



Second Skin FAQs for letters of support for funding applications

Why are we offering letters of support:

- We recognise that seeking funding support for custom Second Skin garments and splints is a difficult process to navigate for families, caregivers and our clients and aim to support you through this as best as possible.
- These letters may be used for applications to NDIS or other funding bodies.
- Letters of support are provided upon request and require funding approval before we proceed.

Who writes the letter of support:

- The Second Skin Occupational Therapist or Physiotherapist who have seen you will prepare your letter of support. Where they are not available, another therapist from Second Skin may be asked to prepare your letter of support based on access to your Second Skin photos on file and your clinical notes.
- We use clinically specific AI (Heidi health) to support our documentation of notes within a consultation, however all letters of support are prepared and reviewed by our human therapy team.

How much do they cost:

- We have included a new process to quote for letters of support as standard practice, as this is becoming a common request from our clients.
- Letters of support are quoted at 60 mins therapy time and billed for the time used.

How long do they take to write:

- Letters of support can take 5 to 15 working days, depending upon our busy clinic schedule.
- Please let our clinic co-ordinators know if you have a deadline for submission of documents.

Do I need to have an appointment first, before asking for a letter of support:

- If you are new to us, we need to see you and complete your assessment first before we can write a letter of support for recommended garments or splints.
- If you are an existing client but we have not seen you for more than a year, we will need to see you for a review consultation before we are able to complete a letter of support.

Typical format for our letters:

- Our reports typically include the following;
 - medical diagnoses
 - background and context of the client
 - splints or garments recommended
 - goals and clinical reasoning for the splints or garments
 - a summary statement
- We may not include every diagnosis that you have unless these have been disclosed to us in an appointment. Some diagnoses may not be relevant to your Second Skin garment or splint.
- We may not detail all your other therapy input or the other equipment that you use or have used unless it is relevant to your support letter.
- If you have a specific purpose in mind that you require a support letter for, please contact our clinic co-ordinators before we commence your letter. Some organisations have specific formats for their documentation.

Letters of support will include:

- Clients' name, date of birth, typical report information as listed above, Second Skin contact information, therapist details.
- We can include photos of clients in and out of splints/garments, with consent of the client or nominee. This is provided on a case-by-case basis where the information is highly relevant to the letter of support.
- Letters including photos will be sent to the client/nominee only, to ensure protection of personal information. The client or nominee can then decide if they wish to include photos as part of their application for funding.

What if I want to add more information than has been included in the letter?

- Clients and their nominees are welcome to add an addendum or appendix of extra information at any time and attach alongside our completed letter as a separate document.
- This way you can add personal information that we may not have access to or that we do not need for our splint or garment prescription.
- Your treating therapists and medical officers are also encouraged to add objective reports to support any application for funding.
- Please reach out to our staff if you have any questions before we write a letter of support if you believe there is additional information that is relevant but not already in our notes from our consultation appointments.
- Please note that it is up to the discretion of the Second Skin therapist completing the report, as to the information will be included in the final version.

Limits of what we can provide:

- Our diagnosis information will be limited to only what is relevant to the Second Skin splint or garment prescription. We may not need your full medical and surgical history.
- Our reports are designed to support your application for funding. They should be used to supplement but not replace any application completed by your primary treating therapy team who see you regularly, over a long period of time, and know your medical and therapy history in detail.
- If you already have a treating therapist, they are the best placed to write a more detailed supporting letter and prepare comprehensive reports on your behalf.
- Please note we are unable to offer functional capacity assessments reports, and we are unable to complete new AT requests for NDIS purposes.

Changes requested following letter completion:

- We do our best, but if there are errors in spelling or grammar, please let us know within 24 hours so we can address these for you.
- Once letters of support are completed and sent to the clients or nominee we regret we are unable to modify these later or add or remove specific content to suit individual requests. This is standard practice for any medical letter or report, prepared by a health professional or medical officer.
- Our therapists are highly experienced and AHPRA registered, and we work within strict clinical and professional guidelines. We work with agencies that review the integrity of our letters of support to ensure they are professional and objective.
- Our letters of support are limited to information which we have access to. New amendments to the NDIS Bill this year state that health professionals and clients who provide false or misleading statements may be charged with civil penalties.

What if we require a more comprehensive report?

- Please contact our clinic coordinators with this request. We are fortunate to have known many clients over a period of years and even decades in terms of their splinting / garment programme. In some cases, we can complete a more detailed report based on your Second Skin history. If this is the case, we can quote on a comprehensive report.

Our team strive to provide you with the best clinical care we can. We acknowledge the challenges with responding to funding bodies and we remain committed to providing professional objective letters of support in a timely fashion. Please do not hesitate to contact us if we can be of assistance.

Yours sincerely,



Lisa Hannan
Managing Director



Cathy Harries
Clinical Services Director