

## 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 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.

## TABLE OF CONTENTS

<b>Our vision, mission statement and values</b>	<b>3</b>
<b>How our service meets NDIS standards</b>	<b>4</b>
Person Centred Supports	4
Individual Values and Beliefs	5
Privacy and Dignity	5
Independence and Informed Choice	6
Violence, Abuse, Neglect, Exploitation and Discrimination	8
Feedback and Complaints	9
Service Access	10
Service Management	10
<b>Other things we want you to know</b>	<b>11</b>
Conflict of Interest	11
Paying/billing for our service	11
Contacting your therapist outside of session time	12
Therapy Folder	12
Homework/practice	13
Accessibility	13
Cancellations	13
Our locations	14
What do I do in an emergency?	14

Any questions?

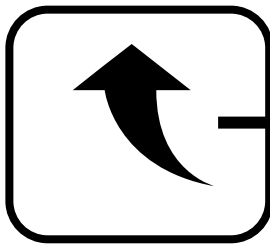
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Key word

15

## OUR VISION, MISSION STATEMENT AND VALUES

### Our aim



To give opportunities where people can  
achieve life to the full

### What we believe:



'We help people, we genuinely care about  
them and their wellbeing'

### Our Values:

We care for  
our  
customers

Everything  
we do is of  
highest  
quality

We are  
loyal to  
our  
customer

We are  
innovative  
and  
creative

We make  
therapy  
enjoyable  
and  
positive

## 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.

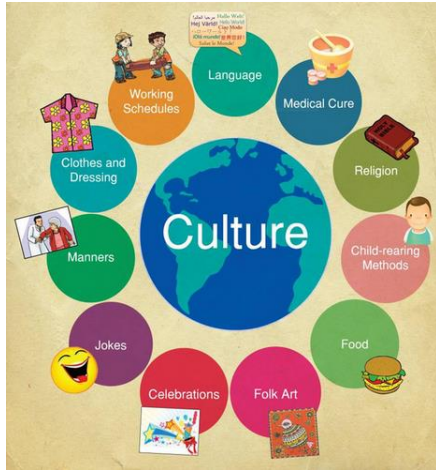


Meet you in your home.



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.

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## 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

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## **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.

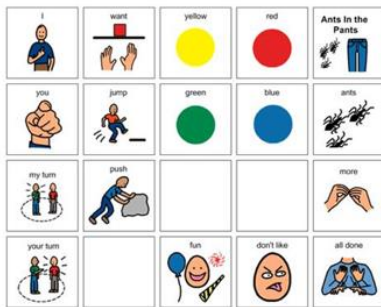
If you need help understanding our services we can provide:



Interpreter



Translated Documents



Adapted Communication

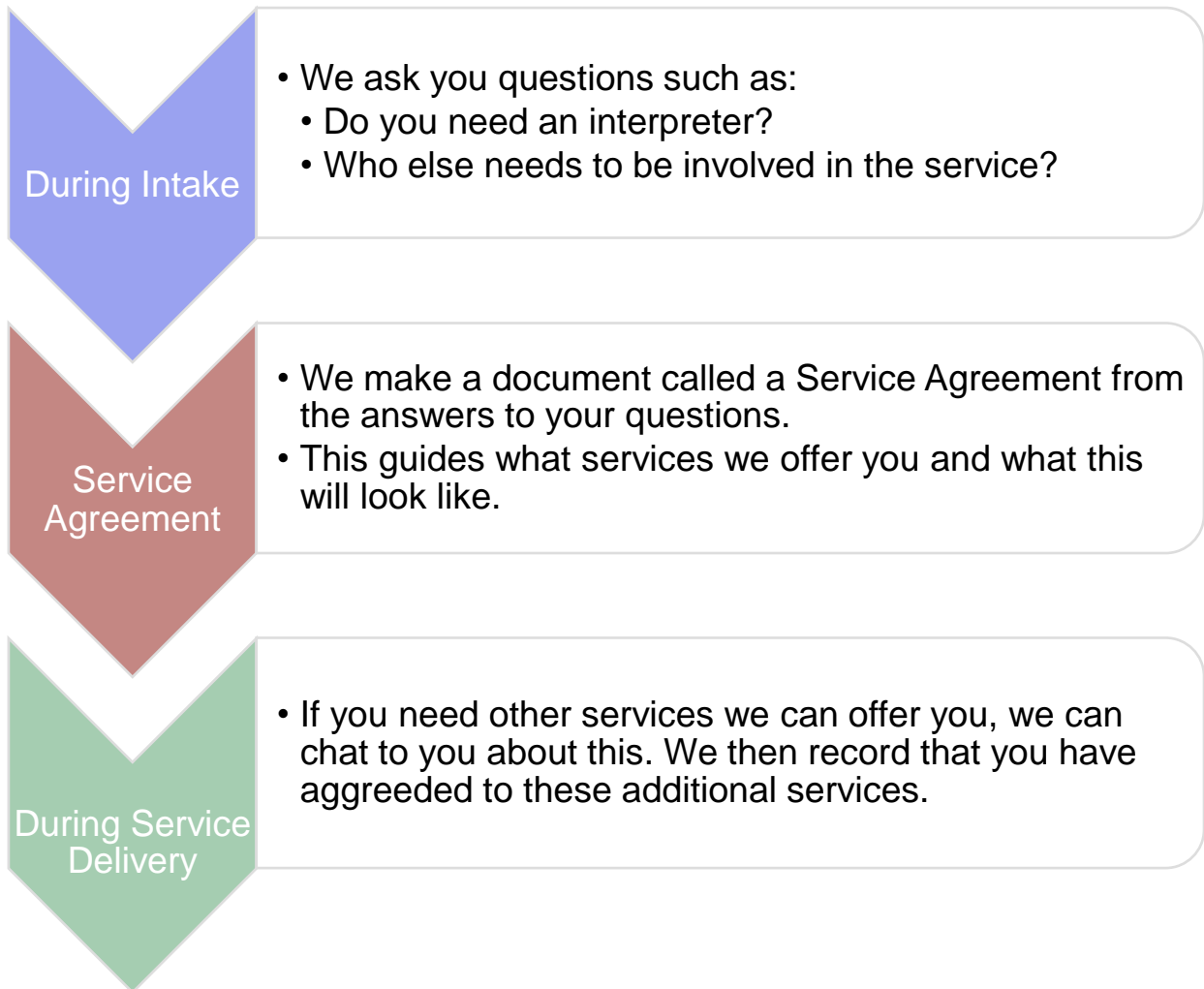


Easy-to-read Information



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.

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## **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 at 1 time during the year so that we can make changes to what we do.
- Other informal feedback can be sent to us via email ([feedback@inmotiongroup.com.au](mailto:feedback@inmotiongroup.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.

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## 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 Access Disability, where we can provide Support Coordination 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 right choice.

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## **Paying/billing for our service**

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

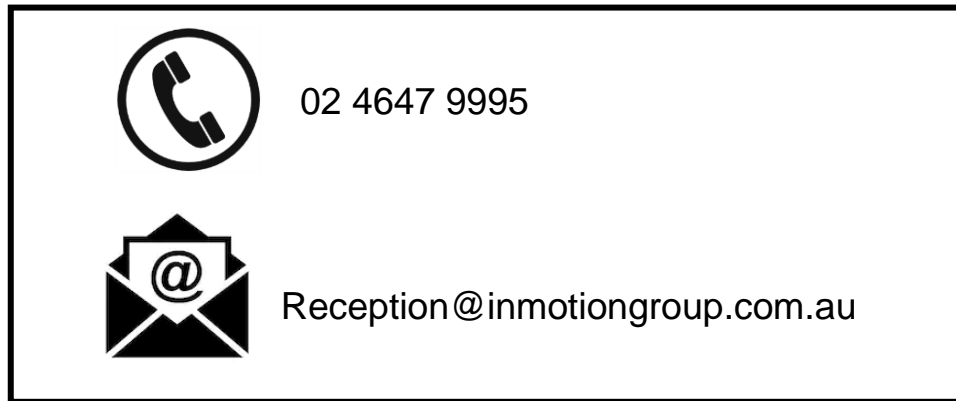


- Therapy time/ face-to-face contact.
- Analysis of tests.
- Report writing.
- Research of equipment/ options.
- Discussing with other people involved in you/your child's plan (e.g. school teacher).
- Development of individualised resources for you/your child.

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## **Contacting your therapist outside of session time**

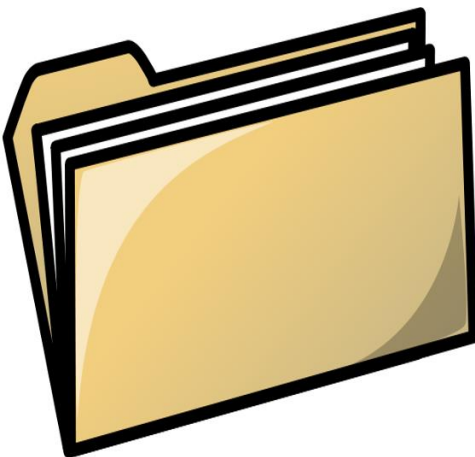
If you need to contact your therapist out of session time we ask that you contact our reception to help you:



If reception cannot help you, you can schedule in a phone call with your therapist (however this will mean an additional fee).

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## 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.

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## 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.

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## Accessibility



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

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## Cancellations

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



02 4647 9995



Reception@inmotiongroup.com.au

## Our location:



3 / 38 Exchange Parade, Narellan 2567

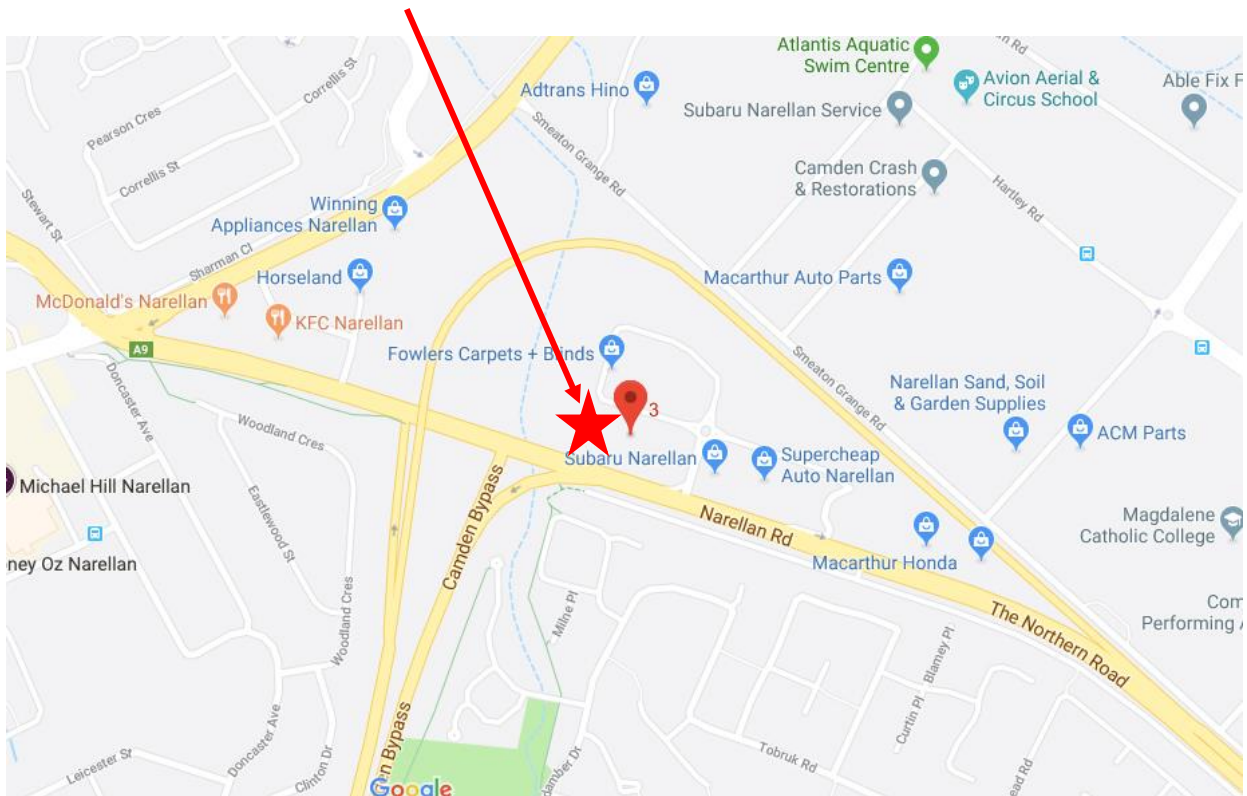
## What do I do in an emergency?



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.