

Welcome

HOW TO USE THIS WELCOME LETTER



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

We use pictures to explain some ideas.

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

THANK YOU



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

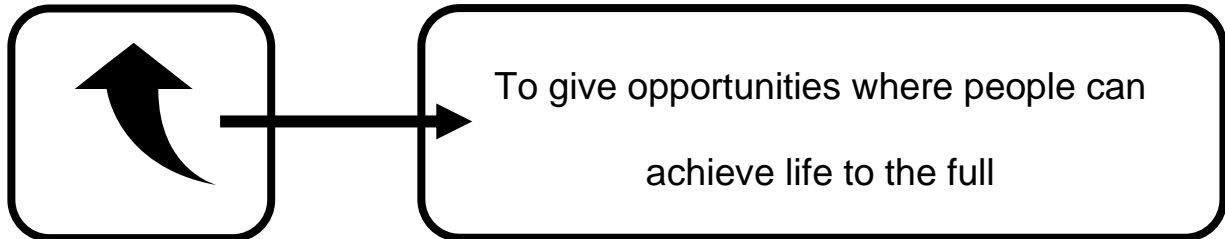
The information below will help you when working with us.

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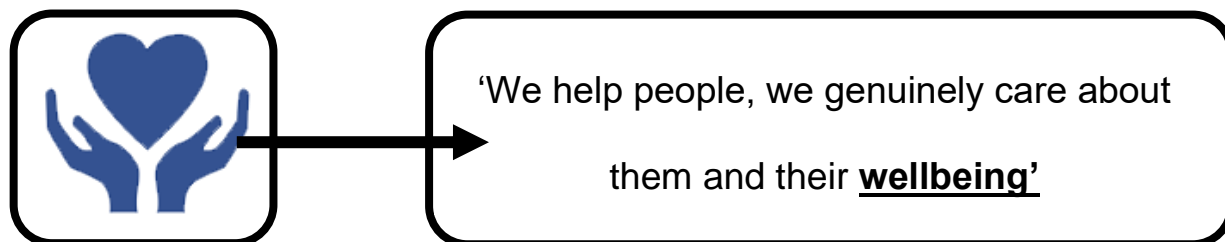
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OUR VISION, MISSION STATEMENT AND VALUES

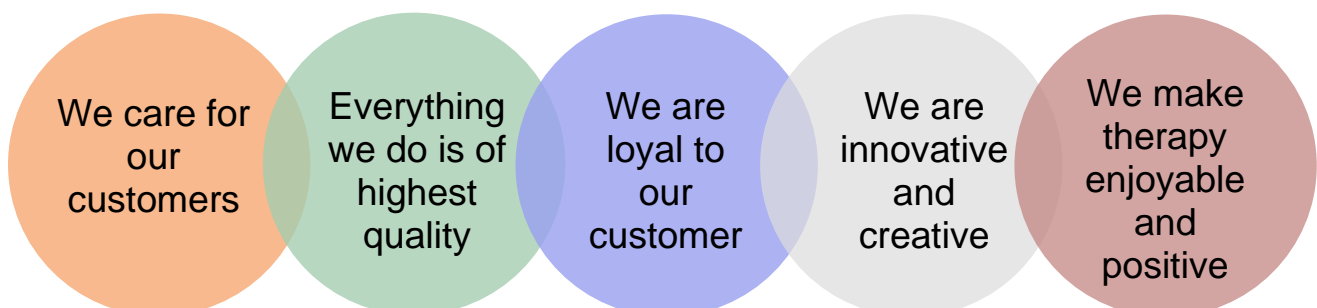
Our aim



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.

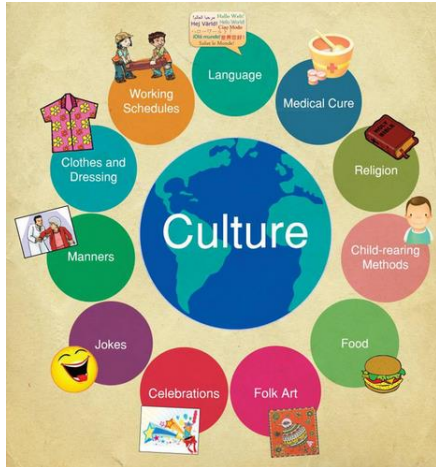


Meet you in your home.



Meet in another environment, such as a school to do therapy.

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



Video monitoring



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.

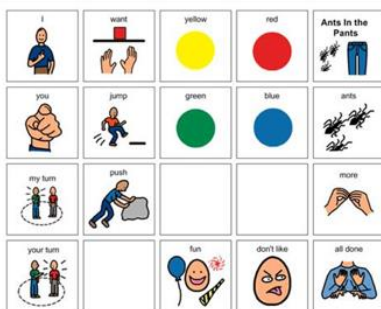
If you need help understanding our services we can provide:



Interpreter



Translated Documents



Adapted Communication

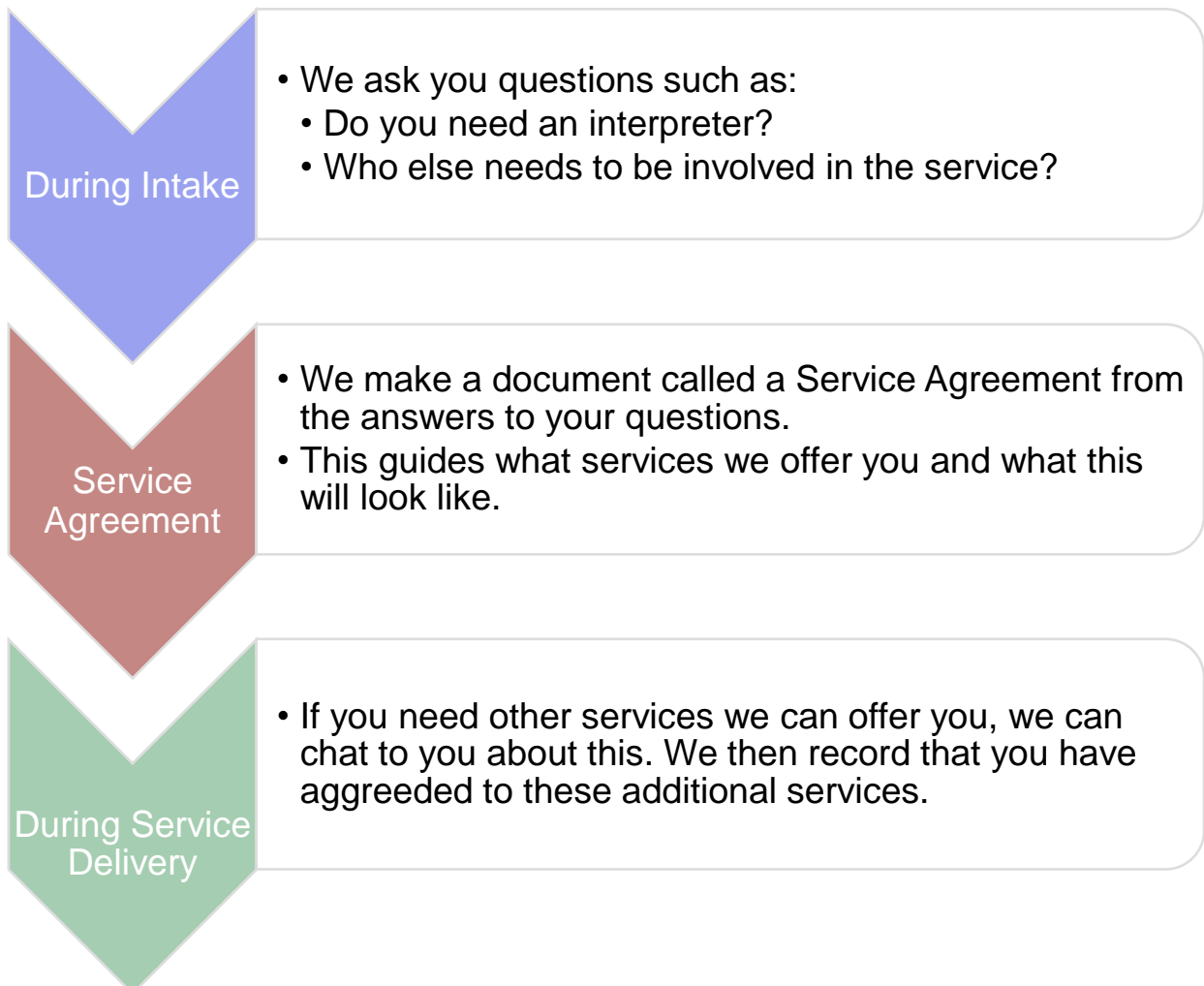


Easy-to-read Information



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.

We keep an up to date record of complaints. This is looked into by management every week. This means we can sort out issues as soon as possible.

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 during the year from all our customers so that we can make changes to what we do.
- Other informal feedback can be sent to us via email (feedback@accessdisability.com.au) or by talking to our staff.

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

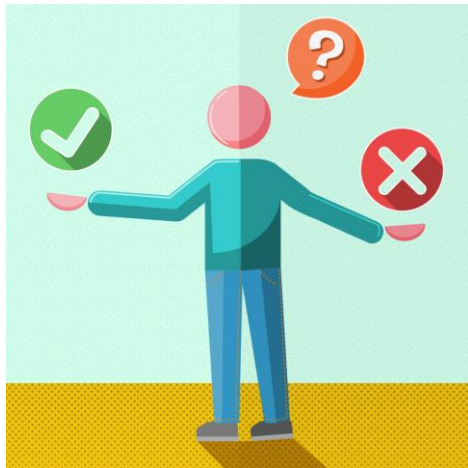
We aim to be a service that is always improving!



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 also includes [Kids InMotion](#) & [Life InMotion](#) which provide therapeutic supports, home modifications, behaviour support and so on.

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 right choice.

Paying/billing for our service

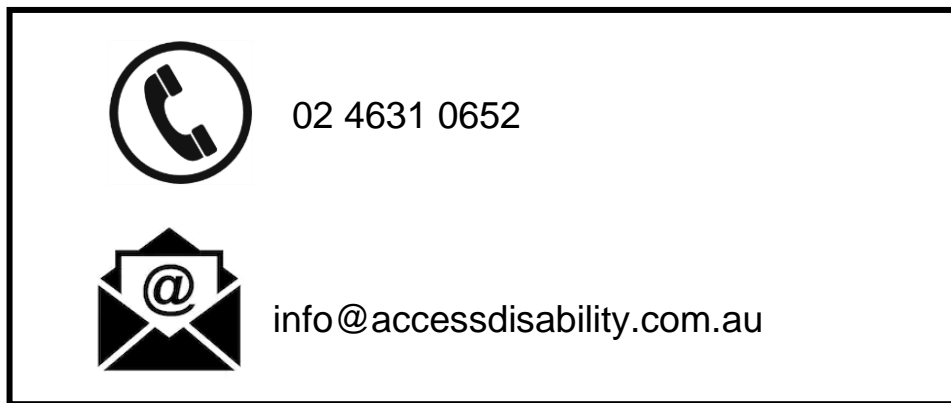
We ask you to pay for the following from your NDIS plan:

- Appointments in person or over the phone.
- Making referrals, arranging services
- Gathering reports/ documents to track your plan/ progress
- Preparing reports.
- Discussing with other people in involved in you/your child's plan (e.g. therapists)

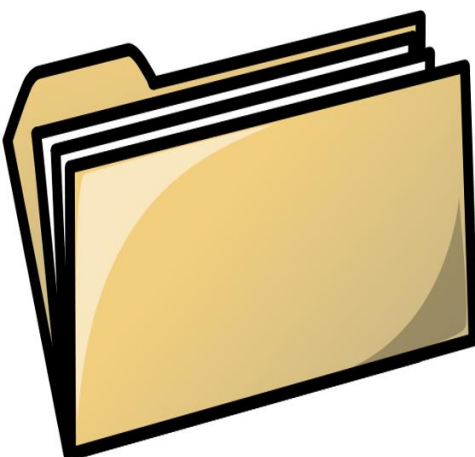


Contacting your Support Coordinator

If you need to contact your Support Coordinator, but they are busy or have not returned your phone call. We we ask that you contact our reception to help you:



Support Coordination folder



During your initial visit you will be provided with a folder to store all your NDIS Plan 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 helping you meet your NDIS Goals.

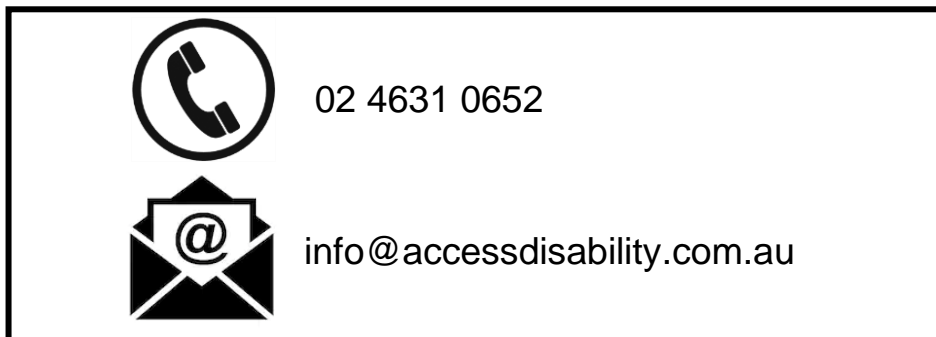
Accessibility



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

Cancellations

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



Our location:



3 / 38 Exchange Parade, Narellan 2567

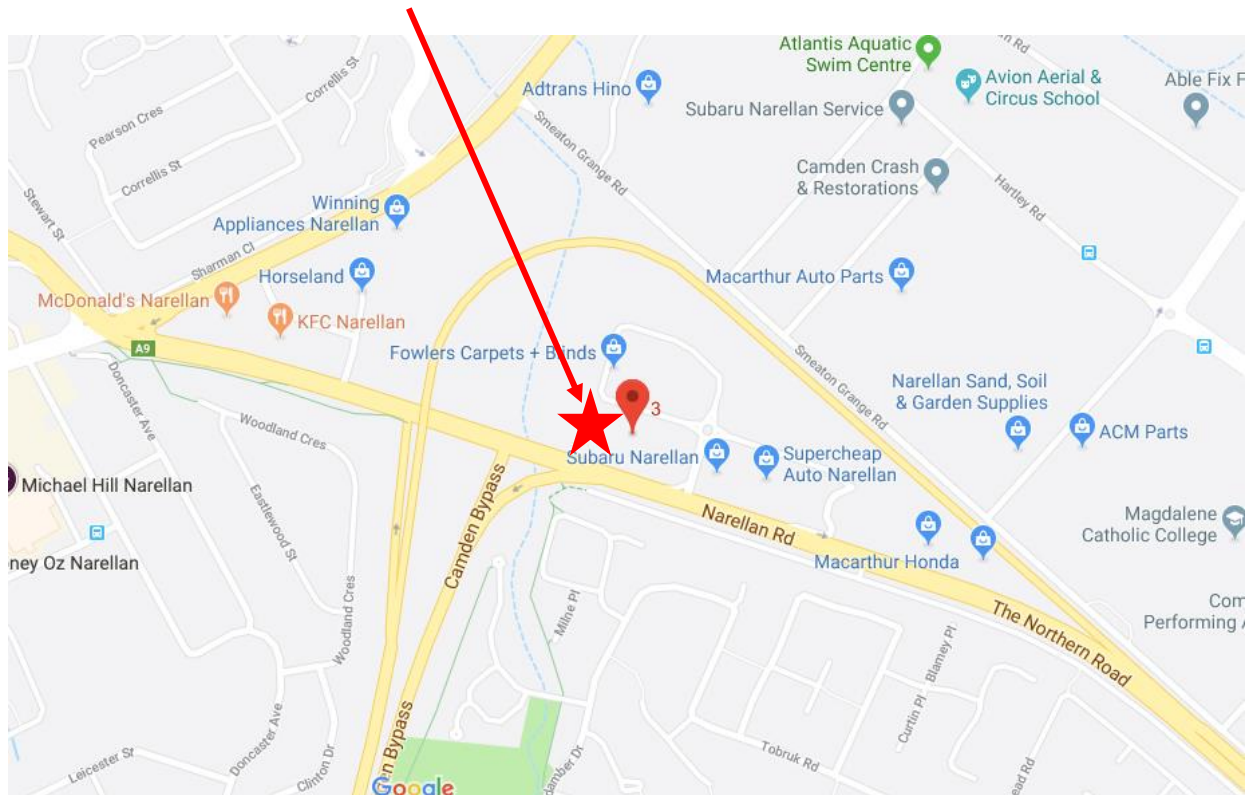
What do I do in an emergency?



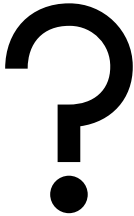
Please follow the instructions of our Fire Warden.

Your safety = our priority!

Please move quickly and calmly to our nominated safe area (grass area at front of building – between Narellan Road and Exchange Parade).



ANY QUESTIONS



If you have any question 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.