



Alliance
Rehabilitation



2020

Service Capability

Injury, Illness or Disability



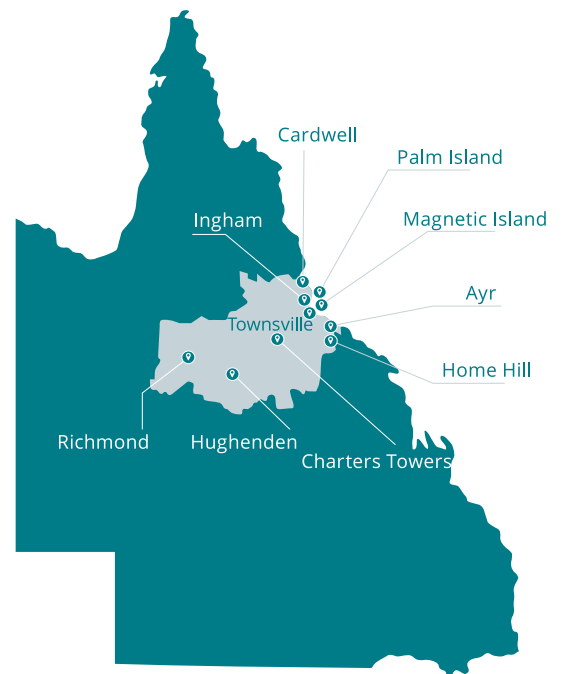


Overview

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.



Clinical Leadership



Andrea van Grinsven CEO & Managing Director | APD | CDE

Andrea has a passion for interesting challenges, organisational design and management. Andrea has demonstrated flexibility and responsiveness to changing business environments; from managing hospitality operations to building a private primary care service operating from multiple medical centres in the Townsville region.



Anna Nicholls Director OT | OT Driving Assessor

Anna Nicholls is Executive Director of Alliance Rehabilitation and has worked as an Occupational Therapist for over 25 years. Anna has been a health service director in North Queensland since 2000 and is a director of a driving school catering to disability and modified vehicle use.



we believe in a life beyond ordinary

be
present

lead
change

pursue
growth

act with
integrity

Our Point of Difference

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.



Physiotherapists



Occupational Therapists



Exercise Physiologists



Psychologists



Neuropsychologists



Social Workers



Dietitians & Nutritionists



Diabetes Educators



Registered Nurses



Speech Pathologists



Allied Health Assistants



Support & Administration





Responsive and Nimble

Alliance Rehabilitation is well placed in the emerging health and disability environment. The service is responsive, nimble and flexible. Continuing to deliver improvements for the North Queensland region means the service must evolve and be responsive to the needs of the communities.

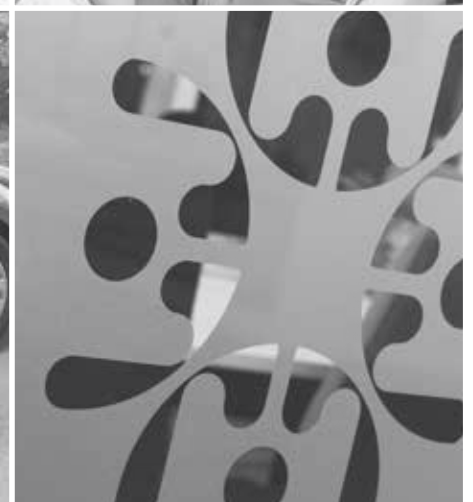
Our greatest strength is the diversity, talent and commitment of our people. The service has a proven track record of quality and timely service delivery and this success is driven by dynamic and effective leadership.

Flexible service development and delivery allows for service gap identification, the development of specialist services and the recruitment of specialist staff.

Allied Health Services

Some of our current allied health services include:

Physiotherapy	Assessment and treatment of disorders affecting functional movement.
Occupational Therapy	Specialist rehabilitation and capacity building OT assessment and intervention plans for participants.
Exercise Physiology	Prevent and manage acute, sub-acute or chronic medical conditions, injuries or disabilities.
Psychology	Counselling, psycho-education, treatment therapies, psychometric assessments & support.
Neuropsychology	Neuropsychologists evaluate and treat people with various types of nervous system disorders.
Social Work	Addressing structural and systemic issues that may impact on an individual's social and emotional health.
Speech Pathology	Support for acquired or developmental speech, language, cognitive, voice and swallowing problems.
Dietetics & Nutrition	Providing comprehensive assessments of biochemical, physiological and psychological factors that influence eating habits, feeding and nutritional status.
Diabetes Education	Helping participants to manage their condition and prevent associated complications.
Nursing	Specialist skills in assisting people with bladder and bowel management.



A Registered NDIS Provider

Alliance Rehabilitation provides a wide range of therapy services, capacity building programs, specialised driving assessment, home modifications and assistive technology through the NDIS.



Specialist Health & Disability

Our specialist interdisciplinary supports focus on optimal recovery or management and provide timely and efficient care for our participants. Specialist interventions may include:

- Development of complex physical therapy plans
- Specialist management of amputation and therapy to support prosthesis
- State of the art robotic and computer assisted therapies
- Speech and Language programs (including dysphagia therapy)
- Cognitive rehabilitation including access to neuropsychological assessment
- Specialist nursing including bowel, bladder, wound and pressure area management
- Expert dietetic advice and medical nutrition therapy (TPN, PEG feeding)
- Home modification assessments and design
- Equipment prescription including, posture and complex seating assessment
- Driving assessment and vehicle modification
- Supported leisure therapy and community integration programs
- Specialist management of hypertonicity including access to botulinum toxin injections, physical management and casting / splinting.
- Private and group-based hydrotherapy
- Psychosocial adjustment and community re-integration support
- Long term maintenance support and case management
- Workplace assessment
- Assessment of long term support needs

North Queensland Outreach

Alliance Rehabilitation has extensive outreach services in Ayr, Ingham, Charters Towers, Hughenden, Richmond, Magnetic Island and Palm Island. The Alliance Rehabilitation team travels on a regular basis from Townsville to these smaller communities to provide a consistent scheduled service. Alliance Rehabilitation maintains many relationships with stakeholders in these communities to facilitate the best quality service delivery. Currently, 35% of Alliance Rehabilitation's occasions of service are delivered in outreach locations (Apr-June 2018).

Telehealth

Alliance Rehabilitation offers Telehealth services to participants who cannot access our clinic in Townsville.

Hybrid in-person and Telehealth services are also successfully provided by Alliance Rehabilitation where a team member visits a participant in-person on outreach and then follows up using the efficiencies of telehealth, or as a means of providing interdisciplinary sessions supported by Alliance Rehabilitation team members, on location, involving team member of a different profession during an in-person session.

Telehealth services can also be arranged between GPs and a specialist external to our service. Benefits for patients include those that live in rural and remote areas who would otherwise travel long distances for medical advice, patients who are not easily transportable and aged care residents. Telehealth also enables health professionals to communicate more easily and improve continuity of care. Alliance Rehabilitation is able to use this form of intervention to increase the intensity of services to remote participants and achieve cost efficiencies where appropriate and in response to customer preferences.



A Modern Approach to Therapy

Our Tyromotion therapy suite is the first of its kind in Queensland. The perfect solution for upper limb therapy, cognitive rehabilitation, and maintenance, this equipment makes therapy fun, effective and is state of the art.

How Does it Work?

We utilise a range of robotic therapy devices - AMADEO for finger-rehabilitation, PABLO for hand-rehabilitation, TYMO for postural control as well as balance training, DIEGO for arm-rehabilitation and MYRO as a multisensory therapy system. The therapy software provides a pool of feedback, measurement modules and different therapy games for the rehabilitation. Tyromotion is suitable for both children and adults with neurological and orthopaedic injuries.

Core Areas

The three core areas of the software

- **Interactive Therapy** – Motoric, sensory and cognitive deficits can be playfully counteracted by means of a large number of therapy modules. Thus, the patient's attention is directed at an external focus, even repetitive training becomes more varied and simply makes more fun.
- **Assessments** – Each device of the TYROSOLUTION includes the option to conduct assessments. Objective evaluation measures enable a perfect therapy adjustment to the patient. Progress is recorded and the rehabilitation process is made visible. This facilitates the diagnosis and creates motivation.
- **Report & Documentation** –The TYRO S documentation system creates a patient file and saves all results of the diagnosis and the therapy progress. Every new diagnosis is automatically saved and the system creates a therapy report, as well as a final report. These include all data and a diagram of the therapy progress. This saves time and avoids tedious paperwork.

Reaching your Goal with Games

The interactive therapy games of the TYROSOLUTION are particularly effective with pediatric patients, as the child's attention is directed at an external focus. Repetitive training is no longer perceived as such. Instead, it's about putting out a fire, collecting apples, steering cars, maneuvering hot air balloons and much more! The large selection of programs ensures that therapy never gets boring. Various difficulty levels make an adjustment to the child's limit of performance possible. This sparks ambition and motivation. And what's probably most important: therapy makes loads of fun and appetite for more.





Hand-finger Rehabilitation

AMADEO offers numerous options for finger therapy to assist participants to achieve their goals. Whether it be to open their hand to release their coffee cup or to minimise discomfort caused by having overactive flexor muscles.

AMADEO also allows the therapist to reduce the active support of the participant and apply other forms of rehabilitation, such as cognitive and task-oriented therapy. Throughout the entire hand-finger-therapy process, AMADEO provides bio-feedback and sophisticated monitoring of the therapy progress.



Hand-arm Rehabilitation

The PABLO system is a sensor-assisted therapy device and offers numerous options for children and adults with neurologically and orthopedically caused impairments of the upper and lower extremities.

PABLO stands out in particular due to its user-friendliness and can be used easily and quickly for therapy and evaluation processes. The additional system extensions make it possible to support the patient actively during hand-rehabilitation and create new therapy options.



Arm Rehabilitation

DIEGO is the most progressive and versatile arm-shoulder-rehabilitation device in the world. Intelligent Gravity Compensation (IGC), robotics and virtual reality facilitate the arm-rehabilitation process in all phases of therapy. The unique, robotics-assisted sling system enables the recovery of lost motor function of the arm in a natural way - unilaterally and bilaterally.

DIEGO excels as it can be applied in a large variety of patient groups and clinical areas of application and thus covers patients of all ages in all phases of rehabilitation.



Far-reaching Therapy

MYRO is an interactive therapy surface which can be used in a multitude of ways: the MYRO sensors allow everyday life motor training with real objects on a responsive surface. Myro reacts not only to motion but also to pressure. Spatially explorative elements create more options for cognitive therapy.

Myro adapts to the needs of each patient; horizontally and vertically: Myro is height-adjustable and the responsive area can be scaled to the patient's ability, which allows training at the personal limit of performance.

Referring to Alliance Rehabilitation

Our Allied Health services are provided through various government funding, insurance and private funding models. Below is a brief summary of these services and some basic information on where to begin your referral. If you require further information, call us on 07 4772 1219, email to reception@alliancerehab.com.au or visit our website at www.alliancerehab.com.au

Community Based Rehabilitation Services

Community Based Rehabilitation Services (CBRS) is a Queensland State funded program administered by the Townsville Health and Hospital Service (THHS).

The CBRS provides intensive rehabilitation programs for participants following a change in their functional status. Alliance Rehabilitation focuses on an interdisciplinary team approach with a participant-centered and goal focused. Rehabilitation may include individual and group based treatment dependent on the participant's needs and goals.

Eligibility: People with a recent decline in function, that are willing and able to participate in rehabilitation, that are medically stable and have the support of a GP.

Referral: A CBRS Referral is required from general practitioners, hospitals or clinicians in the community. Referrals to the CBRS are managed by Townsville Health and Hospital Service and triaged through a central referral hub.

For more information: Phone 07 4772 1219 or visit www.alliancerehab.com.au/cbrs

National Disability Insurance Scheme

The National Disability Insurance Agency (NDIA) is an independent statutory agency. Their role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

The NDIS provides reasonable and necessary supports for life (e.g. daily personal and life activities, therapeutic supports, home modifications and mobility equipment) and linkages and referral to relevant community and mainstream supports.

Eligibility: People with a permanent disability that significantly affects their ability to take part in everyday activities. They must be aged less than 65 when they first enter the NDIS.

Referral: A participant requires a current NDIS plan and an NDIS Referral - either directly by participant if self managed, through a support coordinator or LAC. Visit www.alliancerehab.com.au/ndis for referral forms.

For more information: Phone 1800 800 110 or visit www.ndis.gov.au

National Injury Insurance Scheme Queensland

The National Injury Insurance Scheme Queensland (NIISQ) is a State-based service that assists people catastrophically injured in a Queensland motor vehicle accident. This service is funded by insurance paid by motorists at the same time at Compulsory Third Party insurance.

NIISQ is similar to the NDIS with the addition of necessary and reasonable treatment for life (e.g. ambulance, rehabilitation, medical, dental and pharmaceutical treatment).

Referral: Application through Alliance Rehabilitation or NIISQ - Contact us for referral information.

For more information: Phone 1300 607 566 or visit www.niis.qld.gov.au



Department of Veteran Affairs

The Department of Veterans' Affairs (DVA) is an Australian Government agency that provides support for DVA veterans or entitled persons.

This support can be for rehabilitation through the combined and coordinated use of medical, psychological, social, educational and vocational measures to restore function or achieve the highest possible level of function of persons physically, psychologically, socially and economically; to maximise quality of life and to minimise the person's long term health care needs and community support needs.

Eligibility: DVA veterans or entitled persons.

Referral: A D904 or Private Referral form is required from a doctor, specialist or hospital.
Send to reception@alliancerehab.com.au or fax to 4771 6971.

For more information: Phone 1800 555 254 or visit www.dva.gov.au

WorkCover Queensland

WorkCover Queensland is a government owned statutory body, providing workers' compensation insurance in Queensland since 1997.

Eligibility: People who have been injured at work, or because of their work, may be eligible to claim benefits from WorkCover Queensland, or their employer if they are self-insured. WorkCover can cover rehabilitation treatment and equipment or services needed to help the worker recover, for example: wheelchairs, crutches, or return to work services.

Referral: A Private Referral is required from a doctor, specialist or hospital.
Send to reception@alliancerehab.com.au or fax to 4771 6971.

For more information: Phone 1300 362 128 or visit www.worksafe.qld.gov.au

Private & Corporate

Our Allied Health services are also available privately through various means. These can include:

- Bulk Billing/Team Care Arrangements (Medicare)
- Private Health Funds
- Medical Healthcare Plan
- Specialist Medical Referrals
- CTP & Other insurers
- Community Organisations (including My Aged Care).

Referral: A Private Referral is required from a doctor, specialist or hospital.
Contact us directly for a Self Referral - email to reception@alliancerehab.com.au or fax to 4771 6971.

For more information: Phone 07 4772 1219 or visit www.alliancerehab.com.au



		CBRS	NDIS			NIIISQ (Application)
			Improved Daily Living	Health & Wellbeing	Improved Relationships	
Allied Health Disciplines	Physiotherapy	■	■	.	.	■
	Psychology	■	■	.	.	.
	Neuropsychology	■	■	.	.	■
	Social Work	■	■	.	.	.
	Speech Pathology	■	■	.	.	■
	Occupational Therapy	■	■	.	.	.
	Exercise Physiology	■	■	■	.	■
	Dietetics & Nutrition	■	■	.	.	■
	Diabetes Education	■
	Nursing	■	Enquire	.	.	■
	General Practice	■
	Health Economics	■
	Individual Programs & Services	Robotic & Computer-aided therapy (Tyromotion)	■	■	.	.
Driving Assessment and Remediation		■	■	.	.	■
Stroke Rehabilitation		■
Orthogeriatric Rehabilitation		■
Cardiac Rehabilitation		■
Chronic Neurological Rehabilitation		■
Behaviour Management		■	.	.	■	■
Cognitive Rehabilitation		■	■	.	.	■
Smoking Cessation		■
Frail Elderly Assistance		■
Group Therapy		■	■	■	.	.
Hydrotherapy		■	■	■	.	■
Parkinson's and LSVT Loud Speech		■	Enquire	.	.	.
Bariatric weight loss		■
Prosthetic Prescription and therapy		■	Enquire	.	.	.
Lymphoedema management		.	Enquire	.	.	.
Diabetes clinic		■	.	.	.	■
Vehicle Modification Assessment		.	■	.	.	.
Botox Clinic		■	.	.	.	■
Posture Retraining		■	■	.	.	.
Paediatric Feeding Clinic		.	Enquire	.	.	.
Manual Handling Training		.	Enquire	.	.	.
People Handling Training, hoist use		.	Enquire	.	.	.
PEG Training		.	■	■	.	.
Communication Methods		■	■	.	.	.
Home Therapy Programs		.	■	■	.	■
Home Modifications		■
Continence Programs/Training		.	■	.	.	.
Electrical Stimulation Training		.	Enquire	.	.	.
Corporate programs	
Quoted Services	.	Enquire	.	.	■	
Group Programs	Fitflex	■	■	.	.	■
	High Mobility	■	■	.	.	■
	Upper Limb Group	■	■	.	.	■
	Conversation Group	■	.	.	.	■
	High Level Language	■	.	.	.	■
	Hydrotherapy Group	■	■	■	.	■
	Capacity Building Groups	■	■	.	.	■

DVA	WorkCover	Private & Corporate					
		Fully Self-Funded	Private Health Funds	Medical Healthcare Plan	Specialist Medical Referral	CTP & other Insurers	Community Org (inc My Aged Care)
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Corporate Training Programs



Manual Handling Training

Reduce the risk of personal injury in the workplace by learning the fundamentals of Manual Handling. This practical training course is designed for individuals who are required to perform any physical work including: repetitive movements, lifting, retaining correct seating posture, people handling or carer work.

This course is most suitable for:

- Health professionals
- Residential care workers
- Midwives and Nursing professionals
- Doctors and Specialist Medical
- Disability carers
- Students (Health)
- Family support members

Course Format

This training can be tailored to suit your organisation and will be delivered through a mix of visual presentation, discussion, practical demonstration and group activities. Contact us to discuss your particular requirements so we can make the training relevant for your workplace and employees.

Key topics can include:

- Introduction to Manual Handling
- Workplace Health and Safety
- Financial Cost of Injury
- Legal Requirements and Responsibilities
- Correct Lifting and Injury Prevention
- Assisting & Recovery from a fall
- Equipment usage (Hoists, Slide sheets, plinths/tilt tables)
- Equipment Emergency Procedures

Course Location

We can cater for larger group training either at your facility or at our clinic location. Please note that if we are training at your facility, we may require your equipment to train with (ie beds/hoists).

For More information visit:

www.alliancerehab.com.au/manual-handling-training



Other Training Programs

As we operate a health facility and employ a wide range of Allied Health professionals, we have an experienced understanding of day-to-day physical activity in clinical and care environments. We can create a tailored set of training for your organisation covering the following:

- **General Health**
Observations - heart rate/blood pressure/pulse oximetry/blood sugar.
- **Nursing**
Continence & catheter training.
- **Speech Therapy**
Thickened fluids, altered diets & safe swallowing.
- **Occupational Therapy & Physiotherapy**
Mobility aid adjustments (wheelchair seating, walkers) correct use and support, slide boards.
- **Exercise Physiology**
Fatigue management, exercise, health and wellbeing, nutrition.
- **Social Work & Psychology**
Managing mood and mental disorders (anxiety, bipolar, depression), dementia education/management.
- **Dietetics**
Portion control, nutrition, diabetes management/education & training, Percutaneous endoscopic gastrostomy (PEG feeding).
- **Health Screens**
Aside from training, we can also perform general health screens for your current staff. We have conducted staff wellbeing and health checks for rural councils and local police service.

Quality Policy

Alliance Rehabilitation has a commitment to continuous quality improvement and the ongoing review and revision of the systems that underpin our practice. Our team has successfully demonstrated effective system and processes accordance with ISO 9001:2015 to external audit agency Compliance Australia Certification Services Pty Ltd.



Quality Policy Statement

Alliance Rehabilitation is a specialised private allied health service providing rehabilitation and disability care. We have a vision for strong local communities and we believe that this can only be achieved through investing in high quality and capable local health services that meet the growing needs of our North QLD region.

Our dream is to build a service that represents value for money and builds on the existing infrastructure and workforce capability that exists in our community-based rehabilitation service. A service that promotes individual choice, builds capacity and maximises potential for those requiring rehabilitation, health or disability care.

We are committed to providing the highest standard of treatment in a friendly and caring environment. We will ensure your welfare, trust, safety and comfort. And, we will ensure that individual participant needs are managed with respect and consideration to achieve the best possible outcomes.

Alliance Rehabilitation is dedicated to the principles of continual improvement and this forms the foundations of our practise. This standard is maintained by ensuring all employees have expert knowledge and experience in their respective fields and committed to providing the highest professional customer service.

Our commitment is to:

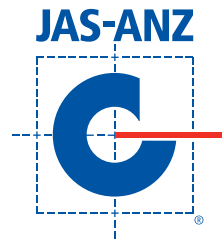
- Establish and maintain a quality system in accordance with AS/NZS ISO 9001
- Set objectives and targets to measure out performance and identify opportunities for improvement
- Actively seek feedback from our customers and participants and address opportunities for improvement that are identified
- Be reflective, responsive and accountable in our actions.




Scope of Certification

The Scope of Certification for Alliance Rehabilitation covers the Quality management for provision of the design, development and delivery of quality, timely and evidence based Physiotherapy, Psychology, Neuropsychology, Social Work, Speech Pathology, Occupational Therapy, Exercise Physiology, Dietetics, Nutrition and Diabetes Education and other allied health, support, rehabilitation and residential services for federal and state agencies, individuals and organisations.

Feedback

We are setting the standard for interdisciplinary care in our community so if we can do more to assist you please tell us how: feedback@alliancerehab.com.au






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Alliance
Rehabilitation

HEAD OFFICE TOWNSVILLE
139 Boundary St,
Railway Estate QLD 4810

 07 4772 1219
 07 4771 6971
 info@alliancerehab.com.au

www.alliancerehab.com.au