

A little preparation. A calmer conversation.

Your first conversation checklist

You don't need to have everything figured out. Use this page to organize your questions, then take it with you or keep it beside you during the call.

01 Before we talk

- ☐ Think of one everyday moment that is going well and one you would like support with.
- ☐ Choose two or three questions that matter most to your family.
- ☐ Decide which language you prefer and who you would like to join the conversation.

02 Questions to ask the team

- ☐ Will the first meeting be a call, a visit or an assessment? Who should attend?
- ☐ How will my child's interests, communication and our family's priorities shape the plan?
- ☐ Where could sessions happen, and what does scheduling involve?
- ☐ How are insurance benefits verified, and when will any costs be explained?
- ☐ What documents are needed, and which secure channel should I use to send them?

03 Before the conversation ends

- ☐ Confirm the next step, who will contact whom, and the expected timing.
- ☐ Ask whom to contact if another question comes up.

My questions / next step

Keep personal notes on your printed copy. Use the website contact form only for basic contact details; ask the team how to share records securely.