



the infants' home
CHILD & FAMILY SERVICES

The Infants' Home: Early Intervention and Wellbeing Hub

Information for Families

Welcome! We are excited to see you at The Infants' Home Early Intervention and Wellbeing Hub.

We want all families to feel informed, respected and supported when using our services. This information sheet explains how we look after your personal information, how to book or cancel appointments, and how you can share feedback or make a complaint.

Your Information and Privacy

We only collect the information we need to give you and your child the best possible care. This might include your contact details, your child's health and development information, and details about your sessions.

Your Information is:

- Collected according to the Privacy Act 1988 (Cth) and NDIS Practice Standards
- Stored safely and only accessed by authorised staff
- Shared only when required by law or with your consent - for example, if we are worried a child may be at risk of harm

You can:

- Ask to access or correct your personal information at any time
- Contact us at **thehub@theinfantshome.org.au** if you have any questions about how we manage your information

We also use a secure online system called Pracsuite to manage bookings and records.

Pracsuite has its own privacy policy.

Bookings and Cancellations

We carefully plan each appointment so we can give every family the best support. When a session is missed or cancelled at the last minute, it can affect both staff and other families waiting for support.

Canceling or Changing an Appointment

- You can cancel or reschedule your appointment up to 12pm on the business day before (Monday to Friday, excluding public holidays)
- If you cancel after this time or do not attend your appointment, the full appointment fee will be charged. Your therapist will try to use this time for other tasks that support your child's care – for example, preparing resources or liaising with other professionals – but the full session fee will still apply
- If we need to cancel due to staff leave, we will offer to reschedule it for you where possible and cancel with no charge
- If we notice a trend of cancelled appointments, we will contact you to discuss what steps can be put into place to minimise cancellations e.g. schedule a new timeslot, drop to fortnightly appointments, etc.
- If you cancel your child's place in a group with less than 7 days' notice, you will need to pay the full cost of the group. If your child can't attend one session of a group program, you will still be charged for that session, but we will share the information and resource to help you keep up with the content.

Therapy Blocks

We usually offer 1:1 therapy during school terms.

During school holidays, therapists run group programs and complete assessments, planning and reports. Sometimes, if we have space, we can also offer therapy sessions or intensives during the holidays – please ask your therapist if this is something you are interested in.

Fees

Our fees are in line with NDIS Pricing Arrangements and Price Limits 2025–2026:

- Appointments are usually 1 hour (45 minutes face-to-face and 15 minutes for preparation or notes) at \$193.99/hour
- Assessments and reports (including NDIS plan reviews) are charged at \$193.99/hour on a pro-rata basis (agreed in advance)

We ask that appointments are paid ASAP and no later than 7 days after the appointment. If two consecutive invoices are unpaid, we will contact you, and may put services on hold until invoices are paid.

Non Face-to-Face Work

Sometimes your therapist may need to do work outside your sessions to help your child's progress.

This might include talking with other professionals, doing research, creating resources, or writing notes and reports. We will always ask for your consent before starting this work, and it is charged at the same hourly rate as your sessions.

Attendance and Conduct

Please arrive on time. If you are more than 15 minutes late, we may not be able to run your sessions, and the full fee will still apply.

We reserve the right to stop a session if there are any safety concerns, such as illness, aggressive behaviour or an incident.

Feedback and Complaints

We welcome your feedback as it helps us to improve our services.

Most concerns can be sorted out by talking with your therapist or Hub staff member. If the concern remains unresolved, you can reach out to:

- The **Head of Therapy and Community Programs** to discuss and try to resolve the issue
- The **Chief Executive Officer** if the matter is still not resolved
- The **NDIS Quality and Safeguards Commission** if your child is an NDIS participant and you want to take the complaint further

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Email:

complaints@ndiscommission.gov.au

Website: www.ndiscommission.gov

You can ask for an advocate, interpreter or support person to help you at any time.

Families who speak a language other than English can contact TIS National Interpreting Service on 131 450

Contact Us

If you have any questions about your privacy, bookings or feedback, please contact:

The Infants' Home - Early Intervention and Wellbeing Hub

Phone: (02) 9799 4844

Email: thehub@theinfantshome.org.au

Website: www.theinfantshome.org.au

If you need support or have an urgent concern, please contact us (02) 9799 4844.

This information sheet summarises our key policies: Information Handling and Privacy Policy (July 2025), Grievance and Complaints Policy (June 2025), and Bookings and Cancellations Policy (July 2025). Full policy documents are available upon request.