

KERN UPDATE

Kern Allied Health



New Clinic in Bertram

Kern are excited to introduce to you our newest clinic, now open in Bertram. With an extremely accessible location, just a minute's drive off the Thomas Road Kwinana freeway exit, it provides a friendly space to meet with your therapy team or receive supports.

We are proud of the clinic's relaxing, safe and supportive environment, fitted with a fully functioning kitchen to assist our clients with daily living skills that increase independence and community participation such as meal preparation, cooking and cleaning up.

By attending any of our Applecross, Bertram or Mandurah clinics, you will reduce travel costs as well as get to meet our friendly Kern team. To find out more about our Bertram clinic or how you can schedule therapy here, please contact your Key Worker directly or phone us on 1300 122 155.

HIGHLIGHTS

New Clinic - Bertram!

Participant / Family
Member Feedback - NDIS
Audit

Feedback & Complaints

Telehealth



Applecross - 4/6 Riseley St, Applecross WA 6153

Bertram - Shop 2, 4 Price Parkway, Bertram WA 6167

Mandurah - 273 Pinjarra Rd, Mandurah WA 6210

FEBRUARY 2022

Participant / Family Member Feedback - NDIS Audit

Kern has been undergoing a mandatory external audit. The goal of the NDIS audit is to help Kern, offer a consistent, quality experience for participants and their support network. Essentially, the auditors will check that Kern strives to provide quality service and supports.

The NDIS audit process will involve interviews with a small number of participants and family members via Zoom/Teams/Phone or E-mail.

If you do not wish to be contacted by the auditor, you will need to “opt-out” by emailing info@kernhealth.com.au or calling 1300 122 155.

The dates of the audit are Tuesday 8th - Thursday 10th March 2022. We will let you know when we have more details and will support you through the process should you be randomly selected.



Feedback and Complaints

We want to hear from you!

Kern welcomes all feedback and sees it as an opportunity to learn and improve our services.

You can provide us with your feedback by:

- Contacting us on 1300 122 155
- Emailing us via info@kernhealth.com.au
- Completing our online survey via https://www.surveymonkey.com/r/Kern_Participant_Feedback
- Leave us a google review ★★★★★

Telehealth

Telehealth is a safe, evidence-based way of delivering health services at a distance. It is a useful and effective tool for therapy if you are wanting to limit face to face contact during the current COVID-19 environment.

Our experience has found that our supports continue to be successful when delivered via telehealth. Your therapist can help you to determine if Telehealth is a suitable option for you and show you how it works. Attached is a Telehealth guide and explanation for participants and their families.

