

FACILITATE

OCCUPATIONAL THERAPY SERVICES



Ph: 1300 855 513

Fax: 02 4201 0196

Clinic Address

116 Railway St Corrimal NSW 2518

PO Box 285

Fairy Meadow NSW 2519

Admin@FacilitateOT.com.au

www.FacilitateOT.com.au

Your Rights & Responsibilities



At Facilitate Occupational Therapy Services, our aim is to provide you with high quality and professional OT services, to help you to achieve your goals. We are committed to continuous improvement, and we welcome any feedback. We take a collaborative and inclusive approach to all of our interactions with our clients.

As a client of Facilitate Occupational Therapy Services, you have the right to:

- An explanation of all planned / recommended Occupational Therapy interventions
- Receive Occupational Therapy Service that is of professional standard
- Decline a recommendation made by the Occupational Therapist
- Be treated with respect, consideration and dignity
- Have your beliefs, cultural and religious practices respected
- Have your personal and medical details kept confidential and private
- Voice your concern if you are not satisfied with any aspect of the service provided by Facilitate Occupational Therapy Services

As a client of Facilitate Occupational Therapy Services, you have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about your medical history or disability, so that OT services can be completed safely and effectively
- The responsibility to report changes in your medical condition, functional status or falls history to your Occupational Therapist
- Ask for further information or discussion if you do not understand an Occupational Therapy recommendation
- Respect the role and dignity of Facilitate Occupational Therapy Services staff members, and their right to a safe and pleasant work environment. We reserve the right to withdraw care to people who behave aggressively, are violent or abusive
- The responsibility to keep appointments and, when unable to do so, to notify your Occupational Therapist as soon as possible.
- The responsibility to read and consider the service agreements provided, and to ask for clarification if you do not understand them.

Please discuss any concerns with your Occupational Therapist

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Compliments & Complaints

We aim to provide the best quality services we can, and we welcome any feedback – positive or negative. We use this feedback to improve our processes, resources and customer service.

Please feel free to contact us with your feedback using any of the following:

- ✓ Call us on 1300 855 513
- ✓ Email us using Admin@FacilitateOT.com.au
- ✓ Post a letter to PO Box 285, Fairy Meadow NSW 2519
- ✓ Visit us at our clinic at 116 Railway St Corrimal NSW 2518
- ✓ Complete our client Satisfaction Survey form (included in your welcome pack, or can be downloaded from our website www.FacilitateOT.com.au)
- ✓ Join our Participant Feedback Group (see below for further details)

Participant Feedback Group

As part of our commitment to continuous improvement, we regularly update our resources, policies, processes and services. We have established a 'Participant Feedback Group', a group of clients who assist with our improvement processes, and provide us with suggestions and feedback. These clients are contacted a maximum of four (4) times per year by phone, email or post. Activities may include reviewing new forms and client resources, providing feedback on a proposed new policy or process, or assisting with ideas for new programs and services we are considering.

If you would like to be a part of the Participant Feedback Group, please complete the form included in your Welcome Pack and return to us. This form is also available on our Website.

Please note, involvement in the Participant Feedback Group is voluntary, and you can withdraw from the group at any time.

Confidentiality & Information Management

In order to complete our work as Occupational Therapists, we need to gather information about you – this may include your contact details, information about your social situation, your medical history, your physical and psychological health, and your funding arrangements (such as NDIS, Medicare or other funding agencies).

Any information that we collect will be kept private and safe, using appropriate measures. We will only share your personal information when required (such as in a report or application) and only when we have your consent.

We use an Authority to Release Information form to obtain your consent. You can elect not to provide consent for us to communicate with any of the people or organisations listed on this form. You can withdraw consent at any time by contacting the office on 1300 855 513.

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Protection from Neglect & Abuse

Facilitate Occupational Therapy Services are committed to safeguarding client well-being, and all staff receive training regarding:

- ✓ Types of neglect & abuse
- ✓ Identifying neglect & abuse
- ✓ Processes to assist victims of neglect & abuse
- ✓ Accessing resources and organisations to support victims of neglect & abuse
 - ✓ Mandatory reporting requirements
- ✓ How to report to appropriate authorities or Government Bodies, including Police, NDIS Quality & Safeguards Commission, My Aged Care Complaints, Health Care Complaints

Please refer to the additional information, including an Emergency Contact Services handout, contained in your Welcome Pack, or available to download from our Website.

Advocacy

Independent Advocates work to assist another person to work through complex issues.

A person with a disability or complex medical condition may require support to resolve complex issues, assist them to communicate with Government or other organisations, manage their financial affairs, or access housing or education.

An independent Advocate can ensure that a person with a disability or medical condition is receiving appropriate care and assistance, in line with their Human Rights.

Independent Advocates may be funded by the Government, and may be able to provide services free-of-charge.

If you feel you require the assistance of an Independent Advocate, you can visit <http://disabilityadvocacyfinder.dss.gov.au> to find an advocate in your area.

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At Facilitate OT Services, we pride ourselves on providing superior Occupational Therapy services to make things easier for our clients in the home, community and work-place.

We have particular interest in Disability, Rehabilitation, Aged Care, Falls Prevention, Environmental Modifications, Equipment Prescription including Wheelchairs & Seating, and Manual Handling. We offer to services to clients of all ages, across the Illawarra, Shoalhaven, South Coast and Macarthur and Western Sydney regions.

Our services include:

- In-home Occupational Therapy assessments and intervention
- Prescription of minor and complex environmental modifications
- Equipment trials, prescription and training; Short-term equipment loan via our Loan Pool
- In-home falls prevention education program, based on 'Stepping On' principles
- Education and skill development for management of Activities of Daily Living
- Pressure area risk assessment and prevention, via education and aids prescription
- Wheelchair and seating system assessment and prescription
- ADL, Functional Capacity and Environmental Needs assessments and reports
- Case Management services
- Mobility scooter assessment and training
- Manual handling assessments and training

Service Commitments

- A commitment to a collaborative approach to our intervention
- Commitment to continuing professional development

Services are available via NDIS, DVA, Medicare, Life Time Care and Support,
and Private Funding arrangements

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Emergency Services Contact List

Lifeline

Phone: 13 11 14 or www.lifeline.org.au

Available 24 hours a day / seven days a week

Available to anyone experiencing a personal crisis or thinking about suicide.

Supports available include telephone support and online counselling appointments

Suicide Call Back Service

Phone: 1300 659 467 or www.suicidecallbackservice.org.au

Available 24 hours a day / seven days a week

Available to people aged 15 years or older who are experiencing suicidal thoughts, and their carers. Also available to people bereaved by suicide, or to health professionals providing support to suicidal individuals

Supports include up to six x 1 hour telephone counselling sessions and online counselling appointments

Beyond Blue

Phone: 1300 22 46 36 or www.beyondblue.org.au/get-support/get-immediate-support

Available 24 hours a day / seven days a week.

Online chat is available 3pm-12am; Message via the website & receive a response within 24 hours.

Available to anyone in the community. The support service personnel will listen, provide information and advice, and direct people to other services for further support

Kids Helpline

Phone: 1800 55 1800 or www.kidshelp.com.au

Available 24 hours a day / seven days a week

Available to young people aged five to 25 years; Supports include telephone, web and email counselling

MensLine Australia

Phone: 1300 78 99 78 or www.mensline.org.au

Available 24 hours a day / seven days a week

Available to Men of all ages

Access up to six x 1 hour telephone counselling sessions; Online and video counselling appointments.

Services also available in Arabic.

Sexual Assault, Family and Domestic Violence Line

Phone: 1800 424 017 or www.1800respect.org.au

For anyone in Australia who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters.

Sane Help Centre

Phone: 1800 187 263 or www.sane.org/get-help

Available weekdays 10am-10pm AEST

Available for anyone who would like to talk to a mental health professional.

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Client Satisfaction Survey



Our goal at Facilitate OT is to provide excellent customer service and high-quality care, so that we can assist our clients to achieve their goals. We appreciate any feedback – positive or negative. We will use this feedback to improve our services.

Please assist us by completing the questions below.

Please tick the services that you received from Facilitate OT					
<input type="checkbox"/>	Equipment Prescription	<input type="checkbox"/>	Wheelchair Prescription	<input type="checkbox"/>	Driving Assessment
<input type="checkbox"/>	Home Modifications	<input type="checkbox"/>	OT Reports	<input type="checkbox"/>	Paediatric Therapy
<input type="checkbox"/>	Other: (please specify)				
Please tick the funding used for these services					
<input type="checkbox"/>	NDIS	<input type="checkbox"/>	Veterans Affairs (DVA)	<input type="checkbox"/>	Lifetime Care & Support
<input type="checkbox"/>	CTP Insurance	<input type="checkbox"/>	Private Funding	<input type="checkbox"/>	Other: (please specify)
How long have you been receiving services from Facilitate OT services?					
<input type="checkbox"/>	0 – 3 months	<input type="checkbox"/>	3 – 6 months	<input type="checkbox"/>	6 – 12 months
<input type="checkbox"/>	More than 1 year				
How would you rate your satisfaction with our Administration Team? (please tick)					
<input type="checkbox"/>	N/A	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Fair
<input type="checkbox"/>	Good		<input type="checkbox"/>	Excellent	
How would you rate your satisfaction with your Occupational Therapist? (please tick)					
<input type="checkbox"/>	N/A	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Fair
<input type="checkbox"/>	Good		<input type="checkbox"/>	Excellent	
How would you rate your satisfaction with our clinic resources? (please tick)					
<input type="checkbox"/>	N/A	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Fair
<input type="checkbox"/>	Good		<input type="checkbox"/>	Excellent	
Overall, how would you describe your experience working with Facilitate OT (please tick)					
<input type="checkbox"/>	N/A	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Fair
<input type="checkbox"/>	Good		<input type="checkbox"/>	Excellent	
Please let us know any additional comments, concerns or suggestions:					
X					
Would you like to be contacted about your experiences?					
If yes, please provide contact details: x					

Thank you for completing this survey.

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