



PO Box 384 Toowong QLD 4066
letsplay@theraplay.tv
www.theraplay.tv

NDIS Letter of Support

To whom it may concern,

The below information has been compiled to assist NDIS participants with general advice as to how to access Theraplay.tv resources and content. We understand packages are funded based on individual goals and thus we recommend participants discuss the below with their LAC or plan manager to ensure their personal circumstance is being considered.

What is Theraplay.tv?

Theraplay TV is a streaming service that offers a wide range of inclusive and adapted content developed for children & young people of all abilities with a focus on supporting those with autism, physical & neurological conditions & developmental delays. Each episode is developed with a multi-disciplinary therapy input and designed to support users with attaining a wide range of exercise, executive functioning, and self-regulation goals.

How much does Theraplay.tv cost?

There are two types of subscriptions on offer including a month-to-month and annual subscription plan. Currently, our monthly subscription is AUD\$58.14/month and our annual plan is AUD\$599 (representing 15% off the month-to-month plan).

Theraplay.tv & NDIS

The NDIS will fund the costs of apps and programs that relate directly to the goals and support needs of the individual and that are beneficial to helping them reach their goals. We believe Theraplay.tv represents fantastic value for money in assisting children and young people to independently engage in recreation and therapy programs. Our research (supported by the NDIS baseline outcomes quarterly report) found that children and young people with disabilities face significant face barriers to accessing and participating in mainstream exercise, dance, yoga and play programs due to the fast-paced instructions, performance & grade orientated design, and exclusive nature (coaches and teachers who aren't directed or supported by therapists). Theraplay.tv is also available in regional and remote areas where service availability is scarce and accessing programs is not logistically possible.

The NDIS line items most commonly used for reimbursing the purchase of Theraplay.tv subscriptions are (please note other line items may also be considered depending on your individual package):



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Core budget:

- 03_710400001_0103_1_1 (when claiming as a consumable);
- 04_115_0125_6_1 (when claiming as participating in a community activity on an annual subscription basis);
- 04_104_0125_6_1 (when claiming as participating in a community activity on a monthly subscription basis)

Increased social & community participation:

- 09_008_0116_6_3 (when claiming as developing skills for community, social and recreational participation on an annual subscription basis)

Improved Daily Living:

- 15_222400911_0124_1_3 (when claiming as a temporary item to support the increased need for web or application-based approaches given the suspension of face to face services due to the social distancing regulations)

Please be aware that in our experience information provided from NDIS and LAC representatives that is of a general nature can sometimes differ from person to person so it's best to get any advice you receive in writing. Using precedent and our experience, Theraplay.tv may be able to assist in instances where a LAC may ask to communicate with the provider. We invite LAC or NDIS representatives to contact us in writing only via letsplay@theraplay.tv.

How do I stream & watch Theraplay.tv?

Currently, Theraplay.tv is able to be accessed on any browser-supported device (i.e. Google Chrome, Safari, etc.) or devices that have casting or screen sharing capabilities (i.e. cast the internet tab on your laptop, tablet or mobile device to your TV).

Is there a Theraplay.tv app?

From July 2020, Theraplay.tv will be available for download from the App Store (for Apple users) or Play Store (for Android users) at no extra cost to those who have signed up to a monthly or annual subscription.

Will NDIS fund the purchase of an iPad or tablet to watch Theraplay.tv on?

The following is taken from an NDIS' COVID-19 update:

Participants are able to spend up to \$1500 on low cost AT items from their existing budgets. Participants should not spend more than \$750 on electronic devices needed to maintain existing services.



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In the case of computer tablets or iPads for telehealth and care or participating in online video classes, advice from AT specialists is that most NDIS participants will not need more than a standard tablet, which costs no more than \$600.

Participants can use their funding flexibly to purchase low cost AT using funding in their core - consumables budget. Plan managed or self-managed participants can purchase these items from any provider, and Agency managed participants can purchase these from any registered NDIS provider.

As Theraplay.tv is a new to market service, participants will need to ensure that implementing Theraplay.tv directly relates directly to their individual goals and disability.

How do I cancel?

You can cancel your Theraplay.tv subscription at any time and you will have access to all Theraplay.tv content until the end of your subscription period. Cancellations can be made via the billing section on your dashboard once you have signed in. Cancellations made in writing or via email are not monitored or accepted.

What is Theraplay.tv refund policy

As Theraplay.tv is a digitally consumed product, we retain the right to decline requests for refunds or part-refunds for annual or monthly plan after you have issued your cancellation request.

How do I contact Theraplay.tv?

In order to keep subscription costs down, Theraplay.tv does not employ any full-time or part-time staff or provide over the phone support. Please email letsplay@theraplay.tv with any questions, kudos or complaints and we will endeavour to respond within 5 business days.