



Alliance
Rehabilitation



Participant **Handbook**

Service Introduction & Goal Setting



This Participant Handbook Belongs to

Please bring this document
to each of your appointments

While this book does not contain medical records, it may contain sensitive personal information regarding rehabilitation or personal goal setting.

If lost return to
Alliance Rehabilitation
139 Boundary St,
Railway Estate QLD 4810
Email reception@alliancerehab.com.au
Call 07 4772 1219

About Alliance



Overview

Alliance Rehabilitation is a specialised allied health service supporting people in primary and community care across North Queensland. While based in Townsville, outreach services are provided in Ayr, Ingham, Charters Towers, Hughenden, Richmond, Magnetic Island and Palm Island.

Developed in 2016, the service was formed as part of a private - public partnership with the Townsville Hospital to provide an intensive Community Based Rehabilitation Service. The service now works broadly across North Queensland with an array of funding bodies, support services and insurance schemes.

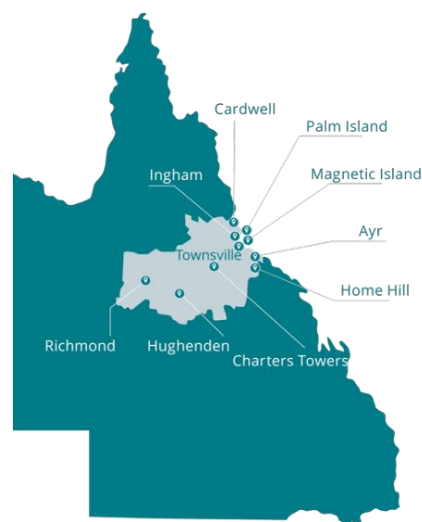
Alliance Rehabilitation aims to maintain the highest quality of service for our customers and strives to place itself at the forefront of rehabilitation and private allied health services within the health and disability domains.

Our Values

We believe in leading change through a holistic, passionate and team-driven approach to service.

What sets us apart from other providers are:

- We can provide close interprofessional supervision and collaboration in the one facility, which can significantly decrease the cost of using multiple providers (and anxiety of travelling between them).
- We are priced competitively to provide a higher quality of service. Fitting more occasions of service into your budget improves the intensity of therapy which leads to better outcomes.
- We believe in a modern approach including computer and robotic aided therapy for upper limb, cognitive rehabilitation, and maintenance makes therapy fun and engaging for participants – young and old.
- We adhere to the AS/NZS ISO 9001 and NDIS QSF quality frameworks that ensures we measure performance, manage feedback and identify improvements.



we believe in a life
beyond ordinary

be present lead change pursue growth act with integrity

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Welcome to Alliance Rehabilitation

Your plan

Our job is to help you get back to living your life. Treatment plans and rehabilitation timeframes will vary for every person and your treating team will keep you informed about the best progression and plan for you.

Participation

It is imperative that, as much as you are able, you come to all your appointments. This will give you the best opportunity to maximise the outcomes of your treatment.

To achieve your goals, we ask that you be an active participant in your own care. Therapy does not stop at the clinic door, and to achieve maximum results you must continue your program at home as the therapist recommends.

Your schedule

Usually, a schedule of follow-up visits for treatment is made after your initial assessment. We schedule 4 to 6 weeks in advance and you will be provided with a printout of your schedule by our administration team.

If you do not have ongoing bookings it is important that you let us know as soon as possible. This is necessary to ensure that there will be appointments available without a break in your care. We understand your life is very busy, but because our service is in high demand, we cannot always guarantee your preferred appointment times.

Cancellations

Our schedule is very full, and we would like to give everyone the best chance to engage with our services. If you cannot attend your scheduled appointment, please let us know as soon as is practical that you need to cancel so that we can offer your place to somebody else.

If you miss 3 appointments without a valid reason, you will be discharged from services.

Care Coordination

While you are at Alliance Rehabilitation our goal is to provide the very best care in every aspect. Our team is committed to working together to coordinate your care, manage your program, and provide as much information as you want about your progression.

If your treating clinician or our administration team are unable to answer your questions, please feel free to contact our Clinical Coordinator.

Ask for help

If at any time during your time with us at Alliance Rehabilitation you require assistance, please don't hesitate to ask. We're here to help you. We are also available by phone on (07) 4772 1219 if you have any queries regarding your referral.

Townsville Facility

Parking

There is unmetered parking on the roadway directly in front of and behind our premises. If you require assistance moving from your vehicle into the clinic, please call ahead and let us know. We will be happy to assist with your safe transfer.

Driveway

Our drive way is intended to be used as a set down and drop off. We encourage you to use it for this purpose if it is helpful for you.

Occasionally the driveway will be closed to allow participants to complete walking measures and training. When the driveway is closed you will see traffic cones and signs across the entrance. If you wait at the entrance, the clinician conducting the activity on the driveway will move the cones and allow you through once they have made arrangements to ensure the safety of the participant using the driveway. We thank you for your patience whilst this occurs.

Toilets

There is a fully accessible toilet available in the main reception area. If you need assistance accessing this facility, please do not hesitate to ask a member of the team to help you.

There are additional toilets on the property adjacent to the driveway. These are not intended to be fully accessible. If you have concerns about your mobility or you are using a walking aid, please make use of the accessible toilet.

Your Belongings

We have a small storage area for bags and clothing whilst you use the gym. This area is not locked or secured. Alliance rehabilitation cannot take responsibility for personal belongings and valuables so please don't bring these items to the clinic.

Breaks and Meals

On occasions you may be at the clinic for a large part of the day. It is a good idea to bring something to eat and drink to keep your energy levels up throughout the day. There is a fridge available to store your food, we also have a limited amount of food available for purchase if you don't have anything with you on the day.



Client Coordinators

Our client coordination team exist to help you at any point in your therapy journey. If you have any questions, concerns or feedback about our service, they can make time for you.



Karen Ashford
Clinical Planner
karen@alliancerehab.com.au



Carni Cronin
NDIS Client Coordinator
carni@alliancerehab.com.au



Sarah Need
Client Coordinator
sarah@alliancerehab.com.au



Shani Davi
Client Coordinator
shani@alliancerehab.com.au



Sarah Hanrahan
Specialist Support Coordinator
sarah.h@alliancerehab.com.au

Key Contacts

Service	Contact
Phone	(07) 4772 1219
To Manage an existing booking , Confirm or Cancel a session	07 4772 1219 (Press Ext 1)
For New referrals , Service enquiries, or speak to someone about Driving Assessment	07 4772 1219 (Press Ext 2)
For Accounts Enquiries	07 4772 1219 (Press Ext 3)
For Service concerns or feedback (coordination)	07 4772 1219 (Press Ext 4)
Fax	(07) 4771 6971
Email	reception@alliancerehab.com.au
NDIS Coordination Email	ndis@alliancerehab.com.au
Feedback Email	feedback@alliancerehab.com.au

About the rehab process

You are about to embark on your rehabilitation journey and your road to recovery. This booklet will help you get the most out of your rehabilitation. It contains information about rehabilitation and the goal-setting process to ensure that you and your family set and work towards goals that are important to you.

The booklet is for you and your team to work through together. It belongs to you, keep it with you in the clinic and at home. Write down your rehabilitation goals, plans and questions.

Rehabilitation is often the next step of your journey following a medical event or an injury. It can occur in a rehabilitation centre or at home in the community.

Your rehabilitation should be individualised to your needs and guided by your goals.

What happens after rehab?

Your rehabilitation plan is intended to provide you with the tools and skills you need to achieve your goals as independently as possible. At the end of your rehabilitation journey you will be provided the opportunity to speak to one of the clinicians about the progress of your goals and plan moving forward. This might mean you continue to achieve your goals independently or if required, our team will discuss additional services or onward referral processes in our final community transition session.

Our Allied Health Professions



Physiotherapy



Occupational Therapy



Exercise Physiology



Dietetics



Diabetes Education



Speech Therapy



Psychology



Social Work



Neuropsychology



Nursing



Goal Setting and Action planning

What is a goal?

A goal is something that you are aiming to do or what you want to achieve. Some areas you may want to focus on include:

- physical activity such as walking to the bathroom and showering
- improving your eating and your talking with others
- improving thinking skills such as memory and attention or planning for your daily activities
- working towards returning to sport, work, hobbies or community activities
- improving your wellbeing and quality of life.

Goals should:

- be specific and relevant to you and your needs
- be important to you
- have a timeframe
- be agreed on by you, your family and the rehabilitation team.

It is ok if the focus of your goal changes or if your goals are no longer important to you. If you wish to change your goals, talk to your rehabilitation team.



Goal Setting

Life can bring many changes. A person's hopes, goals and priorities may have changed dramatically. Having goals can provide purpose and direction to people to assist with gaining independence and adjusting to changes.

The aim of this section is to help understand the importance of setting goals and how to action the goals that are important to you. Goal setting is one strategy that may assist you to understand how you look after yourself and can be an important step towards independence and getting back into the community after a life change.

What do I want to achieve and how might I do this?

Now that we have identified some goals, it's important we refine these and determine the steps we need to achieve the goals that are important to us.

What is important to you?	What would you like to do?	Activities or therapies that might help me achieve these goals

How to complete this table


Starting from the left column, fill out “What is important to you?”. In the next column, list up to 4 goals you would like to be able to achieve. Finally, in the last column list up to 4 activities or therapies that might help you achieve these goals. Here is an example:

What is important to you?	What would you like to do?	Activities or therapies that might help me achieve these goals
Being independent	Cook my own food	Arm exercises and practice standing on my own
	Drive my car	Lower limb exercises to strengthen my legs

What might get in the way of me achieving my goal?

Please circle the barriers that apply to you.

Money	Mood - depression or anxiety	Getting frustrated easily
Resources	Memory problems	Getting distracted easily
Time	Difficulty coming up with ideas or getting "stuck" on only one idea	Transport
Low energy/fatigue	Difficulty with communication - understanding what is said or expressing yourself	Setting goals that are unrealistic or too hard
Limited support from family/friends	Difficulty getting motivated or keeping your motivation going to the end	Too many medical/personal appointments



Other:

How could I overcome these barriers?

1
2
3
4





How am I going?

Regularly reflect on your action plan and goals. Your rehabilitation team will meet regularly with you to review your progress throughout your rehabilitation journey.

Don't forget - We want to hear the stories you have of how you've achieved your big goals after leaving our service. Please contact us via email or phone and tell us your story so we can celebrate with you!

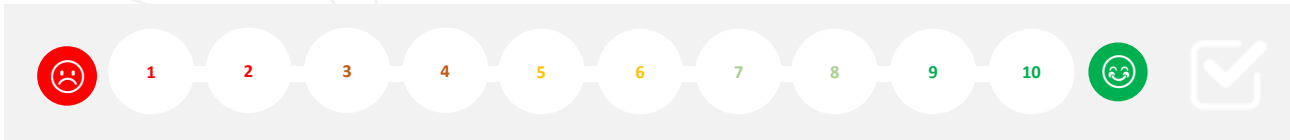


Starting point

Goal 1: _____

How far away are you from achieving your goal? Please indicate on this scale:

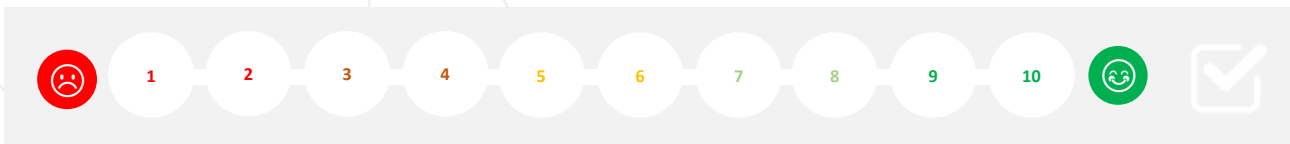
1 2 3 4 5 6 7 8 9 10



Goal 2: _____

How far away are you from achieving your goal? Please indicate on this scale:

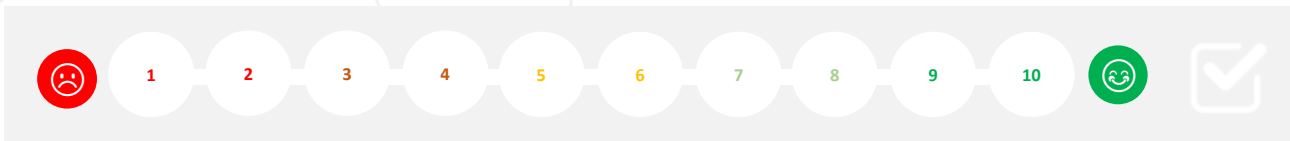
1 2 3 4 5 6 7 8 9 10



Goal 3: _____

How far away are you from achieving your goal? Please indicate on this scale:

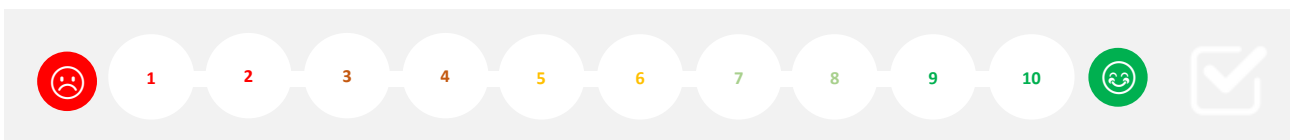
1 2 3 4 5 6 7 8 9 10



Goal 4: _____

How far away are you from achieving your goal? Please indicate on this scale:

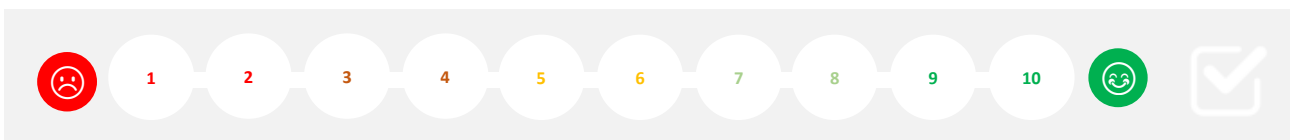
1 2 3 4 5 6 7 8 9 10



Goal 5: _____

How far away are you from achieving your goal? Please indicate on this scale:

1 2 3 4 5 6 7 8 9 10



Mid-way Mark

Goal 1: _____

How far away are you from achieving your goal? Please indicate on this scale:

Progress scale for Goal 1: A horizontal row of 11 circles. The first circle contains a red sad face icon. Circles 2 through 10 contain the numbers 1 through 10. The 11th circle contains a green happy face icon. To the right of the scale is a white checkmark icon inside a grey square.

Goal 2: _____

How far away are you from achieving your goal? Please indicate on this scale:

Progress scale for Goal 2: A horizontal row of 11 circles. The first circle contains a red sad face icon. Circles 2 through 10 contain the numbers 1 through 10. The 11th circle contains a green happy face icon. To the right of the scale is a white checkmark icon inside a grey square.

Goal 3: _____

How far away are you from achieving your goal? Please indicate on this scale:

Progress scale for Goal 3: A horizontal row of 11 circles. The first circle contains a red sad face icon. Circles 2 through 10 contain the numbers 1 through 10. The 11th circle contains a green happy face icon. To the right of the scale is a white checkmark icon inside a grey square.

Goal 4: _____

How far away are you from achieving your goal? Please indicate on this scale:

Progress scale for Goal 4: A horizontal row of 11 circles. The first circle contains a red sad face icon. Circles 2 through 10 contain the numbers 1 through 10. The 11th circle contains a green happy face icon. To the right of the scale is a white checkmark icon inside a grey square.

Goal 5: _____

How far away are you from achieving your goal? Please indicate on this scale:

Progress scale for Goal 5: A horizontal row of 11 circles. The first circle contains a red sad face icon. Circles 2 through 10 contain the numbers 1 through 10. The 11th circle contains a green happy face icon. To the right of the scale is a white checkmark icon inside a grey square.

What did and didn't work well? What could we change to improve moving forward?



Text input area for reflections: A large, empty rectangular box with a light grey border. To the right of the box is a white icon of a document with a pencil, indicating a text input field.

End of Rehab

Goal 1: _____

How far away are you from achieving your goal? Please indicate on this scale:




1 2 3 4 5 6 7 8 9 10

Goal 2: _____

How far away are you from achieving your goal? Please indicate on this scale:




1 2 3 4 5 6 7 8 9 10

Goal 3: _____

How far away are you from achieving your goal? Please indicate on this scale:




1 2 3 4 5 6 7 8 9 10

Goal 4: _____

How far away are you from achieving your goal? Please indicate on this scale:




1 2 3 4 5 6 7 8 9 10



Goal 5: _____

How far away are you from achieving your goal? Please indicate on this scale:

1 2 3 4 5 6 7 8 9 10

What did and didn't work well? What could you do to ensure you achieve your goal moving forward?

Journey Badges

We have a set of achievements you can earn as a way to help you visualise your progress through our service. Your coordinators and treating clinicians can guide you as to which areas may be appropriate.



Intake Complete

You have completed an intake session with a coordinator and know who you can talk to if you have any questions or concerns about your clinical treatment.



Goal Setter

You have completed a goal planning session and set yourself some clear goals. This will help both you and your clinical team on your therapy journey.



AR Socialite

Keep updated with our news and events by joining at least one of our social networks (facebook, Instagram, twitter, youtube, linkedin).



Physical Prowess

You have completed at least 3 sessions with a physiotherapist, exercise physiologist or allied health assistant involving physical, movement-based activities.



Mental Mastery

You have completed at least 1 session with a social worker, psychologist or support coordinator.



Everyday Hero

You have completed at least 1 session with an Occupational therapist doing posture or gait assessment, driving assessment, home mods, cooking & shopping, stroke program or manual handling.



Nutrition Nurturer

At least 1 session with an accredited practising dietician or diabetes educator to review your eating habits, learn about food label reading or to ensure your diet is appropriate for your therapy.



Captain Control

You have completed a session with either a speech therapist or nurse. This can include developmental speech, language, cognitive, voice, swallowing, continence, catheter training or personal hygiene.



Modern Rehab

You have completed a session using our Robotic & Computer therapy equipment including: Tyromotion, the driving simulator, Estim, tilt tables.



You the Reviewer

You have completed 3 goal reviews to ensure that your therapy is on track and your clinical team are supporting you correctly.



Group Sessions

Participate in 3 group sessions. These can be internal groups such as fitflex, or from our community fitness or capacity building groups – ask a reception for current availability.



Feedback

You have completed official hospital survey (for CBRs) or sent some general feedback through to feedback@alliancerehab.com.au



Gaining Goals

Congratulations! - You have achieved one of the goals you set for yourself while at Alliance rehabilitation. Don't stop here, keep up the good work.



Beyond AR

You have completed your therapy at Alliance Rehabilitation, you have a plan in place for where you are headed and have the right skills to help you succeed.



Custom Achievement

Your coordinator would like to see you achieve the following:



Custom Achievement

Your coordinator would like to see you achieve the following:



Custom Achievement

Your coordinator would like to see you achieve the following:



Custom Achievement

Your coordinator would like to see you achieve the following:



Custom Achievement

Your coordinator would like to see you achieve the following:



Custom Achievement

Your coordinator would like to see you achieve the following:

Group Badges

We also encourage you to take part in a range of our group activities. Ask a clinician or the reception team about our current community fitness or capacity building groups to get involved.

