



CLIENT INFO PACK



Hey there!

The Maslow team is a group of young people with disabilities, therapists, support workers, and product designers, who've set out on a mission - to create tools that make it easy for people with disabilities to manage their care & rehab from home.

We're looking forward to having you as part of the Maslow community.

Sincerely,
The Maslow Team

maslow.io
@maslowforpeople



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What is Maslow?

Maslow is a mobile app that makes it easy to manage your home care & rehab programs all in the one place. Using Maslow you will be able to access home exercise programs from your favourite therapists, follow along from home, and leave feedback on your progress.

The Maslow team has since collaborated with over 500 people with various disabilities, their therapists, and support workers and set out to design a solution to address the following challenges:

1. Difficulty staying on top of home therapy programs created by multiple therapists
2. Remembering what has been done at home & communicating that with therapists
3. Frustration verbally explaining & educating care team members on their basic care routine
4. Lack of consistency in their home care routines & rehab programs.
5. Lack of hand-over of information between carers & therapists



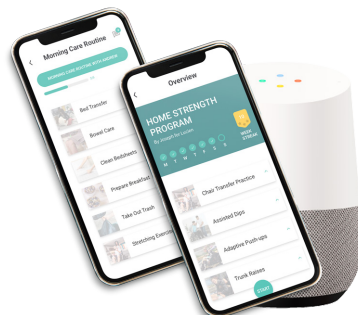
Under the hood

The Maslow app puts you back in control of your care & rehab routine. With Maslow each member of the team has a tailored app that makes it easier for them to support your care & rehab needs. By bringing together you, all your therapists and your whole support team, Maslow makes communicating your care & rehab needs easier.



You can:

- Access rehab guides from your therapists.
- Create home routines for your carers.
- Communicate remotely with your entire team.



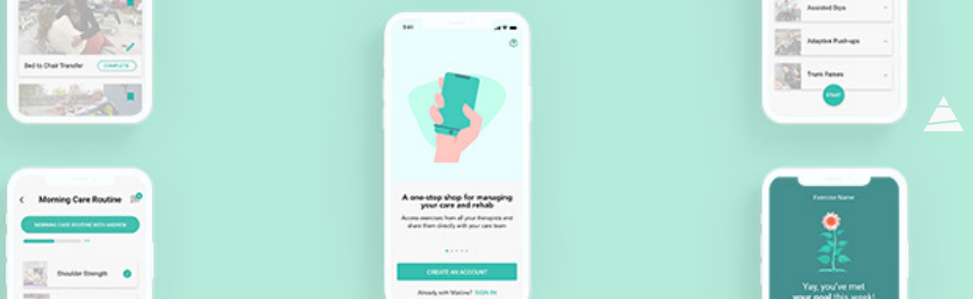
Your Therapists:

- Create exercise programs to access from your own home.
- Review your progress and feedback remotely.
- Adjust your home program accordingly.



Your Support Workers:

- Access guided materials from your therapists.
- Follow your home routines & tasks.
- Leave comments & feedback.



Maslow member

- ✓ A therapist provides you a set of exercises to increase trunk mobility. You record them during your session and the therapist uploads them to Maslow.
- ✓ While at home you notice that you have leg spasms while attempting to complete these exercises, reducing the effectiveness of them. You record your feedback with the exercise that is causing the spasms.
- ✓ At the next visit, your therapists can review your progress to ensure the limited time spent in the session is used to its highest potential.
- ✓ You create your own step-by-step care routine on Maslow. You link the therapist's guided content to the corresponding steps of your care routine and share with your entire care team.
- ✓ Your support team can leave notes and feedback on your care routine to make handover between support team members easier.

Benefits

Managing therapy:

- Stay consistent with your home exercise routine
- Track the progress of your rehab and celebrate the wins along the way!
- Save time explaining feedback and adherence rates to therapists
- Improve the quality of your time with therapists.

Managing care:

- Save time explaining care routines to support workers
- Improve the quality and safety of manual handling practices, reducing the risk of injury to yourself and your support work team
- Keep all your support workers up to date with changes to your care & rehab

How to get started

1. Download the app (QR Code)
2. Create an account
3. If your therapist has added you and created exercise programs you will be able to see this under the Library tab



Ongoing support and usage

The Maslow team is here to support you to ensure the experience is as good as possible!



You can view more information about how to use Maslow by accessing tutorials within the app. You can also receive direct support with any issues you are having with Maslow through our WhatsApp group at maslow.io/whatsapp. If you'd like to have a free, 1-1 product consultation, book in a date & time at maslow.io/consult!



I like how easy it is to make a recorded workout that I can add notes to, it's like having a pocket-sized physio!

- Jacob, Maslow User



I like that Maslow allows the option for my physio to see my progress and how it's all going at home. It's a great app to use and I'm keen to see where it goes in the future!

- Dale, Maslow User



Maslow membership

Take control of your care & rehab at home, with a Maslow membership.



Maslow member

If you become part of the Maslow community you will be able to:

- Access any exercise program from your therapists
- Leave feedback on exercises completed at home
- Invite all of your support workers and therapists to collaborate on Maslow
- Create care routines that can be shared with your entire support work team

Pricing & NDIS

A subscription to Maslow costs \$299 per year and can be subsidised through your NDIS budget.

- Maslow enables choice, control and independence and can be subsidised under the NDIS
- Maslow can be subsidised under the low-risk, low-cost assisted tech bracket
- Maslow has also been subsidised under other insurance policies including I-care, TAC & My Aged Care subject to the individual's insurance policy



If you're running into challenges subsidising Maslow, reach out and we'll help customise a solution that can work for you!



Joining the Maslow community

As a valued member of the Maslow community you will:

- Access to all future features and updates in Maslow
- Have a say in what features are built to best assist your care & rehab needs
- Be part of a community creating the best possible tools for care & rehab in your own home
- Be joining a community and brand that is reshaping disability rehab

Want more information?



Visit our website
maslow.io



Book a 1-1 consultation with the
Maslow team maslow.io/consult



Watch Maslow's User Product Tour
maslow.io/product-tour

Talk to us directly



Whatsapp
maslow.io/whatsapp



Email us
hello@maslow.io

Follow us

To find out more and keep updated with Maslow's development:

- Visit our website maslow.io
- Follow us on Instagram [@maslowforpeople](https://www.instagram.com/maslowforpeople)
- Like us on Facebook [@maslowforpeople](https://www.facebook.com/maslowforpeople)





FAQ

How much does Maslow cost?

A subscription to Maslow costs \$299 per year and can be subsidised through your NDIS budget. Maslow enables choice, control, and independence and is considered a low-cost and low-risk assistive technology that can be subsidised by the NDIS subject to how your budget is set up.

Maslow is also eligible for people under different insurance schemes including iCare, My Aged Care and TAC.



If you are having trouble subsidising Maslow, reach out at hello@maslow.io and we will organise a personalised solution that works for you.

Where can I go for support using Maslow?



For more information around using Maslow, you can access tutorials within the Maslow app as well as follow along with in-app prompts and messages that will guide you through your set up journey.



If you are having difficulty using Maslow you can speak directly with us at maslow.io/whatsapp or book in a 1-1 consultation with us to go through the product at maslow.io/consult.

How do you manage permissions? Is my data secure?

As a user, you have full control over who can view your personal care & rehab routines. Only the therapists and support workers that you have linked to will be able to see that content. If you are linked to therapists they will be able to see your adherence. However, you can add or remove carers or therapists at any time and they will lose access to your information.

Maslow is hosted on AWS servers with all data stored in the Asia Pacific. We follow AES standard encryption at the database level. We follow HTTPS standards, encrypt personal identifiable information and all scripts are location authentic. The Maslow team will not navigate user data unless there is specific consent from the user for customer assistance or bug management.



What devices can I use Maslow on?



As a user, you have full access to Maslow on both tablets and smartphones including iPad. At this stage, there is no user access on desktop computers.

How do I collaborate with other therapists?

You can add any therapist that is part of your care & rehab team by asking them to download the app and then adding their phone number or email address in the “team” section. Once they have been added to your team, they will be given information about your adherence, feedback or changes to your routine.

Can I add a primary support worker, family member or support coordinator. Can I operate this on behalf of someone else?

Yes, you have the ability to add a primary support worker, family member or support coordinator to your care team. If you are unable to personally use Maslow, a key member of your support team can operate an account, manage your care & rehab routines and add/remove carers and therapists on your behalf.



From
the Maslow team

maslow.io
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