

## WELCOME TO IPSWICH THERAPY CENTRE

### ***Who are we?***

Ipswich Therapy Centre (ITC) was started by our Managing Director and Principal Occupational Therapist, Debbie Jansen in August 2017. The Centre has grown and continues to expand.

Our **mission** is 'to provide innovative practices designed around the concept of live, rest and play'.

Our **vision** is 'to achieve quality outcomes through a holistic approach which includes therapy, support and guidance'.

### ***We employ:***

- Occupational Therapists (OTs), Support Coordinators and Administration staff. If individuals need to access other services, clients are given information about different providers and can select providers outside or within ITC to reduce the potential for conflict of interest. We also have close connections with Counsellors and Speech Therapists who use our rooms.
- Our OTs work with clients from babies to the elderly and provide assessment and intervention for a wide range of physical, cognitive, developmental, and mental health issues including autism and lymphedema. We provide individual and group therapy, advice around equipment and assistive technology, home modifications, daily living skills, and sensory exploration.
- Our Support Coordination team make referrals and negotiate with other service providers and liaise with NDIS on behalf of our clients.
- We are registered providers with the National Disability Insurance Scheme (NDIS), Department of Veterans Affairs (DVA), Medicare Australia to support people under GP Management Plans and Team Care Arrangements and Private Health Funds for private client arrangements. We are committed to complying with the legislations and regulations associated with these Schemes.

### ***Our Centre's Values***

- Respectful
- Person Centred
- Caring/compassionate
- Flexibility
- Integrity
- Supportive Learning Culture

### ***Clients of Ipswich Therapy Centre will:***

- Be treated with respect and dignity, regardless of age, disability, sex or gender, cultural background, or beliefs.
- Be consulted about your goals, needs and preferences using a client centred collaborative approach.
- Have family members or advocates involved in your care on request, and access to interpreters.
- Be involved in decisions about your Therapy and/ or Support Coordination requirements and assist in the development of your Support and Therapy Plans which will support your goals and identify risks.
- NDIS Participants will sign a Service Agreement with ITC.
- Have access to and receive professional, competent services that match your needs and are provided

by appropriately qualified workers within ITC's scope.

- Work with you, your family or carers, other service providers or organisations to build strong relationships to ensure best quality care is provided to meet your needs.
- Work with you to develop your strengths and build the capability of those around you to support you achieve your goals.
- Agree on an appointment schedule and a location that may include the centre, home, school, or a community venue. Respond to your SMS messages within 24 hours of your appointment time to confirm or cancel your appointment otherwise a late cancellation or non-attendance fee may apply.
- Have access to information about ITC, including services offered, policies and procedures, customer rights and feedback forms including complaints.
- Have your privacy and confidentiality respected regarding customer records or any personal information held by ITC.
- Have, subject to the rights of others, access to any personal records held by ITC within the guidelines of the National Privacy Principles.
- Have the right to discontinue services with ITC without recrimination or jeopardising future access to services.
- Be free to provide feedback or make a complaint or express grievances about any aspect of ITC and/or its operations.

### **Parking**

There is street parking on Ellenborough Street and limited under cover parking below the Oaks Aspire Apartments which can be accessed through their West Street entrance. If you require access for a wheelchair, please contact the Administration Team for assistance on (07) 3812 1204.

### **Confidentiality**

Information is collected by Ipswich Therapy Centre in accordance with the Privacy Act 2009 about you and your condition. Information is stored securely as per Ipswich Therapy Centre's Privacy, Dignity and Confidentiality Policy. This information is confidential and only shared with others outside the organisation for your benefit and with your consent, by completing a "Consent to Share Information" form. This includes personal information, information about the support and therapy you receive, and any photographs, audio or videos taken. In an emergency or where there is a risk to myself or others this may be done outside of written permission including court mandate. By law, any critical incidents need to be reported to relevant bodies and these issues will be discussed with you further by your OT or Support Coordinator.

### **Advocacy**

Ipswich Therapy Centre supports people to access support or advocates to assist people to do make decisions. Staff can assist you to access advocacy services.

#### **Aged and Disability Australia (ADA Australia)**

- 1800 818 338 (Freecall), or (07) 3637 6000
- [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)

#### **IRASI Independent Regional Advocacy Service**

- <https://www.irasi.com.au/>
- 07 3816 0235
- [info@irasi.com.au](mailto:info@irasi.com.au)

#### **National Disability Advocacy Program**

- Email: [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

**Ask Izzy Disability Advocacy**

- <https://askizzy.org.au/disability-advocacy-finder>

***Feedback, Complaints and Disputes***

Ipswich Therapy Centre would like your Feedback, both positive and negative. You can provide your Feedback by talking to your OT, Support Coordinator, or the Admin Team. You can send an email to [admin@ipswichtherapycentre.com.au](mailto:admin@ipswichtherapycentre.com.au) or call the office on 07 3812 1204 or complete a Feedback form. Feedback forms can be obtained from our Admin Team. The Managing Director will ensure your feedback is processed and your issues are resolved, or improvements are implemented as deemed necessary. You may also contact:

**NDIS**

Telephone: 1800 800 110

Website: [ndis.gov.au](http://ndis.gov.au)

**Queensland Ombudsman**

Telephone: 07 3005 7000 / 1800 068 908

Website: [ombudsman.qld.gov.au](http://ombudsman.qld.gov.au)

**NDIS Quality and Safeguards Commission on**

1800 035 544.

***Risk Management***

ITC supports the clients right to take risks but will endeavour to minimise the risk of harm to everyone. ITC works to create a safe environment, and carries out individual as well as organisational and environmental Risk Management. If you identify any risks please discuss these with your ITC representative.

***Abuse, Violence, Neglect and Discrimination***

ITC has a zero-tolerance approach to abuse, violence, neglect, and discrimination. A risk profile will be developed for all clients, and all incidents will be reviewed by the ITC Governance Committee for comment and action. Critical Incidents will be reported to appropriate departments including the NDIS Quality and Safeguard Commission. For further information, please ask to see the Policy on Critical Incident Reporting or download from our website.

***Fees and Payments***

Fees and Payments for services provided by ITC are set out below:

**Private Clients:** \$150.00/ hour. Payments is due on the day of the service. Private Health coverage will depend on the insurance policy taken out, payment in full may be required. Enhanced Primary Care Plans (EPC) are accepted and must be provided prior the initial appointment. The out-of-pocket fee with an EPC is \$89.65.

**NDIS Clients:** Fees are detailed within your Service Agreement with ITC and are charged as per the current NDIS Price Guide, which can be found on the NDIS Website: <https://www.ndis.gov.au/providers/pricing-arrangements>. Payments for all NDIS Clients are outlined in your Service Agreement.

**DVA Clients:** Fees are charged as per the current Occupational Therapists Schedule of Fees and



Helping you live, rest & play

Welcome Letter

payments are claimed directly with DVA.

***Keeping in Touch***

If you have any concerns, please feel to contact us on 07 3812 1204. You can also keep up to date with us via Ipswich Therapy Centre Facebook page or Website.

<https://www.ipswichtherapycentre.com.au>