

QUESTIONS AND ANSWERS

Is my regular Leapfrog person going to remain the same?

Yes. Our partnership with LiveBetter will not create any changes within our current servicing structure. Your Therapist, NDIS Plan Coordinator, Trainer or Support Worker will remain the same, and there will be no change to our existing arrangements with you.

Is Leapfrog changing names to LiveBetter?

Maybe, in time. Our primary importance is taking care of our clients and staff, and making sure that the communities we serve understand that we're the same people, doing the same thing day to day. In the immediate future, you can expect to see our logo presented like this:



LiveBetter offers disability services too. Will that create a conflict of interest for Leapfrog Support Coordinators when referring services to clients?

Our NDIS Plan Support Coordination team will of course uphold the same level of impartiality and professionalism as they always do when referring clients to services.

Will we be able to access other services that LiveBetter provide in other Regions?

LiveBetter is a provider to regional areas of Australia, whilst Leapfrog has Newcastle, Lake Macquarie and the Central Coast covered. So together we are in an excellent position to provide services to surrounding areas in the Hunter. There are no clearly laid out plans right now, but both Leapfrog and LiveBetter are excited about the prospect of being able to extend supports into regional areas where the demand is so high, and significantly underserved.

Do I call and email LiveBetter for questions about my Leapfrog Services?

No, Leapfrog phone numbers and emails will remain the same for now.

How will my Service Agreement change?

Leapfrog will continue to operate as normal, although in the short-term, Leapfrog and LiveBetter will enter a Contract so we can continue as usual while we complete all

the regulatory processes to become a single organisation. This change will be reflected in your Service Agreement, so unless you request otherwise, we'll process this small change in the background.

In time, our two organisations will become a single legal entity and share a combined Business and NDIA Provider Registration. Once that happens, Leapfrog Service Agreements will be made exclusively between clients and LiveBetter. At that time, we'll be in touch with you to sign the revised Service Agreement.

Will there be any changes to the way I am charged at the moment, for things like Travel?

All conditions that are outlined in your current Service Agreement with Leapfrog will remain unchanged. In terms of charges, the NDIS Pricing Guidelines place straightforward rules around how much can be charged, and for what.

Do you have more questions?

No problem. Here's how you can be in touch:

- Email us at intake@leapfrog.org.au
- Phone our client liaison team on (02) 4979 7777
- Visit one of our offices
- Contact your regular servicing staff member.