



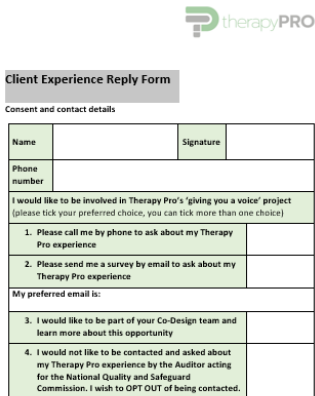










	<p>Therapy Pro provides therapy to people with disabilities who need it.</p> <p>In this letter 'we' means Therapy Pro.</p> <p>We sent this letter to you as you get therapy from Therapy Pro.</p> <p>We want to ask you some questions about the service you get from Therapy Pro.</p>
	<p>The questions are:</p> <ul style="list-style-type: none"> • do you like Therapy Pro? • what do you not like about Therapy Pro? • how can Therapy Pro do a better job? <p>We use your answers to make Therapy Pro better for everyone.</p> <p>We want everyone with a disability to have good therapy.</p>
	<p>There are two ways you can answer the questions.</p> <ol style="list-style-type: none"> 1. You can answer the questions on the phone. 2. You can answer the questions in an email. <p>The phone call will take 30 minutes.</p> <p>Answering a survey by email will take 5 to 10 minutes.</p> <p>A survey is a list of questions.</p>

	<p>A person who does not work at Therapy Pro will call or send the email.</p> <p>The person will not tell Therapy Pro your name.</p> <p>You can tell the truth to the person.</p>
	<p>We want to know how we should ask you the questions.</p> <p>This is your choice.</p> <p>You can choose not to answer the questions.</p>
	<p>We also want to ask you about joining a group.</p> <p>The group will talk together and help make Therapy Pro better for everyone.</p> <p>This is your choice.</p> <p>You do not have to join the group.</p>
 	<p>There is a Client Experience Reply Form in this letter.</p> <p>Write your name, sign and write your phone number on the Client Experience Reply Form.</p> <p>If you would like to answer questions about Therapy Pro by phone, tick box 1 on the Client Experience Reply Form.</p> <p>If you would like to answer questions by email, tick box 2 on the Client Experience Reply Form.</p> <p>If you tick box 2, write down your email address under box 2.</p>

	<p>If you would like to join the group, tick box 3 on the Client Experience Reply Form.</p> <p>This is your choice. You do not have to tick a box.</p> <p>You can tick all the boxes if you want to.</p>
	<p>We also have to do an audit.</p> <p>An audit is a way to make sure that a service provider for people with disabilities, like Therapy Pro, is doing a good job and following the rules.</p> <p>A group of people called an audit team will come and check that everything is going well.</p>
	<p>We want to know if you would like to answer questions about Therapy Pro in the audit.</p> <p>The questions are:</p> <ul style="list-style-type: none"> • do you like Therapy Pro? • what do you not like about Therapy Pro? <p>The audit team use your answers to make sure Therapy Pro does a good job and follows the rules.</p> <p>The audit team will call you on the phone.</p> <p>It will take 10 or 15 minutes.</p> <p>This is your choice.</p> <p>You do not have to get a call from the audit team.</p>

	<p>You can ask for help from someone you trust, like a friend, a family member or an advocate.</p> <p>The person must be someone who does not work for Therapy Pro.</p> <p>They can help you answer the questions.</p>																																
 <p>Client Experience Reply Form</p> <p>Consent and contact details</p> <table border="1" data-bbox="204 797 512 1072"> <tr> <td>Name</td> <td></td> <td>Signature</td> <td></td> </tr> <tr> <td>Phone number</td> <td colspan="3"></td> </tr> <tr> <td colspan="4">I would like to be involved in Therapy Pro's 'giving you a voice' project (please tick your preferred choice, you can tick more than one choice)</td> </tr> <tr> <td>1. Please call me by phone to ask about my Therapy Pro experience</td> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> <tr> <td>2. Please send me a survey by email to ask about my Therapy Pro experience</td> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> <tr> <td colspan="4">My preferred email is:</td> </tr> <tr> <td>3. I would like to be part of your Co-Design team and learn more about this opportunity</td> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> <tr> <td>4. I would not like to be contacted and asked about my Therapy Pro experience by the Auditor acting for the National Quality and Safeguard Commission. I wish to OPT OUT of being contacted.</td> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> </table>  	Name		Signature		Phone number				I would like to be involved in Therapy Pro's 'giving you a voice' project (please tick your preferred choice, you can tick more than one choice)				1. Please call me by phone to ask about my Therapy Pro experience	<input type="checkbox"/>			2. Please send me a survey by email to ask about my Therapy Pro experience	<input type="checkbox"/>			My preferred email is:				3. I would like to be part of your Co-Design team and learn more about this opportunity	<input type="checkbox"/>			4. I would not like to be contacted and asked about my Therapy Pro experience by the Auditor acting for the National Quality and Safeguard Commission. I wish to OPT OUT of being contacted.	<input type="checkbox"/>			<p>If you do not want to be in the audit, tick box 4 on the Client Experience Reply Form.</p> <p>Put the Client Experience Reply Form in the reply paid envelope.</p> <p>A reply paid envelope is free to send to Therapy Pro.</p> <p>You do not need a stamp.</p> <p>Post the Client Experience Reply Form to Therapy Pro by Saturday 1 August, 2020.</p>
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