

TO THE MOON & BACK

Welcome Pack



An overview of our Behaviour Support process — what we do, your role, and how we'll work alongside you to support your loved one.



tothemoonandback.net.au



info@tothemoonandback.net.au
NDIS Registered Provider
4050004638



Our Vision

A world which upholds each person's right to be understood, connected, and supported to live a life of meaning and joy.

Where strengths are nurtured, rights are respected, and quality of life is the true measure of success.

Welcome to
To the
Moon &
Back



We're so pleased to be working with you and the participant you support.

As a parent, caregiver, guardian, or family member, you know the participant best.

We want to work with you, as a team, to help them have the best possible quality of life.

This guide will help you understand:

- How we work
- What you can expect
- Your rights and responsibilities
- How we keep your information safe
- How to contact us if you have questions

About Us



To the Moon & Back is an NDIS-registered Behaviour Support and Therapeutic Support provider.

Our model allows us to support small organisations and skilled practitioners to provide high-quality Behaviour Support under a shared framework of clinical excellence, ethical practice, and neuroaffirming values. Through our partnerships, we help ensure that families and participants can access trustworthy, safe, and effective Behaviour Support.

We maintain oversight of clinical quality and compliance, and we work closely with our partners to foster best practice in every service provided under our registration.

Understanding Your Agreement with Us



NDIS registration is optional for many services, but it is required for Specialist Behaviour Support.

Attaining and maintaining registration is a significant investment – often beyond the reach of smaller providers – yet some of the most committed, knowledgeable practitioners work within these settings.

Through our partnerships, we help ensure families and participants can access safe, effective Behaviour Support. You may be receiving services from a practitioner at one of our partner organisations.

Because To the Moon and Back holds the NDIS registration for Specialist Behaviour Support, you are asked to sign a Service Agreement with us.

This allows you to receive Specialist Behaviour Support from your trusted practitioner, under a service that meets all required quality, compliance, and safeguarding standards.

How We Work Together

1

Initial Interview and Assessment

We meet with you (face-to-face or online) to understand the participant's needs and goals.



Observations

We observe the participant in settings where behaviours of concern occur (home, school, community).

2

3

Data Collection

We ask you to help collect data about behaviour and progress. This helps us understand what's working and what needs support.



Behaviour Support Plan (BSP)

A BSP includes ways to improve quality of life, strategies to reduce behaviours of concern & outlines any use of restrictive practices (if needed and in line with safeguards)

4

5

Implementation

We teach you and key people to use the plan well. This may include adjusting routines, modifying environments or teaching new skills. This may also include 1:1 support.



Ongoing Monitoring

We ask for ongoing data to ensure the plan is working. We review and adjust as needed.

6

You have a right to:

Receive high-quality, appropriate services

Be treated with courtesy and respect

Have your culture, values, and human rights respected

Be fully informed about your services and costs

Make a complaint safely

Have your personal information protected

Be treated as an integral part of the service

Be supported to engage with meaningful community networks

Have incidents managed appropriately and safely

Access services in line with NDIS Practice Standards and Price Guide

*Your
Rights*

We ask that you:

Treat everyone with courtesy and respect.

Work in partnership with us and share decisions.

Let us know if you can't attend an appointment (please give at least 24 hours' notice).

Your Responsibilities

Keep us updated on any changes (NDIS plan, contact details, personal circumstances).

Share relevant parts of the participant's NDIS Plan so we can provide service.

Be honest about other services, medications and treatments being used.

POLICIES

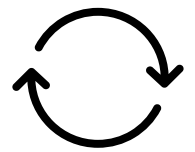


CANCELLATIONS

Please give at least 24 hours' notice if you can't attend. Late cancellations or no-shows will be charged the full session fee.

CONTINUITY OF CARE

We aim to ensure services continue smoothly. If unavoidable changes occur, we will explain and offer alternatives.



EXPIRED NDIS PLANS

If your plan expires, you can:

- Continue services privately, or
- Pause services until a new plan is in place (note: your spot may not be guaranteed).

NDIS PROGRESS REPORTS

We can provide NDIS Plan Review Reports (charged at 2-4 hours of billed time). Please give us at least 4 weeks' notice if you would like one.



FEES AND PAYMENTS



Our fees follow the current NDIS Price Guide.

Payment options:

- NDIA Managed → We claim directly
- Plan Managed → We invoice your Plan Manager
- Self-Managed → We invoice you, you pay us, then claim from the NDIS

Payment is due within **5 days**.

Privacy

We take privacy very seriously.

We will only collect and share information needed to provide safe, effective services.

We follow:

- The Australian Privacy Principles
- Relevant laws and codes of ethics
- NDIS Code of Conduct

You can withdraw consent at any time (though this may affect the services we can provide).

We are committed to participant safety — and will report concerns about abuse or neglect as required by law.

Feedback & Complaints

We welcome your feedback — both positive and constructive.

If you have concerns or wish to make a complaint:

- Talk to your clinician
- Email info@tothemoonandback.net.au or kristin@tothemoonandback.net.au

You can also contact the NDIS Commission via their [complaints form](#).

Other agencies such as your state Ombudsman or the Anti-Discrimination Board are also available.

Frequently Asked Questions

Common questions families ask about how our Behaviour Support service works — and what to expect when working with us.

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| 1 | Why is my agreement with To the Moon and Back if another organisation is providing the service? | To the Moon and Back holds the NDIS registration for Specialist Behaviour Support. While your practitioner may work for a partner organisation, they are delivering services under our registration. That means we are responsible for quality, compliance, and safeguarding — and why your Service Agreement is with us. |
| 2 | What does a Behaviour Support Practitioner actually do? | Behaviour Support Practitioners work with you and your team to understand behaviours of concern and create a practical plan to improve the participant's quality of life. This includes assessing what's happening, writing a Behaviour Support Plan, training others to use it, and monitoring progress over time. |
| 3 | Will you work directly with my child (or the participant)? | Sometimes — but not always. Our focus is on understanding the environment around the participant and supporting the people who care for them. In some cases, we also provide 1:1 sessions to help build specific skills, but our main work is helping the whole team create supportive strategies. |
| 4 | Do I need to collect data? What does that mean? | We may ask you to track things like when behaviours happen, what was going on before or after, or how often a certain behaviour occurred. This helps us understand what's working and where we can improve. We'll make it as simple and doable as possible — you won't need to do it alone. |
| 5 | What if I don't agree with part of the Behaviour Support Plan? | You are an essential part of the team. We will always ask for your feedback and consent before a plan is finalised. If there's anything you don't feel comfortable with, we will listen and work with you to make sure the plan feels right and reflects your values. |
| 6 | What is a restrictive practice? | <p>A restrictive practice is something that limits a person's rights or freedom — like holding them to prevent harm, locking a door, or blocking access to items.</p> <p>Families often use these strategies to keep someone safe, especially during difficult moments. That's completely understandable. Our role isn't to judge — it's to support you. We'll help make sure any restrictive practices are used safely, meet NDIS requirements, and are reduced over time where possible.</p> |

Who do I contact?

To the Moon & Back
info@tothemoonandback.net.au
0431 200 085



We can help with:

- Questions about invoices or accounts
- Questions about your service agreement or schedule of supports
- Questions about your NDIS plan or claims
- To make a complaint

*Clinical
Director-
Kristin*

Your practitioner/partner organisation

They can help with:

- Cancelling/rescheduling appointments
- Letting your practitioner know anything relevant to your behaviour support assessment or plan.

