



Patches Assessment & Therapy Services

CLIENT SERVICES CHARTER

1.0 INTRODUCTION

This Service Charter provides details about Patches and our commitment to providing high quality, tailored assessment and therapy services to people living with disabilities, and their families/carers.

At Patches, we care deeply about supporting individuals, empowering families and communities, and changing lives. If you are living with a disability, this is achieved through collaboratively planning your services with you and your support team and holding ourselves accountable for working with you on your goals, to improve outcomes in a way that is meaningful for you.

We believe that the more information we can share with you about Patches, and the more opportunity you are given to have input into the services that you receive, the better able we will be to provide services that meet your needs as they change over time.

Patches has been a registered National Disability Insurance Scheme (NDIS) service provider since the inception of the Scheme, and we continually strive to meet or exceed the requirements of the NDIS Quality and Safeguards Framework.

The national Patches service network provides a continuum of service, from functional and diagnostic assessments, through to ongoing therapy and supports. Our team includes the following disciplines:

- Occupational Therapy
- Speech Pathology
- Psychology
- Physiotherapy
- Exercise Physiology
- Social work
- Paediatrics

AT PATCHES, WE CARE DEEPLY ABOUT
SUPPORTING INDIVIDUALS,
EMPOWERING FAMILIES AND
COMMUNITIES, AND CHANGING LIVES.



THE PATCHES PROMISE

At Patches, we are committed to accountability, and as such we have developed a Patches Brand Promise. Our dedicated teams will work to deliver on this promise to you, our participants, as our priority.



A one-stop shop

is our promise that you can access the continuum of assessment and therapy services, from one service.



Assessments - 14 days done

is a promise that your assessment report will be completed and distributed to you within two weeks of your assessment.



Tailored Therapy. Your Goals. Your Terms.

is a promise that we will work with you to tailor a therapy approach that meets your goals, within a therapy framework and timeframe that is agreed with you in advance.

Before you agree to use our service, you are entitled to make sure that we can deliver on our promises. If you or we feel that we cannot do this, we will refer you to an organisation that can better meet your needs.

By its nature, our work often requires you to provide personal information. We assure you that we will respect your right to privacy, confidentiality and dignity at all times. Our teams adhere to strict rules around confidentiality, and we store all participant information within robust and secure client management systems.

We value and encourage all feedback on Patches services. The feedback you provide helps us to ensure we continue to deliver quality services and informs us in our service design and planning.

Your feedback helps us celebrate success as well as improve services and all feedback is welcome. If you would like to provide feedback or have any concerns about any of the services provided by Patches, please contact us via: feedback@patches.com.au

1.2 PURPOSE

This Charter outlines our customer service standards and ensures that the therapy and assessment services we provide are planned in collaboration with yourself, and are outcome focused.

Patches Mission; Vision; and Values

Our Mission is the specific reason we exist; our Vision is the version of the world we are working toward; our Values are the ideals that shape our identity.

Here at Patches, we've made it our mission to build a brighter future for all Australians, through the delivery of the exceptional assessment and therapy services, Australia-wide.

Our values are our name (literally!) and are spelt out below:

OUR VALUES



PROFESSIONALISM

Our support staff and clinical teams are dependable, and are at the top of our game, in everything that we do.

ACCOUNTABILITY

We will communicate clearly with you what we offer in assessment and therapy services, and we will deliver on our promises.

TECH-SAVVY

We are a leading provider of Telehealth services, and we use technology to enhance service delivery.

COMPETITIVE VALUE

We provide value for every dollar you spend on our services.

HAPPINESS

Our teams are supported in the workplace to be happy, and healthy.

EFFECTIVENESS

We are focused on the outcomes that we deliver for you, not just the number of services provided.

SAFETY

Our clinical decision making is evidence-based and first rate, and we take safety and compliance seriously.

2.0 CLIENT SERVICES

We believe that early diagnosis and early intervention are key to achieving the best possible outcomes for individuals and their communities. Our experienced staff can provide assessment and therapy services to assist with a range of neurodevelopmental conditions including:

- Anxiety
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autism Spectrum Disorder (ASD)
- Fetal Alcohol Spectrum Disorder (FASD)
- Global Developmental Delay (GDD)
- Intellectual Disability (ID)
- Medicolegal, Capacity & Justice System assessments

2.1 Our Assessment Services

ADHD Assessments

Patches offers a thorough ADHD diagnostic service for children, as well as ongoing support options via our multi-disciplinary therapy team.

Autism Assessments

Patches is a leading autism assessment provider. Our aim is to complete your assessment on one day, by one team, in a seamless and cost-effective process.

FASD Assessments

Patches provides a multi-disciplinary assessment for FASD in a non-judgemental manner, with a focus on building on people's strengths and working toward their goals.

OUR TREATMENT PLANS ARE
TAILORED TO SUPPORT OUR
PARTICIPANTS TO WORK TOWARDS
THEIR GOALS AND IMPROVE THEIR
HAPPINESS, CONFIDENCE, AND
WELL-BEING.



2.2 Our Therapy Services

Occupational Therapy

Our OTs assist individuals to improve their everyday functional abilities, develop individual skills and give them the confidence to lead an independent life.

- Prescription of Assistive Technology & Equipment – Our OT's can prescribe a range of assistive technology and equipment to assist with functional independence, community access and home safety. The OT can also assess for a range of home modifications to support safe and independent living.

Physiotherapy

Our Physiotherapists help participants with pain and movement, making them more comfortable and mobile, and help with rehabilitation after injury. We also work with our participants to recommend and prescribe assistive technology to support with mobility and independent living.

Exercise Physiology

Our Exercise Physiologists specialise in the delivery of exercise, lifestyle and behavioural modification programs for the prevention and management of a range of health concerns. The Exercise Physiologist will tailor a program to meet the needs and abilities of each individual.

Allied Health Assistants

Our Allied Health Assistants work with other Patches clinicians to ensure participants get the most out of their therapy programs and plans. AHAs can work in conjunction with or separately to clinicians providing more opportunity for participants to access to services.

Speech Pathology

Our Speech Pathologists work with participants in a range of areas including communication and language improvement, swallowing, reading and writing. Our Speech Pathologists will get to know a person's communication style and needs across their different contexts to find a communication method that supports a person's individual and accessibility needs.

Psychology and Counselling

Our Psychologists and Counsellors help with strategies and support to manage many common behavioural and mental health conditions, including ADHD, behavioural problems, depression, anxiety, and post-traumatic stress disorder (PTSD).



3.1 Service Standard Policies

The following list of service standard policies outline Patches commitment to high quality, safe and outcomes driven service delivery:

- 1.Choice and Control
- 2.Code of Conduct
- 3.Complaints and Feedback
- 4.Confidentiality and Privacy
- 5.Continuous Improvement
- 6.Eliminating Restrictive Practices
- 7.Promoting and Protecting Human Rights
- 8.Risk Management
- 9.Safeguarding
- 10.Incident Management

If you would like a copy of any of the above policies, please contact feedback@patches.com.au

3.2 Communication

Our Clients and How We Communicate With You.

Patches provides services to a range of individuals, groups, and communities. This includes people who are not yet engaged with disability services who are experiencing challenges with functional independence, clients undertaking assessment, and clients who access our services privately, or who have become participants in the NDIS. Patches also provide services for children in out of home care and their families, and young people engaged with the justice system.

Clients / participants will be informed about choosing a service in a format that is easily accessible and understood. For example, verbal communication, brochures, comprehensive website information. In some instances, several alternative formats may be required, such as through interpreter services.

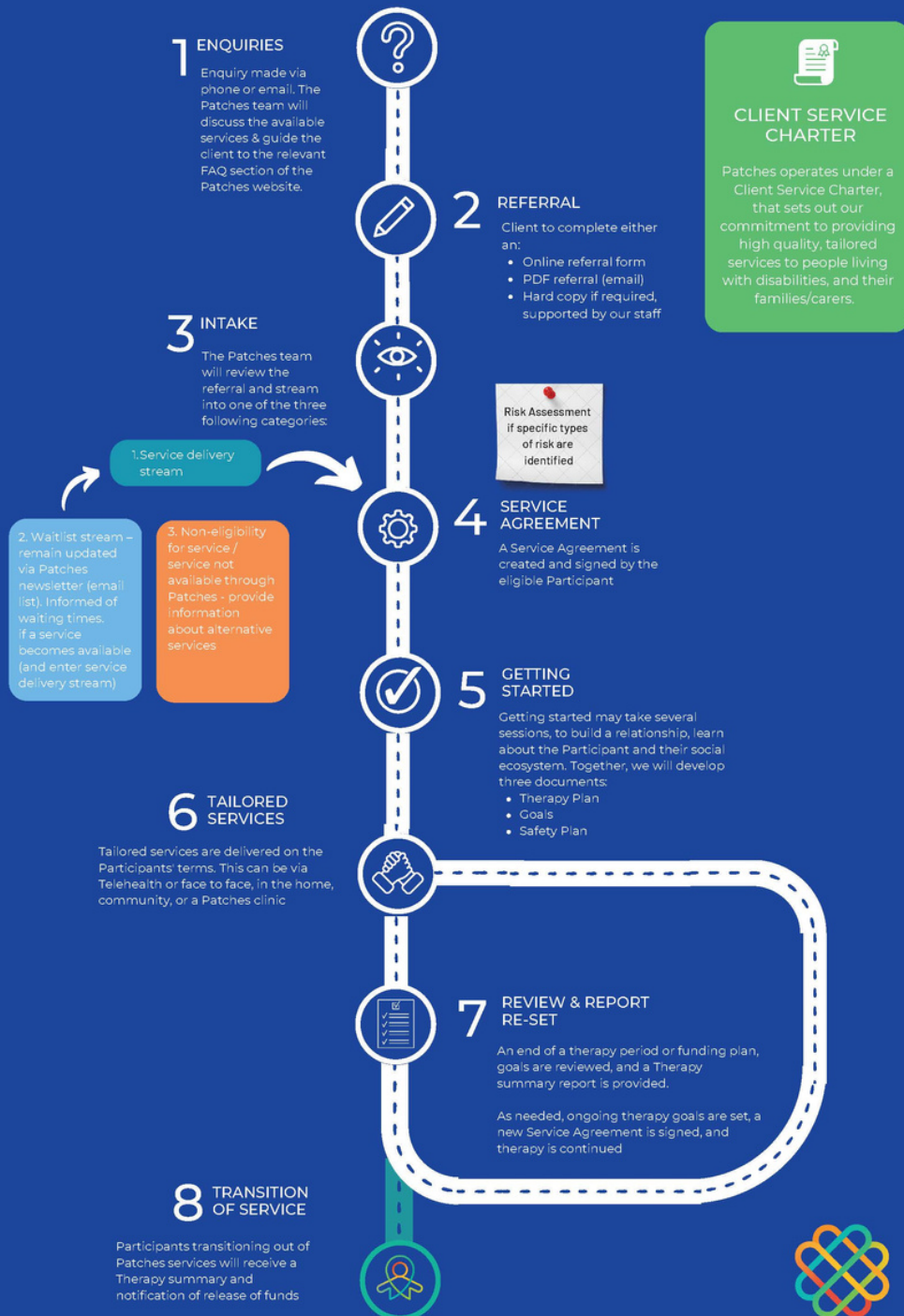
Clients / participants will be informed about the following:

- What the service includes and expected outcomes
- Fees for service charges, billing and accounting to clients; terms and conditions, including a clear statement of the organisation's fees and client account management policies and practices
- Individualised Service Agreement detailing agreed services and pricing
- Payment – including methods of payment and actions taken for non-payment
- Legal requirements in relation to service provision
- Complaint and feedback processes
- A privacy and confidentiality statement
- Exit and service termination – including the method by which a person can exit the service.

Patches has a dedicated external communications strategy in place, as part of its commitment to regularly informing and connecting with its clients and participants, and improving the feedback loop. To find out more, please get in touch at: enquiry@patches.com.au

3.3 Service Delivery Process

OUR SERVICE DELIVERY PROCESS



3.4 Feedback and Complaints

Patches values complaints and feedback from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services.

Complaints are an important source of information and are used to help us to improve our services wherever possible.

Patches ensures:

- Everyone has the right to lodge a complaint and provide feedback.
- People providing feedback and complaints should be supported to access the complaints and feedback processes.
- Complaints and feedback processes should be sensitive to any cultural requirements.
- Robust complaints and feedback processes and systems are an important part of quality service management and help safeguard people with disability.
- Complaints and feedback identify risks to people with disability but also visitors and staff and support Patches to meet its workplace health and safety obligations.
- Complaints and feedback identify opportunities for Patches to continuously improve its services.

We want to know when services are going well, when there are issues or when people have ideas on how we can improve our services.

How to provide us with feedback or lodge a complaint:

- Contacting your therapy team or their Team Leader directly in writing, by phone, or in person.
- Contacting our Therapy Management team by emailing feedback@patches.com.au
- We can arrange an interpreter or any other assistance you might need to provide feedback or make a complaint.
- Once we receive your feedback or complaint, we will address your comments and, if appropriate, act as soon as possible. We will contact you to discuss your feedback and let you know of any actions taken.

If you would prefer to speak with someone outside of Patches Therapy Services, you can contact:

NDIS Quality and Safeguards Commission:
Ph: 1800 035 544 | W: www.ndiscommission.gov.au.

If you need help to make a complaint you can use an advocate. This can be a family member, friend, support worker or another agency.

For example, People with Disabilities WA:
Ph: 1800 193 331 | E: info@pwdwa.org or visit their office.

WE WANT TO KNOW WHEN
SERVICES ARE GOING
WELL, WHEN THERE ARE
ISSUES, OR WHEN PEOPLE
HAVE IDEAS ON HOW WE
CAN IMPROVE OUR
SERVICES.



For more Information:

Our friendly team are always happy to assist with any queries that you have. For more information please visit our FAQ's at: www.patches.com.au or contact us via:

Phone | 1300 111 728

Email | enquiries@patches.com.au

Website | www.patches.com.au

Mailing Address |

Ground Floor, Business Centre,
55 Salvado Road, Subiaco WA 6008