



peninsula plus



**CLIENT INFORMATION
& WELCOME KIT**



Contents

- 1 [Welcome from our Director](#)
- 2 [Our Mission](#)
- 3 [Our Values](#)
- 5 [Our Services](#)
- 8 [Our Locations](#)
- 9 [Getting the Most Out of Us](#)
- 14 [Programs](#)
- 17 [Rights and Responsibilities](#)
- 19 [Disability Advocacy](#)
- 21 [Incidents](#)
- 23 [Feedback and Complaints](#)
- 24 [Frequently Asked Questions](#)



Welcome from our Director



Megan Ingram

Welcome to the Peninsula Plus Community

At Peninsula Plus, we are dedicated to working alongside people and families to provide meaningful and effective support. Our approach combines innovation, evidence-based therapies, and creative thinking to help achieve your goals. Our mission is to make a lasting, positive impact on the lives of everyone in our community.

As practice director, I ensure that you receive consistent, high-quality support by building a team of specialists across various areas. We invest in our team's ongoing professional development, hold regular team meetings, and encourage collaboration within our practice and with other services across the Mornington Peninsula.

You may be wondering about the “+” in our name. Peninsula Plus has been proudly serving the community for over 25 years. In 2023, we updated our name to Peninsula Plus to reflect the growth and evolution of our services. We now offer Speech Therapy, Occupational Therapy, Psychology, Specialist Teachers, Allied Health Assistants and Support Workers—everything you might need under one roof. The “+” stands for more than just services—it represents our commitment to going above and beyond for you and your family.

This booklet provides important information about our services and policies, and is here to serve as a helpful resource as you or your family moves through your therapy journey.

If you ever have any questions or concerns, please feel free to reach out to us at (03) 5975 1500. We're here to support you every step of the way!



Our Mission

Our Mission

To provide meaningful person centred support, through the use of evidence-based and innovative practices so our clients reach their potential

Our Vision

Pen Plus is known as the go to allied health practice in the community because of our reputation for service excellence and inclusive practices

Client Vision

Our Clients are heard and empowered to achieve their goals.

Team Vision

Together we are known as a knowledgeable and respectful organisation who collaborate with clients and their support team to design services that are meaningful for all.



Our Values



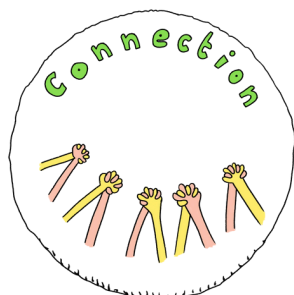
Community

We strive to build a community for our participants. We work together to reach goals and we feel connected to each other, but most importantly, we feel a sense of belonging.



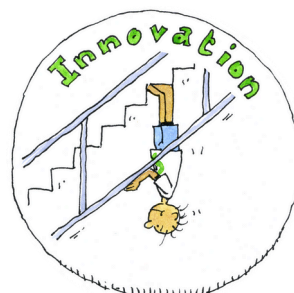
Empowerment

We work alongside our clients to highlight their talents and build on their confidence. We believe in personal strength that allows people to take control of their lives. Together, anything is possible.



Connection

Connection is essential to delivering our services and achieving the best outcomes. By working and learning together, we co-design support strategies that are relevant, timely and achievable.



Innovation

We are committed to developing programs which are relevant for our community. By constantly seeking feedback, talking and innovating we ensure that our programs rock! They are always up-to-date and ready to support our community to be its best.



Inclusion

Everyone is welcome and heard, with equity to support and intervention. We ensure that clients receive the level of support they need to succeed.



Integrity

Integrity is at the core of Peninsula Plus. All supports are based on evidence-based practice. We pride ourselves on delivering exactly the service that each client needs to achieve their goals in the most efficient manner possible.

Our Services



Speech Pathology



Occupational Therapy



Psychology & Psychotherapy



Hearing & Communication Specialists



Allied Health Assistants



Inclusion Support Workers



Our Services

Peninsula Plus is a person-focused practice providing a range of supports including Speech Pathology, Occupational Therapy, Psychology, Counselling, Hearing and Communication Specialists (Teachers of the deaf), Allied Health Assistants, and Support Workers.

The most common structure of the Peninsula Plus service is:

- **Initial Screening** - We will talk about your goals and develop a Personal Support Plan. This may include assessment sessions or move you directly into group programs or 1:1 services. When you are offered an appointment, you will be emailed a case history form. It is important that you fill this in and submit it as soon as possible. Information on this form helps us to be ready for the initial screening meeting.
- **Assessment** (60 – 120 minutes) - Some assessments will occur over three sessions, some four. This is tailored to the assessment goals. You will receive an indication of how many assessment sessions may be required during the initial screening meeting. This process allows for a comprehensive assessment and goal setting which is individualised to each and every person. We know that some people, especially kids, work at different paces. We don't rush their processing time, so some assessments are longer.
- **One to One Supports** - Some goals are best supported in one to one sessions. These are run in term time and as intensives in the holidays.
- **Group Programs** - We run both termly groups and intensive programs in the school holidays. Group programs offer a naturalistic environment for learning.

There are lots of different ways we work together on your goals. This might be:

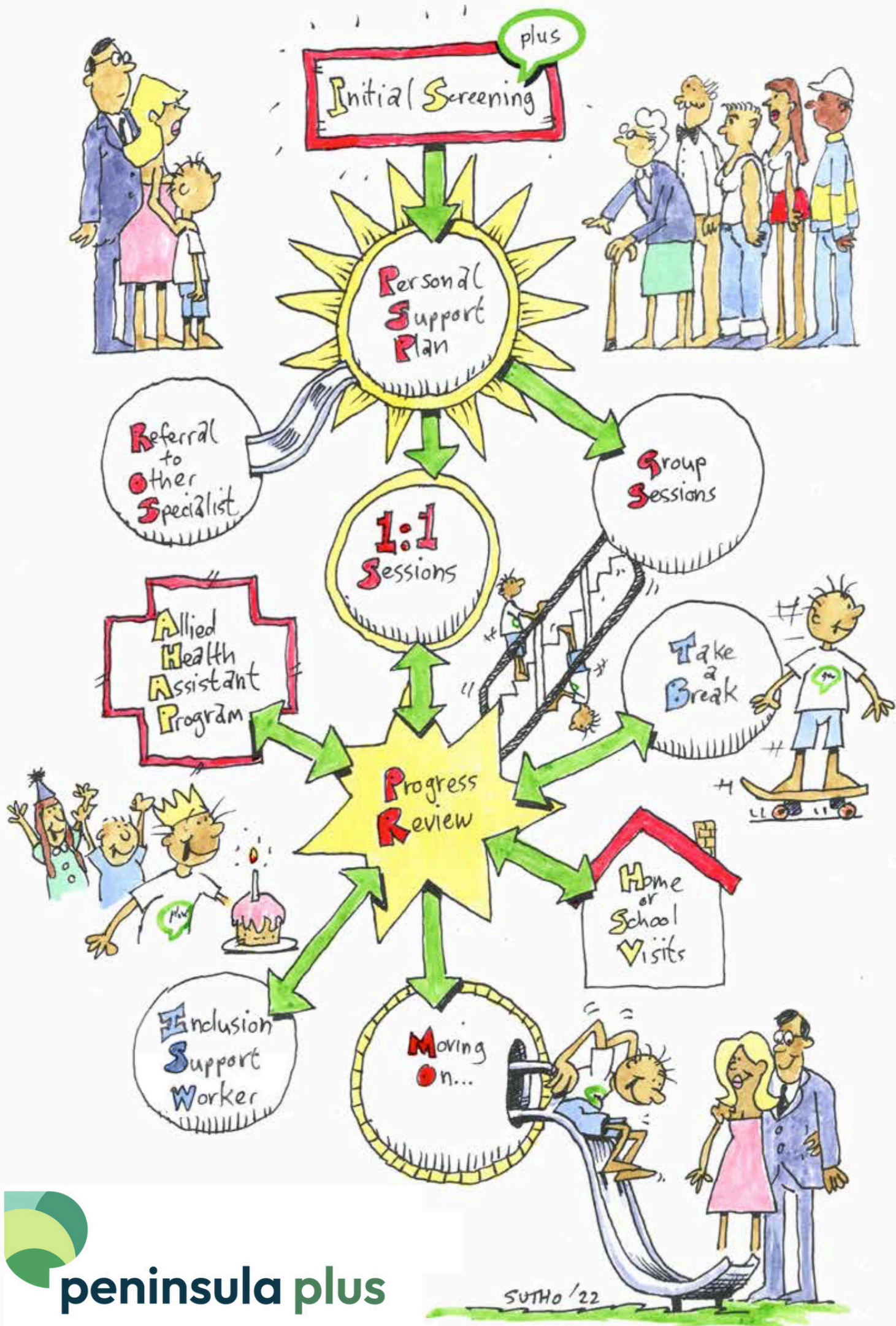
- Face-to-face support;
- Virtual visits (telepractice);
- Group programs;
- AHA programs;
- Intensives.

Or a combination of all. It is all about your personal goal plan. As goals progress, you may need different services to meet your needs. The plan is all about working with you to achieve your goals so that you can move on and live your best life.

We conduct virtual sessions over telepractice using a telepractice platform, Microsoft Teams or Zoom. Virtual visits enables support to be flexible and occur in places like your house, backyard or school. We like to call these virtual visits, as it provides important insight into the environment where you live, learn and play.

Everything starts with your goals. Your clinician will work with you to plan the best services to achieve your goals. We will review your goals throughout the year. We expect you to grow and change!

We will be transparent with our costs. There are times we need to talk to teachers, or others on your team to provide great services. When meetings or phone calls go for longer than 10 mins we will charge for our time. These will be outlined first.



Appointments

At Peninsula Plus, we strive to deliver a person-focused therapy service; this means we spend time within the session providing you with knowledge, skills, and strategies to help you achieve your goals.

Building the capacity of those around you, to support you when we are not with you, is part of this process. We also plan and complete clinical notes. Many sessions will be 50 minutes with you and 20 minutes writing up your notes and planning our next session (charged out at 70mins total). Some sessions may be longer and some shorter. We will talk to you about the length of time needed.

The frequency of therapy will be discussed in the goal-setting session; however, therapy visits are usually weekly or fortnightly depending on the goals to be achieved and availability.

We also offer:

- Home based services
- Services in schools and kindergartens; and in the community
- Services within Aged Care Facilities
- Group therapy programs (e.g. social connection groups, language groups)
- Holiday intensive group programs
- Intensives, and much more!

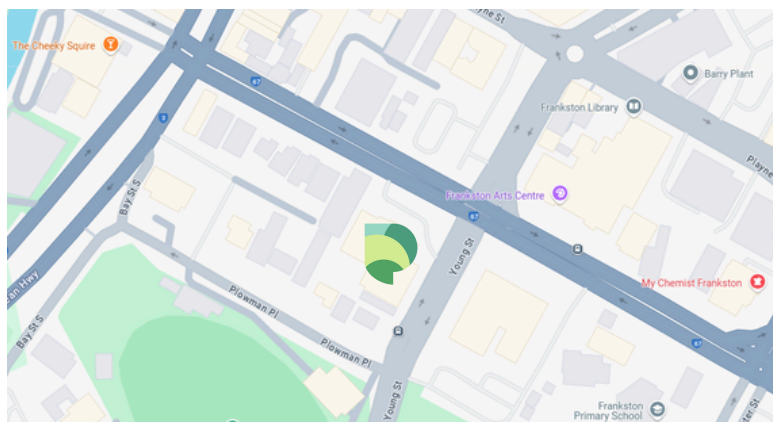


Our Locations

FRANKSTON

[20 Davey Street, Frankston, VIC 3199](#)

Onsite parking; free 2-hour parking on Davey & Young Sts and a nearby lot on Young St



MORNINGTON

[16/1140 Nepean Highway, Mornington, VIC 3931](#)

Turn left before Officeworks. Search “Peninsula Speech Pathology Services” on Google Maps to avoid the old address.



DROMANA

[112/13 Trehwitt Court, Dromana, VIC 3936](#)

Follow the one-way traffic flow in the car park.





Getting the Most Out of Us

What to Expect at Your First Appointment

The process may differ depending on the type of allied health professional you are seeing and whether you are coming in solely for an assessment and/or for therapy as well.

Getting the most out of us - Whether you're coming in for an assessment, therapy or both, your first appointment with an allied health professional is all about building a strong foundation. This session helps us understand your unique needs, establish meaningful goals, and begin the assessment and therapy process.

Here's what you can typically expect during your first visit:

1. Gathering Your Background History: When your appointment is made, a case history form will be sent out. At the initial appointment, your therapist will review this information and may have additional questions to gather more information. Understanding your background and areas of concern is essential for setting goals.

2. Setting Meaningful Goals: Once we understand your needs clearly, we will work together to set realistic and meaningful goals. You'll play an active role in this process, ensuring the goals are relevant to your daily life and aligned with your priorities.

3. Assessing Your Needs: Depending on the nature of your appointment, an assessment may begin during this first session. Assessments help pinpoint specific areas of need and guide the development of your support plan. While some assessments may be completed in one session, others may take multiple appointments to finish.

4. Developing a Support Plan: Once goals are set and assessments are completed, your allied health professional will create a personalised support plan tailored to your needs. This plan might include therapy exercises, activities or strategies that can be integrated into your daily routine. You may also receive resources and practice materials to continue working on skills at home. This ensures that progress in sessions is reinforced and can be applied in everyday life.

5. Coaching and Support: Your allied health professional is not just there for therapy sessions — they also serve as a coach, guiding and empowering you to support ongoing development outside of appointments. They will provide the knowledge and skills to help you or your child develop independence. They may also collaborate with other important people in you or your child's life to promote skill building and inclusion across all environments.



6. Follow-up Sessions: The first appointment is just the beginning of your journey with your allied health professional. Ongoing follow-up sessions will help track progress, adjust support plans, and build the skills and abilities needed to meet your goals.

Your first appointment is a collaborative step towards understanding and supporting your needs, and we're here to guide you every step of the way.

It's natural to feel a little unsure before your first appointment, but please remember we are here to support and guide you. Our team of allied health professionals has extensive experience and a caring attitude to support people through their health challenges. Feel free to ask questions or express your concerns during your appointments.

Lastly, reaching your goals is a gradual process. Change takes time, but with consistency, practice outside of sessions, and professional support, you will start noticing improvements along the way.

Our clinician-client partnership is a two-way relationship. We work with families and the client to plan, develop, and provide services which meet your goals. In this light, we respectfully ask you to:

- Work with us to find ways to build practice into your routines;
- Provide a minimum of ten working days notice when requesting reports and letters of support;
- Be considerate of other clients and clinicians by keeping unwell siblings and carers away from clinic sessions.

Communication

We communicate with you in a number of different ways:

- Direct emails
- Email newsletters
- SMS
- Phone call
- Social media - e.g. Facebook, Instagram, LinkedIn

When we make contact to offer you an appointment, it is important that you call us as soon as you can. Our appointments book up quickly and we cannot hold appointment times.

If you are on a waitlist, we will make contact with you every two months to ensure that you want to remain on the list.

It is important that people have access to services, so we understand that you may be waiting on waitlists with other providers.

Please let us know if you no longer want to be on our waitlists.

Funding

WHAT IS THE NDIS?

The National Disability Insurance Scheme (NDIS) was created to support Australians with disability. It is the most significant social change since Medicare was introduced in February 1984.

The NDIS seeks to provide Australians under the age of 65, with permanent and significant disability, the reasonable and necessary supports required to live an ordinary life. It is an insurance scheme that takes a lifetime approach.

The NDIS philosophy is about building an individual's skills and capacity to be an involved and contributing member of their community and workplace. Simply put; investing in people early means optimising gains in the now, as well as potential across the lifespan.

To find out more about the NDIS and assess your eligibility visit the

NDIS website here: <https://www.ndis.gov.au>

PLAN MANAGED

Plan management is when a provider supports you to manage funding in your NDIS plan. These providers are known as plan managers. **More info here:** <https://tinyurl.com/34bfhzd9>

SELF MANAGED

Self-management is when you manage your NDIS funding. It gives you the flexibility and choice to decide what support you buy to meet your plan goals.

More info here: <https://tinyurl.com/34xuv4a5>

NDIS MANAGED (AGENCY MANAGED)

Agency managed is when your plan is managed by the National Disability Insurance Agency (NDIA). **More info here:** <https://tinyurl.com/5n7ksfhr>

MEDICARE MANAGEMENT PLANS

There are two plans team members from Peninsula Plus can access. Speech Pathology, Occupational Therapy and Psychology sessions can be claimed under a Chronic Disease Management Plan (CDMP).

Occupational Therapy and Psychology can also access sessions through the Mental Health Care Plan (MHCP).

Counselling sessions offered by a psychotherapist or counsellor cannot be accessed through a Chronic Disease Management Plan or Mental Health Care Plan.

The CDMP was previously known as the Enhanced Primary Care Plan (EPC), and is often still referred to as an EPC by doctors and allied health professionals.

This plan is available to anyone "With at least one medical condition that has been (or is likely to be) present for at least six months; or is terminal" and provides a rebate for five sessions annually of allied health services (which include occupational therapy, speech and language therapy, and psychology). The rebate is \$55.10 per session. There is a gap to be paid. Please talk to our Customer Service team about exact amounts.

For full information about eligibility and benefits, please refer to the Medicare Benefits Scheme website:

- **Chronic Disease Management Plan:** <https://tinyurl.com/427se295>
- **Occupational Therapy under CDMP:** <https://tinyurl.com/2mdavrcx>
- **Speech Pathology under CDMP:** <https://tinyurl.com/5as3zjsv>
- **Mental Health Care Plan:** <https://tinyurl.com/5ypd5zhd>

PRIVATE HEALTH INSURANCE

Many private health insurance plans cover occupational therapy, speech therapy, psychology, and counselling services (typically listed on "Options" policies). Peninsula Plus is a provider for most of the major private health funds. Please contact your private health fund directly to determine what support is offered for you to access occupational therapy or speech therapy services.



Modifications of Appointments

As you can appreciate, Peninsula Plus services are in high demand, with people often needing to wait to receive appointments. At Peninsula Plus, therapists plan activities around their client's goals for every appointment. We also limit the number of clients seen each day so we can maintain a high quality service.

We request clients provide us with sufficient notice when modifying an appointment or arriving late. Therapy sessions are most effective when we are able to trust, value and understand one another's position.

We understand things can happen – kids fall off play equipment, illness strikes, or the car doesn't start. But 'no shows' and late cancellations – particularly if they happen more than once – can affect the trust we place in each other.

Once an appointment is booked, we ask for 2 full business days' advance notice should you need to modify for any reason.

Unfortunately, when this is not adhered to, we need to charge you the full cost of the appointment for the following reasons :

- We lose the time we have spent preparing for your appointment;
- We do not have enough time to re-schedule another client for your appointment time, leaving clients on our waiting list;
- Income is lost making it difficult for us to invest in our team and resources. To deliver high quality, evidenced-based therapy, we are required to provide ongoing training for therapists.

If you do need to modify, we are happy to offer a phone consultation in that time slot to problem-solve any issues and make suggestions for home practice in the upcoming week/s. We also use these sessions to build parents and carers capacity to support the client.

If you miss two or more appointments, we reserve the right to change the service and appointments. We maximise the time we have available to support our community.

Please ensure you arrive on time for each appointment. We will not commence sessions for those arriving more than 15 minutes after the scheduled appointment time. We will endeavour to provide a full session, although this may not be possible if another client is booked for the following appointment time. You remain liable for the appointment fee.

FEES AND CHARGES FOR LATE MODIFICATION OR FAILURES TO ATTEND

Our customer service team will contact you regarding any missed appointment to arrange prompt payment. Payment for the missed appointment must be received within two business days, in order to confirm your next scheduled appointment.

Please note: these payments cannot be claimed using Medicare Funding



Payments

Payment for services are due at the time of service delivery.

Overdue accounts receive an additional processing fee.

In circumstances of multiple services and more than one child in the family, an application for an account can be made. Accounts are payable within seven days. An additional processing fee will apply if payment is overdue. If payments are overdue, the 7 day account will be revoked. Services may also be suspended.

Travel Policy

Therapy sessions or assessments conducted outside of our clinic will incur a travel fee depending on the kilometres travelled from the previous location to the session location.

OUR TRAVEL RATES:

All travel is charged at a minimum of 10 minutes with additional time charged in 5-minute increments to a maximum of 30 minutes for local travel on the Mornington Peninsula.

The NDIS price guide allows for us to charge both time and kilometres for travel. Time is billed at the clinician or AHA's hourly rate and kilometres are billed at \$1.00 per km.

Travel beyond this will be quoted prior to sessions. Peninsula Plus clinicians and AHAs try to keep offsite sessions as nearby each other as possible to ensure minimal cost to clients, however distances can differ from week-to-week as the offsite schedule changes.

As a practice, we are committed to keeping travel costs to a minimum.

Failure to modify an offsite therapy session that leads to a clinician travelling without purpose will result in the full travel fee being added to the no show (full session fee) or late cancellation fees.

Capacity Building

WHAT IS CAPACITY BUILDING?

Capacity building is how we support individuals to develop skills and abilities to perform functions, solve problems, set and achieve objectives. This is achieved through working with the individual, and their support team (family, teachers, support workers and significant others) to understand and assist with their needs in their environment in a sustainable way. This takes the work completed in sessions into daily life with the support needed to make meaningful progress.

WHY WE BELIEVE IN CAPACITY BUILDING:

- It focuses on the strength of the individual
- It takes a holistic approach to how we provide supports
- It's empowering (one of our values)
- It ensures skills have meaning in everyday life

This is why we work with the support team as much as we can. The goal is to do ourselves out of a job.

Our Programs

Peninsula Plus is proud of the innovative programs we deliver during term time and as intensives in the school holidays. We have been developing and delivering group programs for over 20 years and throughout this time have sought feedback and made changes.

What this means for you is that we have tried and tested systems and support structures, have a well-developed curriculum that targets functional and practical skill, and provide the benefit of many years of refining and improving how we deliver group programs. Our mission is to be innovative and relevant so we keep listening to what you want, refining and re-imagining new opportunities for children and adults of all ages to supercharge skills in a supported social context.

We provide a safe environment for children, teens and adults to experience a range of different skills and strategies. While the group might be called Kids in the Kitchen and there is cooking happening, there is also self-advocacy, planning, social connection skills, turn-taking, waiting, negotiation, language, sensory processing, regulation and spending time with peers. This is delivered through in-the-moment social coaching from group facilitators. Each group member will have a different experience but will be able to progress their skills at their individual level.

Before each intensive we will have a 15-30 min Face to Face meeting or phone call with you to discuss the strategies which will support you or your child the best. Programs work the best when the participants are presented with a just right challenge. It is important that we know about anything that happens before group which might impact on the way we support them.



Pen Plus Village

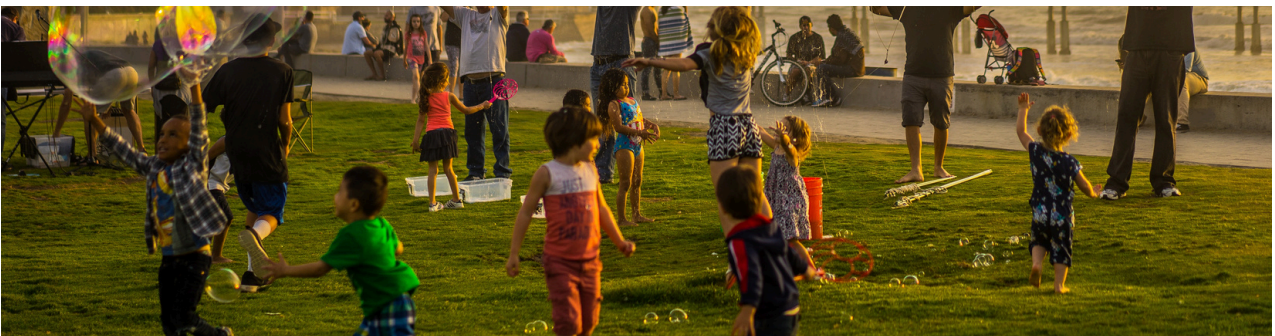
It takes a village...

Peninsula Plus has always been strongly connected to community. We believe it takes a village to support a person to be the best they can be. It is parents, teachers, grandparents, support workers and aged care workers working together around an individual.

To support our village, Peninsula Plus has developed 'Pen Plus Village' which houses a number of programs and resources.

The purpose of Pen Plus Village is to educate, inform and support every one in our community. Through the village we run education sessions for teachers, allied health professionals and parents. Some are run by ourselves and for others we host professional speakers. The profits from these programs help to pay for community projects or reduced fee programs such as our All Abilities Playgroup.

You can click through to pspvillage.com.au from the website.





Our Commitment to Work Health & Safety

Peninsula Plus is committed to providing a safe and healthy working environment for our team, clients and other persons in our workplace, so far as is reasonably practicable. We aim to achieve this by our team working together, following a program of health and safety activities and procedures (aligned to our Occupational Health and Safety objectives, detailed below). These are routinely monitored and reviewed to achieve best practice and ensure compliance with current legislation.

OUR OCCUPATIONAL HEALTH AND SAFETY OBJECTIVES:

- To provide a safe and healthy work environment for our team, clients and other persons in our workplace;
- To provide safe and healthy methods of work;
- To provide programs of health and safety activities (including training) and procedures which are continually updated and effectively carried out;
- To identify, eliminate and/or reduce hazards and risks to health and safety;
- To continually monitor and improve work health and safety;
- To provide education and training resources;
- To comply with all relevant WHS laws, rules, standards and codes of practice.

Privacy & Confidentiality

Full policy available upon request.

Peninsula Plus is committed to safeguarding the confidentiality of all personal or health information of individuals by:

- Creating procedures that protect privacy with regard to collection, storage and disclosure of Personal Information; and
- Complying with the Australian Privacy Principles and the Privacy Act 1988 (Cth).

Your Information Belongs to You

ASKING ABOUT YOU

- Your personal information belongs to you;
- We need your permission to collect information about you, and to share your information;
- You don't have to give permission, but;
- Your information helps us provide good and safe services;
- We only ask for information we need, and we will tell you why we need it. That includes photos and videos, too;
- If you don't understand why we need information, it's OK to ask us.

Your Information Belongs to You (continued)

KEEPING YOUR INFORMATION SAFE

We will protect your information and only use it for the right reasons, and only show the right people.

The people who work with you need to see your information. It helps them deliver better services.

We will only share your information if:

- You give permission to share it, or;
- We are very worried about your safety, or;
- If the law requires us to share it. You can see your information at any time, too. Just ask us.

KEEPING YOUR INFORMATION UP-TO-DATE

If your information is not correct, we may be unable to do a good job.

Please provide us with correct information and help us keep it up-to-date. If your personal information changes, please let us know.

Moved to a new house? New phone number? New service provider? New contact? Remember to tell us!

We will also check your information regularly and update it.

Your Information

We need to know some things about you.

There are laws to make sure your information is kept private. These laws say:

- How we can collect information;
- How we store information;
- Who can see your information;
- What we do with your information.

This section explains how we follow those laws, respect your privacy, and what you can do to make sure your privacy is respected.

IT'S OK TO COMPLAIN!

If we don't respect your privacy, tell us.

Write to us:

Peninsula Plus, 16/1140 Nepean Highway, Mornington VIC 3931

Call us:

03 5975 1500

Contact the Office of the Australian Information Commissioner:

Post: GPO Box 5218, Sydney NSW 2001

Tel: 1300 363 992

Email: enquiries@oaic.gov.au

TTY: 133 677

Speak and Listen: 1300 555 727

Website: www.oaic.gov.au

An interpreter can be arranged by calling 131 450.

Client Rights and Responsibilities

Peninsula Plus respects and fully commits to upholding the rights of all people, including the rights of children under the Australian Human Rights commission. This includes the right to be treated fairly, the right to have a say about decisions affecting you, the right to live and grow up healthy, the right to be safe no matter where you are and the right to get an education.

Respectful communication is when we listen carefully and respond kindly to others, even if we disagree with them. This helps us express our opinions and thoughts, understand others' perspective, build strong relationships, and solve problems together.

Respectful communication looks like:

- Practice politeness, kindness and consideration;
- Actively listen;
- Avoid negativity;
- Talk to people — not about them;
- Treat people equally;
- Be emotionally empathetic;
- Value others' perspectives.

Peninsula Plus is committed to ensuring its clients are made aware of their rights and responsibilities and supported to exercise them.

Peninsula Plus acknowledges that all members of the community have equal rights and that the community has a responsibility to facilitate the exercise of those rights.

Clients have the right to:

- Fair treatment – regardless of gender, religion, disability, cultural and linguistic background or age;
- Honesty, respect, dignity and a regard for privacy and individuality;
- Information and support to access services in the community;
- To be an active partner in the services provided;
- Make informed decisions and choices about the services they receive;
- A safe, secure and comfortable environment;
- Respectful communication;
- Quality services, appropriate to their needs and age;
- Support that takes into account lifestyle and cultural differences;
- Pursue a grievance about the service and to have that grievance resolved in a timely and appropriate manner;
- Have a support person/advocate/ally of their choice to represent them in matters relating to their support;
- Use their own money and property as they determine and have their choices respected by others.

Clients have a responsibility to:

- Respect other people's rights to a safe, secure and comfortable environment;
- Treat other clients, staff and volunteers with fairness, honesty and respect;
- Use respectful communication when interacting with all people;
- Respect other people's rights to privacy and confidentiality;
- Follow the programs' policies and procedures as they relate to clients and access to support;
- Maximise disclosure of information required for goal setting and effective therapy;
- Partner with Allied Health therapists for best outcomes.

If you feel your rights are violated, you can:

- Speak directly to a team member, or send them an email
- Phone: (03) 5975 1500
- Email: admin@penplus.com.au
- Complain to the NDIS Commission - by phone on 1800 035 544

Complain to the Victorian DHHS:

- By email to complaints.reception@dhhs.vic.gov.au
- By phone on 1300 884 706 (cost of a local call)





Disability Advocacy

Peninsula Plus respects your right to advocacy and will support you to access the advocate of your choice if required.

What is Disability Advocacy?

The National Disability Insurance Scheme Act 2013 defines an independent advocate, in relation to a person with disability, to mean a person who:

- Is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability;
- Provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them;
- Acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights;
- Is free of relevant conflicts of interest.

For further information on disability advocacy and finding a disability advocate, see the [Disability Advocacy Finder here: https://tinyurl.com/v6hb4bsb](https://tinyurl.com/v6hb4bsb)

Advocacy Groups

ADEC - ACTION ON DISABILITY IN ETHNIC COMMUNITIES

Post: 175 Plenty Rd, Preston, VIC 3072
Tel: 9480 7000
Free call: 1800 626 078
Fax: 9480 3444
Email: info@adec.org.au
Website: www.adec.org.au

ACD - ASSOCIATION FOR CHILDREN WITH A DISABILITY

Post: Suite 1, 587 Canterbury Road, Surrey Hills, VIC 3127
Tel: 9880 7000
Free call: 1800 654 013
Fax: 9818 2300
Email: mail@acd.org.au
Website: www.acd.org.au

BCA - BLIND CITIZENS AUSTRALIA

Post: Level 3, Ross House 247 Flinders Lane, Melbourne, VIC 3000
Tel: 9654 1400
Free call: 1800 033 660
Fax: 9650 3200
Email: bca@bca.org.au
Website: www.bca.org.au

CAUS - COMMUNICATION RIGHTS AUSTRALIA

Post: Unit 4, 3 Tuck Street, Moorabbin, VIC 3189
PO Box: 292 Bentleigh, VIC 3204
Tel: 9555 8552
Free call: 1300 666 604
Fax: 9555 8550
Email: info@caus.com.au
Website: www.caus.com.au

DEAF VICTORIA (FORMERLY VICTORIAN COUNCIL OF DEAF PEOPLE – VCOD)

Post: Level 3, 340 Albert St, (Box 6186) East Melbourne, VIC 3004
SMS: 0431 476 721
Email: info@deafvictoria.com.au
Website: www.deafvictoria.org.au

NATIONAL AGED CARE ADVOCACY LINE

Tel: 1800 700 600

VALID - VICTORIAN ADVOCACY LEAGUE FOR INDIVIDUALS WITH DISABILITY INC.

Post: 130 Cremorne St, Richmond, VIC 3121
Tel: 9416 4003
Free call: 1800 655 570
Fax: 9416 0850
Email: office@valid.org.au
Website: www.valid.org.au





Incidents

About Incidents

YOUR SAFETY IS VERY IMPORTANT TO US.

We work hard to deliver safe services, but sometimes accidents happen. Sometimes people make mistakes or treat other people badly. We call these things 'incidents'.

This section explains how we try to prevent incidents and what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect. And if you don't feel safe, tell someone about it.

IF WE DON'T ACT SAFELY, TELL US.

Write to us: Peninsula Plus, 16/1140 Nepean Highway, Mornington, VIC 3931

Tel: 03 5975 1500

Contact the Office of the Australian Information Commissioner:

Post: GPO Box 5218, Sydney, NSW 2001

Tel: 1300 363 992

Email: enquiries@oaic.gov.au

TTY: 133 677

Speak and Listen: 1300 555 727

Website: www.oaic.gov.au

An interpreter can be arranged by calling 131 450.

Your Safety is Important

FEELING SAFE; BEING SAFE

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community.

We think about how accidents can happen and how to prevent them. This is called 'risk management'.

We ask you questions, and think about the support we provide, about the places where those supports happen, about the people who work with you and other people around you.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us. We promise to listen.

Handling Incidents

IF SOMETHING GOES WRONG

Our staff know what to do if there is problem or accident. We follow NDIS rules if an incident happens.

1. We must tell the NDIS Commission.
2. We must investigate the incident.
3. We must do something so that the incident doesn't happen again.
4. We must talk about all this with the person who was hurt.

We must follow these rules if someone gets hurt, if someone says they have been hurt, or if staff treat NDIS participants badly.

If you don't feel safe to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. You should complain to the NDIS Commission - they make the rules and help participants when people break the rules.

MAKING IT RIGHT AGAIN

Everyone has the right to be treated fairly. If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain.

We will always keep you informed. We want to treat you with respect.

If you are unhappy with our complaints process, you have the right to get help.

The NDIS Commission can help. An advocate can help too, by speaking for you.





Feedback and Complaints

You can complete our feedback form here:

<https://forms.office.com/r/mvQU2aZJk>

Feedback is an important part of our service. You will receive an email asking for feedback four times a year. However, you don't have to wait until you receive a feedback email; we are happy to receive feedback at any time.

Please email feedback or complaints to admin@penplus.com.au. You can also click on the link above to provide feedback or if you need a paper copy please reach out to our team via the admin email and we will email or post it out to you.

All efforts will be made to address complaints and achieve an effective resolution within a reasonable timeframe. In most cases this will be three days, or as soon as reasonably practicable. However, if the matter is complex, complaint resolution may take longer. All complaints and outcomes will be recorded.

In the event an anonymous complaint is received, we will note the issues raised and where appropriate, investigate and resolve them.

There are other organisations that can help you with complaints, or if you want to take your complaint further:

NDIS QUALITY AND SAFEGUARDS COMMISSION

Tel: 1800 035 544

Website: www.ndiscommission.gov.au

AUSTRALIAN HEALTH PRACTITIONER REGULATION AGENCY

Tel: 1300 419 495

Email: AHPRAfeedback@ahpra.gov.au

Frequently Asked Questions

What are your office hours?

Peninsula Plus office hours are generally 8:30am – 5:30pm AEST (AEDT in summer), Monday to Friday.

Who are the Peninsula Plus team?

We are a dedicated team of certified practising Speech Pathologists, Occupational Therapists, Psychologists, Specialist Teachers, Allied Health Assistants, Support Workers, and Customer Service personnel. You can read more about our backgrounds, qualifications and passions on our website at www.peninsulaplus.com.au under the 'About' tab.

Do you visit schools and preschools?

Yes. There are a range of benefits to be gained from school/preschool visit appointments:

- Assessment of the person's skills in their social environment;
- Therapy goals that need to be targeted utilising the person's peers;
- Working in partnership with teachers and education team to increase awareness of your child's strengths and difficulties;
- Providing strategies that are appropriate for use with your child and education about how to deliver these consistently.

Depending on the location of your child's school, outreach visits may be available upon request.

We want your child's educators to be involved in your child's program and are mindful this can be difficult when accessing therapy via clinic visits. We make an effort to keep in contact with families via phone, email, and social media.

How long will I need therapy?

Each and every person is different. This question is best answered by your therapist once they gain an understanding of your goals. As a general guide, many of our clients with a small number of goals engage in therapy for around six months. Clients with higher support needs often engage in therapy services for a number of years. Our aim is always to progress towards your goals in the most efficient way possible while ensuring skills learnt are maintained and generalised beyond the therapy setting. This is why we recommend breaks from face to-face service to concentrate on generalisation (transfer of skills to everyday settings).

Useful links

NDIS: www.ndis.gov.au/

NDIS Commission: www.ndis.gov.au/news/3028-ndis-commission-now-operating-vic-qld-tas-act-and-nt

NDIS Practice Standards: www.ndiscommission.gov.au/providers/ndis-practice-standards

CDM Plan: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/mbsprimarycare-chronicdiseasemanagement>

Speech Pathology Australia: <https://www.speechpathologyaustralia.org.au/>

Occupational Therapy Australia: <https://otaus.com.au/>

Australian Psychological Society: <https://psychology.org.au/>

Peninsula Plus: <https://www.peninsulaplus.com.au/>

Have more questions?

Check out our FAQ page
on our website or call us
on (03) 5975 1500