks and adhere strictly to the NDIS Quality and Safeguards Commission standards, as well as our ethical obligations.

We believe this collaborative approach will greatly benefit the individuals we support, bridging the gap between clinical planning and everyday practice.

This update regarding the use of Therapy Assistants exclusively applies to participants whose NDIS plans are funded solely for Social Work. If your package includes Support Coordination—whether on its own or combined with Social Work—your services and billing with AWEN Case Management & Advocacy will remain completely unchanged.

Important Update Regarding Service Delivery and Travel Arrangements

Because we deliver the majority of our services online, these travel updates only apply to participants who receive in-person support. If your sessions are exclusively online, you will not be billed for any travel time or kilometres.

Our core philosophy is that the most effective social work and behaviour support interventions happen where you live your life—in your home, your workplace, and your local community. To continue providing this high-quality, face-to-face support across our service areas, we will be implementing standard NDIS travel charges for time and kilometres.

Why We Charge for Travel?

Delivering on-the-ground support requires our practitioners to spend time traveling to and from appointments. Charging for travel allows us to:

- **Maintain Mobile Services:** It ensures our practitioners can leave the office to meet you in the environments where you feel most comfortable and where capacity-building is most effective.
- **Sustain Specialist Support:** It covers the operational costs of maintaining a highly qualified mobile workforce, ensuring we can reach participants across diverse locations without compromising the quality of care.
- **Align with NDIS Guidelines:** This update brings our practice into direct alignment with the standard guidelines set out in the NDIS Pricing Arrangements and Pricing Limits.

How Travel Billing Works

We are committed to full transparency regarding your NDIS budget. In accordance with NDIS pricing rules, travel billing encompasses two components when a practitioner travels to you:

- **Travel Time:** Billed at the standard hourly rate for your specific service (e.g., Social Work or Behaviour Support). We strictly cap this in line with NDIS limits.
- **Travel Kilometres:** Billed at the NDIS-approved rate for the distance travelled by the practitioner's vehicle.

Our Commitment to Minimising Costs

We recognise that maximising your funding is a priority. Our team actively manages schedules to minimise travel expenses wherever possible. If a practitioner is visiting multiple participants in the same area, the travel time and kilometre costs will be divided equitably among those participants, reducing the cost to your individual plan.

If you would like to discuss how any of these changes apply to your specific NDIS plan, please let us know. We are more than happy to arrange a time to speak with you.

Warm regards,



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