



Therapy – NDIS – Education – Training - Consultancy

Referral Process

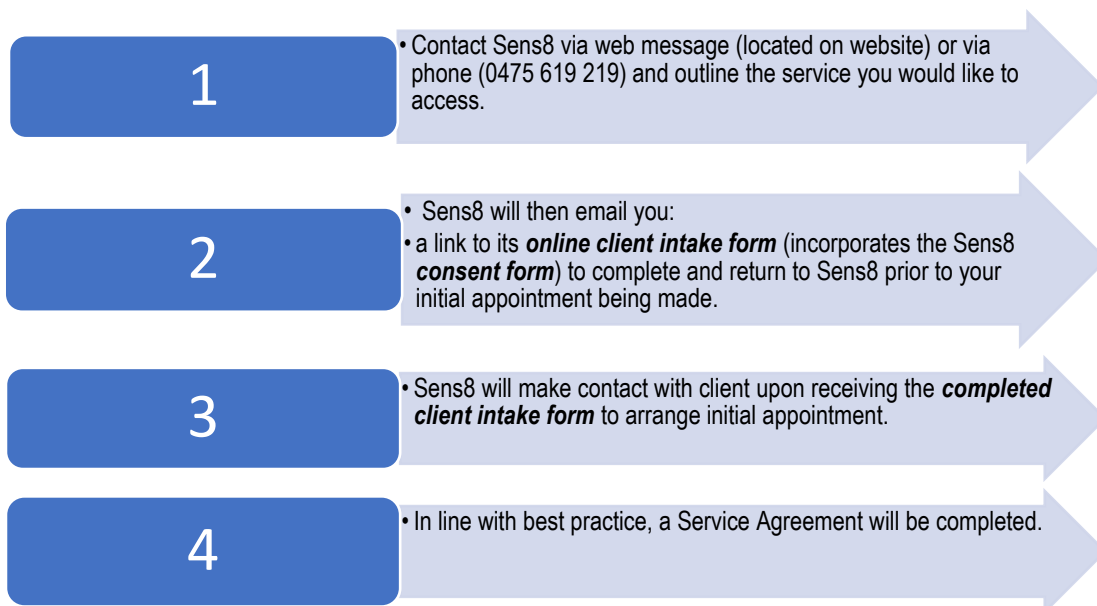
Thank you for your interest in accessing Sens8 Support Services.

Please take the time to review our website – www.sens8.au to assist determine the type of service that you would like to access and to read the Privacy Policy.

The referral process is quite simple after this and does not require a referral from another specialist.

1. Contact Sens8 via web message (located on website) or via phone – 0475 619 219 and outline the service you would like to access. If you are unsure, a 10-minute conversation with Sens8 can assist determine the best service for you.
2. Sens8 will then email you a link to its **online client intake form** (incorporates the Sens8 consent form) to complete and return to Sens8 prior to your initial appointment being made.
3. Upon receiving the completed online client intake form, Sens8 will make contact with you to arrange the initial appointment.
4. A service agreement will be completed for NDIS participants in line with best practice and is also available for private paying clients as well.

Visual of referral process



- **The Sens8 Online Client Intake Form (incorporates the consent form)** assists to gain a deeper understanding of the reason/s why a client is accessing the service, the supports they may require and their personal contact information. The consent component of the form identifies the type of information that is collected and also how Sens8 utilises the information.

This information is kept strictly confidential in line with the Sens8 Privacy Policy.



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- **The Service Agreement** is completed as part of best practice with NDIS participants to ensure open, clear and transparent processes are known in advance of service provision. The service agreement is also best practice for private paying clients to assist ensure all associated costs, services and responsibilities (provider and client) are known and agreed to.

The service agreement outlines:

- the services that have been agreed to
- the costs associated with the service/s
- the provider responsibilities
- the client's responsibilities
- how to amend or end the agreement
- how to provide feedback, compliments or complaints