

Consumer Engagement Information Sheet

(How you can be involved with us)

Consumer engagement means your right to be involved in decision making. We want you and / or your family to have the ability and opportunity to participate in decisions about your services. Your views are valued and considered integral in how we design, deliver and improve services. We want to make sure you:

- And your therapists are partners in your supports and services;
- Can ask questions about your supports and services and be involved in decisions about them;
- Can be involved to help us meet your goals and to develop safe and quality services;
- Receive culturally safe services;
- Can help us in the planning and evaluation of our services.

You can be involved with us by:

- Talking with your therapy team or the Practice Principal at your clinic, or our Relationship Manager.
- Giving us feedback using our website feedback form (<https://ncv.microsoft.com/wkSM1yi57B>)
- Being involved in our Client and Family Reference Group. If you would like to join our Family Reference Group, please email feedback@earlystartaustralia.com.au.
- Attending a biannual Focus Group. If you would like to join our next Focus Group, please email feedback@earlystartaustralia.com.au

Also see these policies which include how you can provide feedback to us:

Consumer Engagement Policy

Client Rights and Responsibilities

Feedback and Complaints

