



Recovery Station



Easy English Client Handbook

This handbook provides you with important
information about using our services

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1. Welcome



Welcome to the Easy Read version of Recovery Station's Client Handbook.

This Handbook tells you important information about using our services.



We've made these pages easy to read. We've also used pictures to explain ideas.



You can ask for help to read this document. A friend, family member or carer may be able to help you.



Recovery Station is a Registered NDIS Allied Health Provider.

2. Who is Recovery Station?

Recovery Station has been helping people with disabilities and older people for over 18 years. We have 9 offices in Sydney, the Hunter, Central Coast, Illawarra and Melbourne regions.

We provide;

- Occupational Therapy
- Mental Health Occupational Therapy
- Psychology
- Speech Pathology
- Dietetics
- Physiotherapy
- Exercise Physiology
- Positive Behaviour Support
- Driving Assessment Occupational Therapy
- Home Modifications
- Assistive Technology
- Allied Health Assistance



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

We can provide these services at;



- Your Home
- On the phone
- Our clinics



Our Vision;

To empower people to live a quality life.



Our Mission;

- Help you live independently
- Improve your ability to participate
- Always supply the newest and best in aged and disability care
- Have Health Professionals who provide the best care they can for you



Our Values;

- Show compassion, care, empathy and respect
- Strong want to achieve clients' goals
- Continuously improve the way we do things
- The best client service delivery and case management

3. Our Services



Occupational Therapy – OT

An OTs main goal is to help you join in with everyday activities. They can help with;

- Home changes
- Providing equipment and showing you how to use it
- Different types of tests for your body and brain
- Practicing your driving



Exercise Physiology

An Exercise Physiologist's main goal is to help you have the best physical function. They can help with;

- Reducing pain
- Lifestyle advice to improve your health
- Increase movement and breathing
- Recovery after surgeries



Speech Pathology

A Speech Pathologist's main goal is to help you with your speech, language and swallowing. They can help with;

- How you sound and what you say to people
- Swallowing assessments – how to swallow safely
- Voice exercises
- Social Skills



Physiotherapy

A Physiotherapist's main goal is to help with your movement and involvement in life. They can help with;

- Working on your muscles
- Buying and help you use your equipment that helps you move
- Exercise and weight loss
- Improve your movement



Mental Health Occupational Therapy

Our Mental Health teams' main goal is to help you if you are struggling or feeling overwhelmed in life. They can help with;

- Teach you ways to deal with stress, anxiety or pain
- Life skills to be independent
- Daily living activities and routines
- Education in money management, work or study
- Education to Carers and Family
- Social Skills



Dietetics

A Dietitian's main goal is to improve eating habits and reduce risk of health issues. They can help with;

- Feeding – any form of tube feeding
- Weight Management
- Diabetes
- Food allergies and intolerances
- Lack of vitamins and minerals



Allied Health Assistants – AHA

An AHA's main goal is to help your main therapist with their care plan. They can help by;

- Working with you and your therapist to have more regular sessions, working towards your goals.

4. Using Our Services



Service Agreement (SA)

A Service Agreement is about the services and support you will get from us.



It explains the support that we will give you.

What you can expect from us and what we expect from you.



Your rights and what you want.

At the end of this document, there is a list of:

- The support we offer you
- The cost of the support

There is also a copy of your Care Plan at the end of this document.



This document needs to be signed by you, and Recovery Station.



Service Fees

All costs will be agreed on by you and Recovery Station before you start your services



If things change or you want to **STOP** Services:

You can end services at any time if you want – you will need to tell us 1 month before you do.



If situations change you need to tell us so we can change your services if needed.

If we don't have available staff for the service you need, we will try to find services that can help you.

5. What will happen at your Appointments?



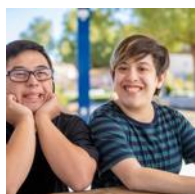
You can bring a family member, friend or carer to all appointments.



Your First Appointment

We will;

- Talk about your goals
- Work with you to understand your needs
- Talk about your family, friendships and social networks
- Figure out which Services will be best for you



Ongoing Appointments

We will;

- Practice skills and exercises that help you achieve your goals
- Try new equipment that might help you
- Make sure your Service Agreement is still up to date
- Talk about if you are happy with the Services provided
- Talk about any changes to your health
- Talk about any changes to your family or friends
- Talk about any other changes or information



Cancelling or not coming to an Appointment

You may need to pay for an appointment if not cancelled 48 hours before.

6. Your Rights and Responsibilities



Your rights are to;

- Be a part of all decision making
- Have help with understanding any information we give you
- Receive the best services that work for you
- Be treated with respect and equally at all times
- Have your choices, wants and needs heard and understood
- Let us know if you are not happy with the Services or Therapist
- Have all your information kept private and confidential



Your Responsibilities are to;

- Give us information so we can provide the best service
- Give us information so we can provide the Service Agreement.
- Let us know if anything changes or you have any concerns in your personal life.
- Pay all fees you owe.
- Try to work with us the best you can.
- Help us to keep your Service Agreement up to date.
- Make sure your home is easy to enter and safe for us. Keep pets away.
- Always treat us with respect



7. Special Needs



If you have any of these special needs, please contact us so we can help you;



- Non-English Speaking
- Want things a special way because of your religion, culture or preferences
- Cannot Read or Write
- Dementia or Reduced Brain Function
- Hearing ability

8. Keeping you safe from Harm, Abuse and Neglect



It is your right to be safe while taking part in our services or visiting our office.



We take what you say very seriously and keep things private.

If you are worried about anything, contact us straight away.

We respect your rights and are aware of the right way to do things according to government rules.

All our staff have a full police check and other training and checks before they are employed by us.

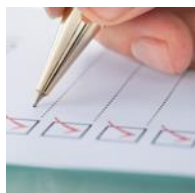
9. Conflict of Interest

We provide service only in your interest, not ours.

10. Privacy and Confidentiality



We know how important your privacy and confidentiality are and make sure we follow all the State and Federal Legislations.



We will only collect the information that we need, and will always explain to you why we need it or how we will use it.

Your information will only be released to other people or services if you say it's ok, unless it's an emergency situation.

Once we have ended our time together all your personal information will be destroyed or your identity will be removed from it.

11. Quality Improvement



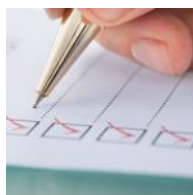
To make sure Recovery Station can give the best possible service we supervise our staff closely and regularly check their work.

12. Feedback, Compliments, Complaints and Advocacy



We love to hear your ideas on what we can do better.

You can give us feedback privately by calling our office on: 1300 588 851.



Or by completing our online form:

<https://www.recoverystation.com.au/compliments-and-complaints/>

Or you can send an email to:

feedback&complaints@recoverystation.com.au

If you are not happy with us you can contact the NDIS Quality & Safeguard's Commission by calling 1800 035 544 or via their website

<https://www.ndiscommission.gov.au/>

If you are still unhappy you can contact the NSW Ombudsman on 02 9286 1000 or 1800 451 524 or their website <https://www.ombo.nsw.gov.au/>

You are also able to use Advocacy Support which is someone who can help you speak up if you feel you can't.

They will listen to you, give you information, help you in meetings and with communication and help you to make a decision with all the facts.