



Welcome to Nesian Point

Nesian Point is ready to support you to make choices and live the life you want.

We are a small participant focused organisation that takes the time to get to know you, and focus on what you want to achieve.

As much as possible the supports and services we provide are developed by you, for you.

We provide a broad range of supports that you can access based on your individual needs and goals.

Our Participant Welcome process includes:

- Completing any required referral documentation
- Confirming your need for a support person
- Providing you with an overview of Nesian Point our services and staff
- Working together to develop a Service Agreement, Support Plan and completing other relevant documentation that will guide us in meeting your needs
- Introducing you to staff and service locations
- Providing you with a Welcome Pack and an introduction to practical resources you may find useful on our website

We encourage our participants and their support people to visit our website to access the information stored within the NDIS Participant Section. Here you can learn how and why Nesian Point gathers information from you, how it is used and how your privacy is protected.

You can unpack and download the **Participant Welcome Pack** on our website at www.nesianpoint.com which contains practical resources such as:

- Our Service Fact Sheet
- Code of Conduct
- Participant Rights & Responsibilities Statement
- Participant Feedback & Complaints Form
- Participant Notification of a Support Person or Advocate Form
- Participant Request to Access Personal Information Form
- And much more.....



Easy Read Documents:

Our website will support you in using our service by providing you with access to a wide range of easy read documents on information such as:

- The NDIS Code of Conduct
- Information Collection & Confidentiality
- Participant Meetings
- Making Services Better
- Eliminating Restrictive Practices
- Providing Feedback or Making a Complaint
- Supporting your Choices
- What is Safeguarding?
- Using a Support Person or Advocate

Our website also provides you access to our organisations Policy & Procedure documents that you may need to view during your time using our service.

Should you need any assistance to access any of the information or documents listed within this welcome letter please let us know so we can provide you with a copy in a format that suits your needs.

Thank you for choosing our service to help you to achieve your goals.

Director

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