



14th July 2020

Dear Parents,

Having your say

I am writing to let you know that there is to be an assessment to the NDIS Practice Standards of our service on 24/8/2020 and you can be involved in it.

The assessment will let us know how well we meet the NDIS Practice Standards. The purpose of the assessment is to help us to continue to improve the service we offer you and retain our registration with the NDIS.

Your participation in this assessment is via an 'opt-out' method and can involve a discussion with an assessor or the assessor reviewing your file.

"Opt Out" means you are automatically eligible to be part of the assessment process so would need to let us know if you do not want to participate. If you would prefer not to be involved, please contact the office on 02 9639 6152 or office@woodbury.org.au so we can communicate this to the assessors. If you are contacted by the assessors during the audit and decide at that time to opt-out, you are welcome to do so.

By being involved you will be helping improve our services by providing the interviewer with information on how we are doing. If you are willing to participate in a discussion you will be advised by us in advance of the date and time you will be contacted by the assessors. On the day of the assessment your file, records or plans may be selected for confidential review by the assessor.

Interviews with the assessor will be done remotely via telephone or video conference. The time involved will be about 10 - 15 minutes and everything is confidential.

If you have any questions, please contact me on 02 9639 6152 lauren.chapman@woodbury.org.au.

Kind regards,

Lauren Chapman, M.Ed, BCBA

Clinical Director