Tubely

Wholefeed Pty Ltd trading as Tubely
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Date: _____

To the plan manager, support coordinator or self-managing participant,

Re: Tubely subscription for _____ (participant name)

The participant named above uses Tubely to manage their tube feeding with the people who support them; this letter sets out what Tubely is and how it relates to their disability support needs.

What Tubely is

Tubely is a care coordination app for people who are tube fed. It costs A$14.99 a month including GST (A$179.88 a year) and gives up to 10 members of the care team shared access to the feeding plan, medication times, daily logs and handover notes; that can include family, support workers, school, respite and the participant's dietitian or other professionals.

How it supports disability-related needs

- **Safer handovers.** Tube feeding relies on exact volumes, rates, flushes and medication times; when care passes between family, support workers, school and respite, everyone sees the current plan and what has already been given, which helps prevent missed or doubled feeds and medications.
- **Consistency between support workers.** Workers record feeds, flushes and symptoms as they go, so the next person picks up where the last one left off.
- **Sustaining informal supports.** It takes a lot of the daily planning and coordinating off families, which helps them keep providing care over the long term.
- **Better information for reviews.** Symptom and growth records can be exported for the participant's dietitian and other professionals; feeding plans can then be reviewed using real day-to-day records.

Not an everyday item

Tubely is built only for tube feeding care. It is not a general health, fitness or lifestyle app, and it has no use for someone who doesn't need tube feeding support.

Paying for it and evidence of purchase

Tubely is sold through the Apple App Store, so it can't be invoiced to a plan manager directly; the participant or their nominee pays through Apple and then claims it back. Plan-managed participants send their receipts to their plan manager for reimbursement, and self-managed participants claim through the my NDIS portal. Tubely can't be paid from NDIA-managed (agency-managed) funding.

The Apple receipt is the tax invoice. On request we also provide a Tubely subscription statement (not a tax invoice) showing our business details, ABN, the billing period and a description of the support.

> A claim is stronger when it sits alongside a short note from the participant's own dietitian, OT or support coordinator confirming how Tubely fits their feeding plan and plan goals. Whether Tubely can be claimed is a decision for the participant's plan and their plan manager; we can't guarantee approval.

If you have any questions, please contact us at support@tubely.com.au.

Kind regards,

The Tubely team
Wholefeed Pty Ltd trading as Tubely

Tubely organises and shares care information. It is not a medical device and does not diagnose, treat or give medical advice.