

Welcome

HOW TO USE THIS WELCOME LETTER



We have written this Welcome letter in an easy to read way.

We have used pictures to explain some ideas.

Some words have been written in **bold and are underlined** These words are defined and explained on page 14.

THANK YOU



Thank you for choosing InMotion Group to help you/your child/family member with their therapy and meeting their goals.

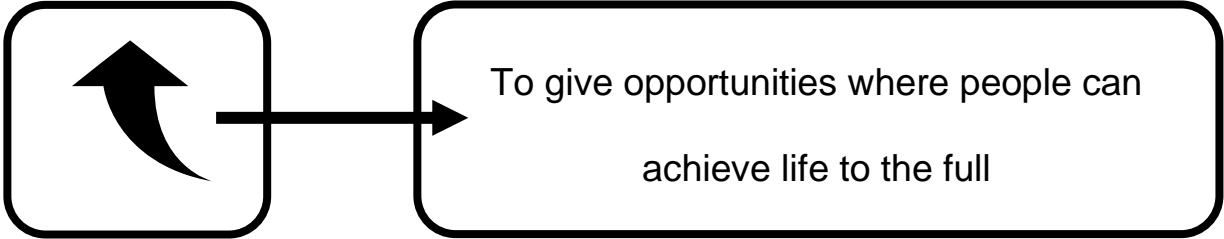
The information below will help you when working with us.

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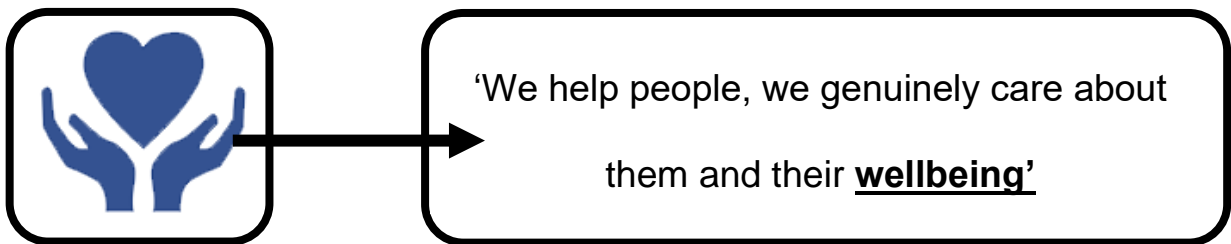
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OUR VISION, MISSION STATEMENT AND VALUES

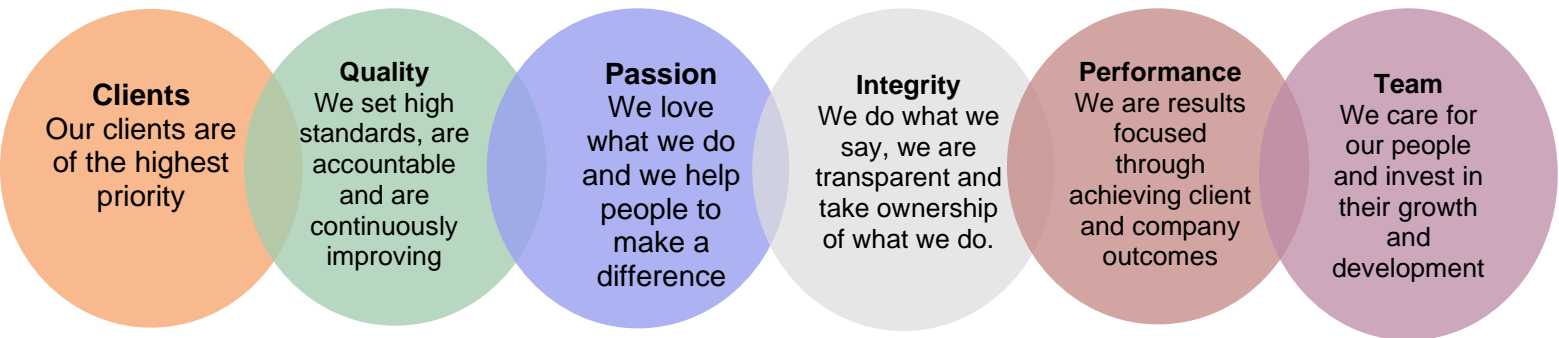
Our aim



What we believe:



Our Values:



HOW OUR SERVICE MEETS NDIS STANDARDS

Person Centred Supports



We respect your rights, need for choice and control over therapy.

We help you choose **GOALS** to work towards in therapy.

We respond to your individual needs. We can:



Use interpreters/translators if you speak/use a language other than English.



Meet you in your home.



Meet in another environment, such as a school to have a therapy assessment or session.

Individual Values and Beliefs



We respect that all people are different in their culture, diversity, values and beliefs.

We ask you about this in our initial assessment and this will guide how we interact with you.

Privacy and Dignity



We respect your right to privacy.

How we keep your information private and use this, is explained in our service agreement we gave to you, during your first visit.

We store your personal information securely and safely by using:



Secure Cloud for storage of files



Locked filing cabinets



Secure premises



Security Cameras for access to our clinics



Secure shredding bin

Independence and Informed Choice

We want you to be able to choose and control what services we provide you.



We can work with an advocate if you need to use one.

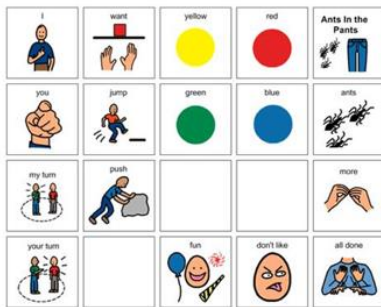
If you need help understanding our services we can provide:



Interpreter



Translated Documents



Adapted Communication

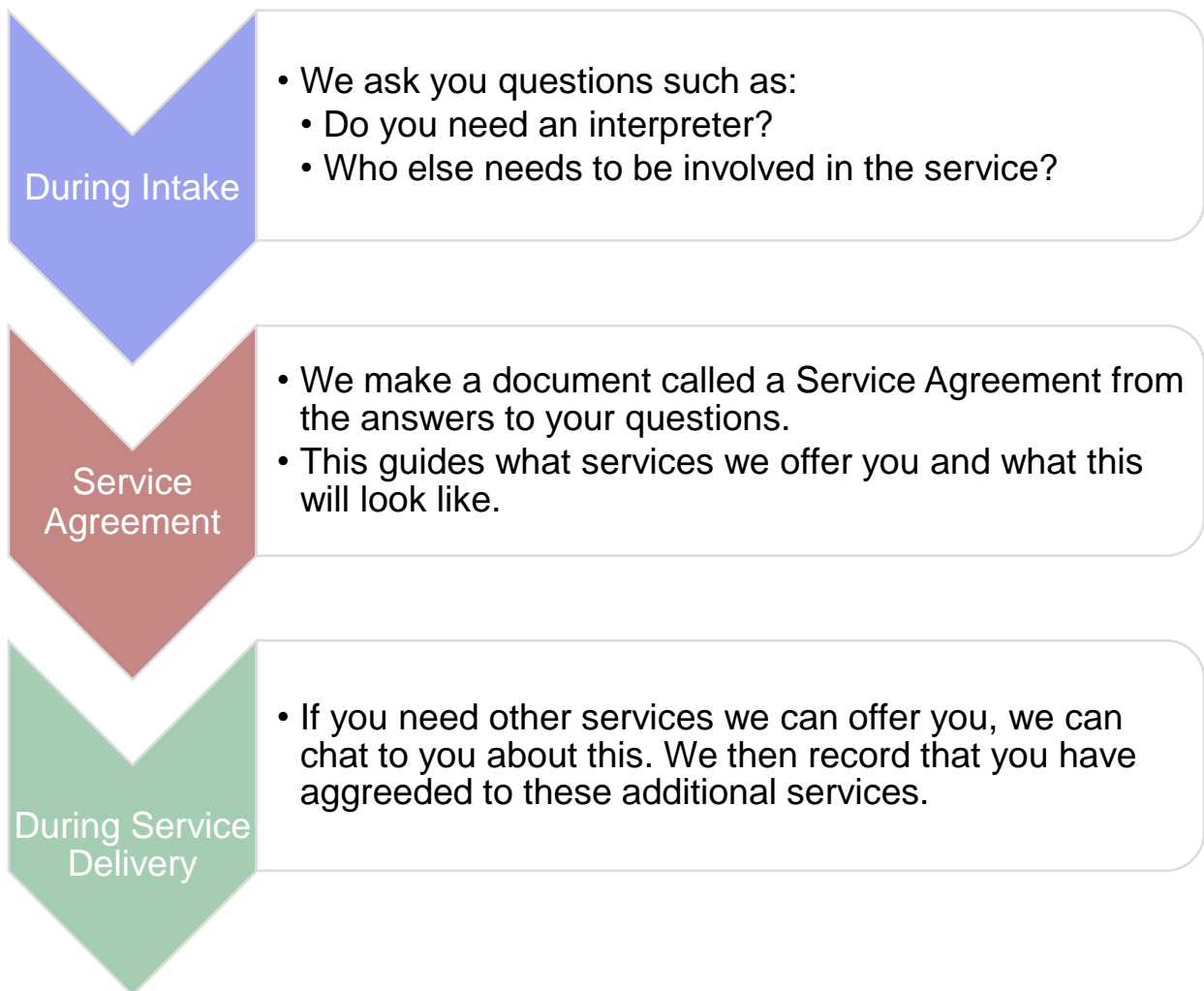


Easy-to-read Information



If you need time to think about the services you need, we can put our services on hold while you take the time to think about your needs.

Progression through our services:



Violence, Abuse, Neglect, Exploitation and Discrimination



Violence, abuse, neglect, exploitation and discrimination are NOT a part of our service.

Reports of this nature are taken very seriously by Management.

Feedback and Complaints



We encourage feedback and complaints so we can improve what we do. If you are unhappy, we encourage you to let us know so we can sort out these issues as soon as possible.

We keep an up-to-date record of complaints which is reviewed by Management each week.

Process of making a complaint:



Feedback:

- After you leave our service we love getting your feedback via social media or online surveys.
 - We also seek feedback at 1 time during the year so that we can make changes to what we do.
 - If you have any other suggestions or other feedback, please send this to us via email (feedback@inmotiongroup.com.au).
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Service Access



Access to our service is for everyone!

If you feel our service is not **accessible** to you or is not meeting your goal please let us know via our feedback and complaints process.

Service Management

We aim to be a service that is always improving!



We use external **auditors** when needed to help us provide our service to the highest quality and standard.

OTHER THINGS WE WANT YOU TO KNOW

Conflict of Interest



Our company provides Support Coordination and Therapy Services.

If we think that this service meets your needs, we will provide you with reasons

why this service would meet your needs and provide you with information of other similar services so you can make the best choice for you. We will also document any possible conflicts of interest and agree on how they will be managed.

Paying/billing for our service

We ask you to pay for the following from your NDIS plan:



- Therapy sessions
- Communication - face-to-face contact, zoom/ telehealth and phone calls.
- Analysis of tests/ assessments, review of reports
- Research of supports/ options, Report Writing
- Discussions with others involved in the delivery of your plan (e.g. school/ teacher).
- Development of individualised resources for you/your child.

Contacting your Therapist

If you need to contact your therapist out of session time we ask that you contact our reception to help you.



1300 INMOTION (1300 466 682)
02 4647 9995- Narellan
02 4243 7820- Wollongong



Narellan:

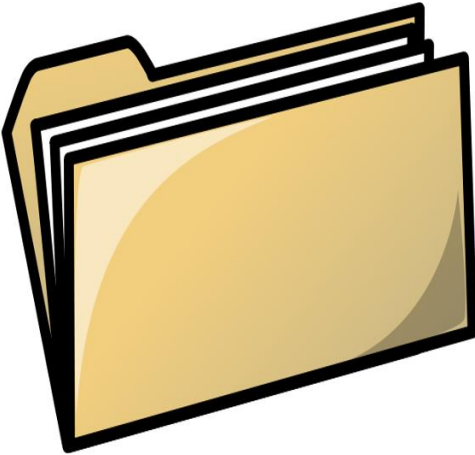
reception@inmotiongroup.com.au

Wollongong:

wollongong@inmotiongroup.com.au

Our therapists are usually fully booked and may not be able to return your call for several days. An phone call between sessions may also incur a fee.

Therapy folder



During your initial visit you will be provided with a folder to store all your therapy paperwork. Please try to bring this to every session so nothing gets lost and these papers are also a reminder about the progress we have made in therapy.

Homework/Practice



Sometimes we give your child homework tasks to work on so that they can continue to reach their goals.

If you are unsure about how to complete this or would not like homework please speak to your therapist about this.

Accessibility



We have accessible therapy rooms and an accessible bathroom for our clients with physical disabilities in our Narellan clinic.

Unfortunately, this is not available in our Wollongong clinic so we will need to make other arrangements with you.

Cancellations

If you cannot attend your appointment, please call/email reception as soon as possible. Cancellation fees may apply in some cases.



Our locations:



Narellan:

Shop 3 / 38 Exchange Parade

Smeaton Grange NSW 2567

Phone: 02 4647 9995

Wollongong: Level 1, 99 Kenny Street

Wollongong NSW 2500

Phone: 02 4243 7820

What do I do in an emergency?

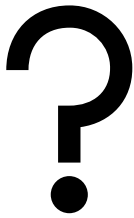


Please follow the instructions of our Fire Warden.

Your safety = our priority!

Please move quickly and calmly to our nominated safe area – refer to the signs in our clinic

ANY QUESTIONS



If you have any questions, please ask our administration team or your therapist.

We look forward to working with you.

KEY WORDS

- Wellbeing:** State of being happy, healthy, safe and comfortable.
- Accessible:** easy to use and understand.
- Auditors:** Someone who assessed what we do against a checklist and provides us with feedback on how to improve.