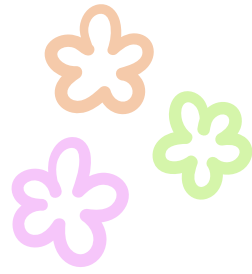


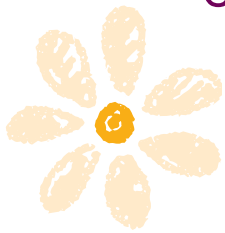
We Have a New Phone Number!



To make it easier for you to reach us, we've streamlined our communication system with a new centralised phone number.

1300 629 344

Now, when you call, you'll be greeted by one main switchboard at our Gregory Hills clinic — and from there, it's simple:



Just press:

1 for Port Macquarie

2 for Canberra

3 for Gregory Hills, Narellan, Dee Why and Newcatle

If the team at your clinic can't answer right away, you can leave a message, and someone will get back to you as soon as possible.

This update helps us:

- Respond more efficiently
- Ensure your call reaches the right team
- Provide more consistent support



Thank you for your ongoing support as we continue to improve how we connect with our families!



To streamline our communication, policies, and procedures, we're making some important changes to how we welcome and support families across our service.

From mid May, Unit 2 reception will be permanently closed.

To ensure a more consistent and efficient experience for everyone:

All Reception Services Will Be Centralised at Unit 4

- Please enter via Unit 4 for all appointments, regardless of where your child's session is held (Unit 2, Unit 4, or Unit 9).
- The admin team at Unit 4 will manage:
 - Any enquiries
 - Payments
 - Appointment changes and bookings

Clinicians Will Still Use All Units

- Clinicians will collect and return clients to Unit 4, even if their sessions are in Unit 2 or Unit 9.
- This ensures a smooth flow and consistent communication between families, clinicians, and admin.

For Clients with Risk Assessments

- Clients with specific risk assessments can continue to enter Unit 2 therapy spaces directly with your clinician.

Emergency Evacuation Procedures

- All clients and families must report to Unit 4 on arrival.
- It is essential that everyone is signed in at Unit 4 so that we can accurately account for all persons in the event of an emergency evacuation.
- All departures will also go through Unit 4.

We appreciate your support as we make these changes to provide a more streamlined, safe, and responsive service for all families.