



# Client Handbook

Registered NDIS Provider

This handbook provides you with important  
information about using our services

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# 1. Welcome

We want your experience with us to be a positive one and to make a real difference in your life. Recovery Station works with individuals, families, carers, friends and the community so people affected by health issues or disabilities can live fulfilling, active and celebrated lives in the community.

Recovery Station provides Allied Health Services, servicing the aged care population and people with disabilities in their homes, community, our clinics and via telepractice.

Since 2005 Recovery Station has been empowering individuals to live a quality life.

We achieve this through individualised, client centred allied health services.

We help our clients' live life to the fullest and achieve optimal outcomes in physical wellbeing, emotional wellness, functional independence and social connection.

## Service Delivery:

- Home
- Community
- Telepractice
- Clinic
- Aged Care facilities

We assist people to stay active and independent in their homes and communities, to re-establish or enhance independence, quality of life and safety, and to provide rehabilitation and facilitate longer term outcomes for productive and meaningful lives.

Our interventions include individual treatments and group programs.

As set out in this Handbook, Recovery Station is committed to delivering services in compliance with disability, mental health and aged care standards and in continuously improving service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate client and other stakeholder feedback.

Recovery Station services the Hunter, Sydney, Central Coast and Illawarra with 9 offices across these regions (all visits by appointment only).

Visit our website for updated location details.



## What you can expect from us

- Professionally trained, dedicated allied health professionals who are friendly, caring and compassionate
- A focus on a tailored approach to meeting individual needs for optimal therapy outcomes
- The provision of an innovative, high quality and responsive service
- The implementation of leading and latest evidence into the services we deliver
- Commitment to quality outcomes, continual professional development, and best practice



Occupational Therapy



Mental Health OT



Psychology



Speech Pathology



Dietetics



Physiotherapy



Exercise Physiology



Positive Behaviour Support



Driving Assessment OT



Home Modifications



Assistive Technology



Allied Health Assistants

If you would like to find out more about Recovery Station, or any of the information in this handbook, you can speak to a local staff member, visit our website or call our office.

[www.recoverystation.com.au](http://www.recoverystation.com.au)

1300 588 851



## 2. Our Vision, Mission & Values

### Vision

Empowering people to live a quality life

### Mission

To enable the community by:

- Empowering people to live independently and enjoy optimal quality of life
- Providing the support structures to enhance people's ability to participate
- Foster innovation in aged care and disability services
- Health professionals that are passionate about providing best practice client centred services

### Values

- Genuine empathy, respect, compassion and care
- Strong desire to achieve client-centred outcomes
- Commitment to continual improvement towards best practice
- Supportive and professional team focus
- Exceptional client service delivery through excellent case management

### 3. Our Services: Individualised and person-centred services

#### Occupational Therapy

Occupational Therapy is a client-centred health profession concerned with promoting health and wellbeing through occupation. The primary goal of Occupational Therapy is to enable people to participate in the activities of everyday life.

Occupational Therapists achieve this outcome by working with people and communities to enhance their ability to engage in the occupations they want to, need to, or are expected to do, or by modifying the occupation or the environment to better support their occupational engagement. OT services include:

- Complex home modifications
- Driver assessment, training and rehabilitation
- Supported Independent Living (SIL) and Supported Disability Accommodation (SDA) assessments (e.g. care needs assessments)
- Pressure care assessment, equipment prescription, education and positioning
- Home safety audits
- Handwriting assessments
- Activities of Daily Living (ADL) assessments and retraining.
- Vision and hearing equipment
- Training to use adapted techniques, aids, equipment and assistive technology
- Community Living Planning
- Sensory integration, sensory processing, motor planning and organisational programs
- Stroke rehabilitation programs
- Cognitive assessments and skills training
- Manual Handling assessment and education
- Mobility assessments (including wheelchairs)
- Continence care
- Upper limb therapy and rehabilitation
- Pre-NDIS assessments

## Speech Pathology

A Speech Pathologist has been trained to comprehensively assess, diagnose and provide evidence-based treatment (e.g. therapy) to people in the areas of language, speech, articulation, fluency, swallowing ('dysphagia'), voice and pragmatics (social interaction skills).

Services include:

- Communication skills training to improve speaking, listening, understanding, reading, writing, stuttering and using the voice correctly
- Developing communication resources and unique communication profiles
- Trialling high and low technology Augmentative and Alternative Communication systems (methods used to supplement or replace speech)
- Training and education for family members and staff in swallowing and communication difficulties and supports
- Creating personalised Mealtime Management Plans
- Swallowing assessments and strategies to swallow safely
- Voice assessments and exercises
- Language assessments and training
- Social skills training
- Speech assessments and training
- LVST ® Loud therapy and reviews (program for Parkinson's disease clients)



## Physiotherapy

Our team of physiotherapists are experts in movement and function who support individuals to maximise their mobility and active participation in everyday life.

They work with movement disorders that may have been present from birth, acquired through accident or injury, or are the result of aging or life-changing events.

They have knowledge of complex conditions and diseases and are trained to advise individuals on ways to manage conditions to enable them to engage in activities of daily living whilst preventing further pain and injury.

What we offer:

- Support for seating, movement and mobility
- Aquatic therapy classes and programs
- Muscle re-education
- Reconditioning and supervised gym sessions
- Exercise programs to improve mobility and strength
- Rehabilitation following injury or onset of a muscle condition
- PD Warrior™ (Parkinson's Disease program)
- Fitness for weight loss and improved function
- Create a personalised plan to improve health and wellbeing
- Airway clearance techniques and breathing exercises
- Training to use aids, splints, wheelchairs and walking sticks
- Aids and equipment to improve mobility and strength
- Soft tissue mobilisation
- Prevention of chronic disease
- Mobility assessments

## Mental Health Occupational Therapy

Mental Health Occupational Therapists (MHOT) can help if you are struggling, feeling overwhelmed or experiencing a sense of hopelessness when trying to cope with your daily psychological or emotional challenges.

Whether you are having trouble sleeping, concentrating, communicating, functioning normally or even just getting out of bed in the morning, a MHOT can help you address and overcome these issues through provision of education, therapy, guidance and support.

Our MHOT's work with a range of clients who have been diagnosed with a mental health condition. This can range from anxiety and depression to schizophrenia, personality disorder and bipolar disorder.

Our MHOTs also work with clients on the Autism spectrum, individuals with intellectual disabilities and individuals who display challenging behaviours.

Services include:

- Providing mental health functional assessments and intervention plans
- Improving self-care and daily living activity routines and engagement in these tasks
- Problem solving and cognitive strategies to address the impact of mental health conditions on cognition
- Education and strategies to optimise independence in money management, work and study
- Developing and implementing social stories for enhanced learning
- Education to carers, family and other health workers
- Assessments, training and programs to address addiction and challenging behaviours
- Offers tools, guidance, counselling and training to help you meet and overcome your challenges
- Stress management and relaxation
- Pain management
- Anxiety management
- Social skills and communication training

## Psychology

Our NDIS registered Psychologists work with you on building skills and capacity to manage your mental health and improve your overall wellbeing.

Our mental health team work with people who have psychosocial disorders, neurodevelopmental disorders, intellectual disability, physical disabilities, addictions, antisocial behaviours or have experienced adverse or challenging life events.

Our psychologists have a range of specialised assessment tools and evidence-based interventions to support you to build positive change in the way you think, feel and behave.

This can be achieved through individual and family education, therapy, guidance, and support. The types of services in Psychology include:

Psychosocial skills building (eg emotional regulation skills, social skills, assertive communication skills etc)

- Evidence based interventions
- NDIS assessments
- 1:1 mental health symptom management
- Psychological and Cognitive assessments
- Emotional support and strategies
- Recovery support from drug and alcohol use
- Behavioural regulation strategies
- Psychosocial skills building (eg emotional regulation skills, social skills, assertive communication skills etc)
- Carer support and education



## Dietetics

Dietitians provide expert nutrition and dietary advice for people of all ages. Dietitians are experts in diet and nutrition. They use their skills to translate the latest scientific nutrition information into personalised, practical dietary advice.

Dietitians provide services to support individuals with current medical conditions, reducing the risk of developing chronic disease and improving eating habits. They are also integral in the development and revision of menus and recipes, with the goal of all interventions being to improve quality of life.

- Enteral Feeding – any form of tube feeding
- Diabetes- all types
- Weight management - underweight, poor weight gain or faltering growth, malnutrition, overweight/obesity/ bariatric, eating disorders
- Wounds/pressure areas – wound present, pressure injury, poor skin integrity
- Bowel health - constipation, diarrhoea, irritable bowel syndrome (IBS), inflammatory bowel disease (IBD)
- Food allergies and intolerances - coeliac disease, FODMAPS, cow's milk allergy, lactose intolerance
- Lipid management- high cholesterol, high lipids
- Texture modified foods and fluids - impacting dietary intake
- Renal disease
- Improving eating habits
- Vitamin/mineral imbalances- such as low iron pathology, low sodium pathology

## Exercise Physiology

Exercise Physiologists specialise in the benefits of exercise and utilise their skills to prescribe exercises as interventions to achieve optimal physical function, health and wellness.

Combined with their training in behaviour change, Exercise Physiologists can help clients manage their health independently and prescribe exercise to help people with injuries, persisting pain, chronic disease, depression and weight management.

Treatments include:

- Reduce the pain and movement of those with osteoarthritis
- Advice on lifestyle modification to improve health status
- Exercise prescriptions for strength and function improvement pre- and post- surgery
- Counsel and implement comprehensive and motivating behaviour change plans
- Rehabilitation
- Reducing the risk of type 2 diabetes
- Increase mobility and independence
- Recover from cancer treatment quicker
- Improve recovery rate after surgery
- Manage postpartum recovery
- Improve breathing for those with lung disease
- Combat depression and the effects of medication
- Assessments of functional capacity
- Assistance with lifestyle modification

## Allied Health Assistants

Allied health assistants (AHAs) support and assist the work of Allied Health Professionals (clinicians) and are skilled in undertaking a range of therapy activities for clients, both therapeutic and non-therapeutic.

AHAs work within clearly defined parameters and their work is determined by the needs of the Client and the Clinician who develops the overarching therapy/Care Plan. **Involvement includes:**

- Provision of direct client therapy under the instruction of Physiotherapists, Speech Pathologists, Occupational Therapists, Exercise Physiologists and Dietitians
- Provision of training, education and instruction to individuals who are providing direct support and development to the person with disability
- Creation and set up of resources, as defined by the treating therapist
- Provision of information and training to the client, carer and family

## 4. Engaging our Services

### Service Agreement

The Service Agreement is a personalised and self-directed arrangement between you (the client) and Recovery Station (the service provider). It allows you to have the flexibility and authority to determine how our services can help you to achieve your goals.

The Service Agreement outlines the allied health services that Recovery Station provide you. It also provides information about changing, reviewing or ending the Service Agreement. Your clinician will assist you in identifying your needs and goals and then look at ways they can support you to achieve these goals. You may decide to form new goals, as situations may change over time. It will be reviewed at regular intervals to help determine your progress and assess the level of support you require.

### Service Fees

All services and costs will be agreed between the parties prior to the commencement of services.

The supports/services and their prices, including travel costs and delivery location, are set out in the Schedule of Supports/Services attached to the Service Agreement.

Variations can be discussed depending on your choice and needs over time, and availability of services/supports required.



## Situations for Change, Suspension or Withdrawal of Services

The following lists certain circumstances where services may be changed, suspended or withdrawn:

- If you request a termination of services: If you no longer wish to receive services from us, we will endeavour to find out the reason for this and will attempt to rectify any issues you may have with your services, if applicable. We will, however, respect your wishes in case you want your services to stop.
- If there are resource constraints: If our available services and resources change and if we have funding constraints, we may need to change or withdraw your support. We will, however, attempt to refer you to other services available in the community.
- If mutually agreed by you and Recovery Station: there may be occasions when the change or withdrawal of services are mutually agreed by you and our organisation.
- In situations where service provision raises safety issues for yourself or support staff: On some occasions the service provision may raise safety issues for clients and/or support staff. In this case, we will consult with you, the service provider agency and any other relevant parties to develop strategies to control safety issues. Other situations may include financial requirements not being met, severe incompatibility with the Company or other clients using the service or dramatic health changes requiring significantly increased levels of care or a service model not provided by Recovery Station. Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to Recovery Station Directors.
- All clients have the right to exit Recovery Station at any time and a decision to do so will not prejudice future access to the service. We ask you to give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

## 5. What to Expect at your Appointments

### Initial Assessment

The aim of the initial assessment is for your clinician to discuss with you and your family/carer, your needs and goals and to determine what you would like to achieve from your therapy or/and interventions.

Your clinician will work with you and your family/carer to:

- Determine your strengths, any limitations and goals
- Identify your needs and preferences for tailored services
- Identify your existing family, friendship and social networks
- Collect information about any formal or informal services you access

When appropriate, Recovery Station encourages the involvement of your family, carer or advocate in the consultation of how your services are best delivered to meet your needs.

### Ongoing Appointments

At each follow up appointment, Recovery Station will review with clients, the services we are providing to ensure that we continue to meet your individual needs and Plan goals. During these appointments, the following may be discussed:

- Your current Service Agreement and any changes that may be required
- Your level of satisfaction with the services we provide
- Any changes to your health, mobility or circumstances
- Any changes to your personal contacts, emergency contacts or treating doctor
- Any information, further actions or referrals you may require

### Cancellations and 'No Shows'

A cancellation fee may be applied when an appointment is cancelled or if the client is a 'no show'. Details of cancellation fees are outline in the Service Agreement. They are also set out in the NDIS Price Guide.

## 6. Client Rights and Responsibilities

Recovery Station respects and fully commits to upholding the rights of all people, including those with disabilities and the elderly. We are also committed to ensuring you, our clients, are aware of your rights and responsibilities and can be confident in exercising them.

As a client of Recovery Station, you have the right to:

- Actively participate in decisions, including the development and ongoing review of your Service Agreement and Care Plan
- Be assisted to understand any information we give you and be provided with all the information you need to make informed decisions
- Receive a reliable, coordinated, safe, quality service which is tailored to your assessed needs
- Receive a service that is respectful of you, your circumstances, your family and home
- Receive services that consider your lifestyle, other service arrangements and cultural, linguistic and religious preferences
- Be treated with dignity and respect and to have your choices and aspirations supported as far as is reasonably possible
- Be treated equitably without exploitation, abuse, discrimination, harassment or neglect
- Raise a complaint if you are unhappy with our service
- Be assured that your personal and health information is kept private and confidential, in alignment with your consent.

As a client, family member or representative your **responsibilities** are to:

- Give enough information to assist us in developing, implementing and reviewing your Service Agreement and NDIS plan
- Keep Recovery Station informed of any concerns or changes in your personal life such as address and any changes in medication
- Work cooperatively with Recovery Station regarding issues arising during the development and delivery of support and activities covered by this agreement
- Participate in the development and regular review of your Service Agreement
- Adhere to the budgetary requirements of your NDIS plan and pay all fees owing by the due date
- Allow safe and reasonable access for staff at the times specified in your service plan
- Always treat our staff with respect and without exploitation, abuse, discrimination or harassment



## Special Needs

Some clients may have special needs or requirements to enable them to access Recovery Station. We will make every attempt to assist these clients in the most appropriate manner.

**Clients from a non-English speaking background:** If you do not speak English, we can provide you details on where you can access an interpreter service.

**Clients who are Aboriginal or Torres Strait Islander:** Our staff undertake annual internal cultural diversity and awareness training and will endeavour to provide you with culturally safe services as per your personal needs and preferences.

**Clients who cannot read or write:** We will ensure that the information in the Client Handbook and information regarding the Service Agreement, initial assessment and ongoing reviews are clearly understood by you using a range of methods to suit your needs.

**Clients with Dementia and other special needs:** Our staff participate in ongoing training to develop skills in working with people with dementia and other specific neurological disabilities, and every effort will be made to ensure that services are delivered in a sensitive way. We will make every effort to ensure that the client, family and/or carers are involved in the development of a Care Plan, as well as being informed of the Service Agreement and our Client Handbook.

**Clients with hearing impairment:** If you cannot hear, we can assist in work with you to determine a suitable method of communication, to ensure that you understand the assessment and review process, the services being offered, and other general information contained in the Service Agreement.

## Protection from Harm, Abuse and Neglect

When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Recovery Station treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Recovery Station staff member.

Recovery Station employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

## 7. Recovery Station's Responsibilities

Recovery Station will:

- Always treat you with courtesy and respect
- Prepare a Care Plan with you that outlines the activities you will undertake and the support to be provided by Recovery Station. A copy of the Service Agreement will be provided to you (and your guardian, representative or advocate where applicable).
- Respect your rights as a client to determine the range and types of activities you wish to participate in and consult with you on decisions about how supports are provided, including any changes or updates.
- Once agreed, provide supports/services that meet your needs at times suitable to you
- Give you as much notice as possible where an appointment needs to be re-scheduled
- Communicate openly and honestly, and in a timely manner
- Give you notice if Recovery Station needs to end the Service Agreement
- Issue regular invoices and statements of the services delivered
- Treat information about you and your activities as private and confidential in line with your wishes and with privacy legislation
- Protect your privacy and confidential nature of your information

### Management of Conflict of Interest

Recovery Station's service delivery encompasses the provision of therapy supports and services. Any staff member that may have a conflict of interest is required to disclose this potential conflict and agree how any potential conflict can be managed to ensure this does not compromise client care.

In the provision of services, our team is required to make the most appropriate referrals to Providers to meet the clinical and care needs of clients. We have clear policies and procedures to ensure Recovery Station effectively manages any potential conflicts when making these referrals.

## 8. Privacy and Confidentiality

Recovery Station values and respects the privacy, confidentiality and dignity of our clients and their families, as well as our staff and is committed to protecting your privacy and confidentiality. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

Recovery Station will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

## 9. Quality Improvement

On an ongoing basis Recovery Station seeks to monitor quality through staff supervision and regular quality assurance checks. We also seek to gain and respond to client feedback on the completion of each program. You or your representatives will be offered the opportunity to provide feedback, which is also available via a survey link on our website at any time.

Where possible and appropriate a consultative meeting will then be held to discuss any issues arising or changes that might be requested. Your anonymous feedback can also be provided through our website at <https://www.recoverystation.com.au/feedback-and-complaints/>

## 10. Feedback, Compliments, Complaints and Advocacy

Recovery Station actively encourages feedback from clients. This helps us to continually improve our service delivery. We seek to ensure all clients, their families and/or carers are made comfortable to provide feedback or make a complaint about any aspect of the service received. Recovery Station will support a person making a complaint in a way that reflects their individual, cultural and linguistic needs in order to assist in understanding and taking part in resolving any issue.

All stakeholders can freely provide feedback without any recrimination. Recovery Station employees are aware of the supporting policy and procedures and will ensure it is adhered to at all times. The procedure to lodge a complaint or provide feedback will be discussed during the Initial Meeting and ongoing service reviews. Early resolution of a concern or complaint will always be attempted in a collaborative approach reducing the risk of the situation escalating. Complaints and feedback can be lodged in the following ways:

- In writing, via email to [feedbackandcomplaints@recoverystation.com.au](mailto:feedbackandcomplaints@recoverystation.com.au) or contact 1300 588 851. Arrangements can be made to meet with one of our managers and discuss the concern or lodge the complaint face to face as well.
- Speak directly to your Recovery Station clinician, either face to face or over the phone

If the client is not satisfied or does not feel comfortable communicating with Recovery Station, the client can contact the NDIS Quality & Safeguards Commission by calling 1800 035 544 or visiting this website: [ndiscommission.gov.au](http://ndiscommission.gov.au)

Due to the varying types of complaints that may arise Recovery Station understands that there may be instances where a complaint is unable to reach a resolution internally or that the individual may not feel comfortable to raise the concern directly with their service provider. In this situation an individual may seek assistance through the NSW Ombudsman. NSW Ombudsman: handles enquiries and complaints about community and disability service providers. Phone: (02) 9286 1000 or toll free on 1800 451 524 Website: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Advocacy Support – An advocate is someone who supports clients with speaking up. They may speak on the client's behalf. They will listen to you, give you information for an informed decision and act on what you want by writing letters, attending meetings, etc.

To find a disability advocacy group in your area visit: – <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-advocacy-program/models-of-disability-advocacy/national-disability-advocacy-agencies-funded-by-the-commonwealth-by-state-or-territory/disability-advocacy-agencies-newn>

Office Hours 9:00am to 5:00pm, Monday to Friday