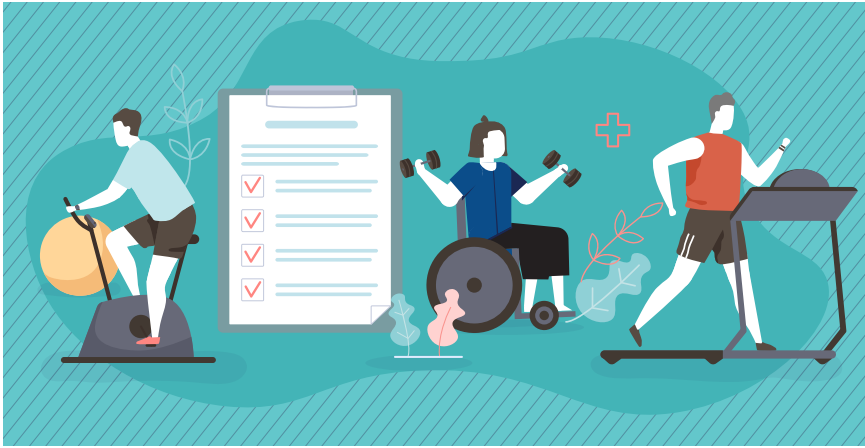




**Alliance**  
Rehabilitation

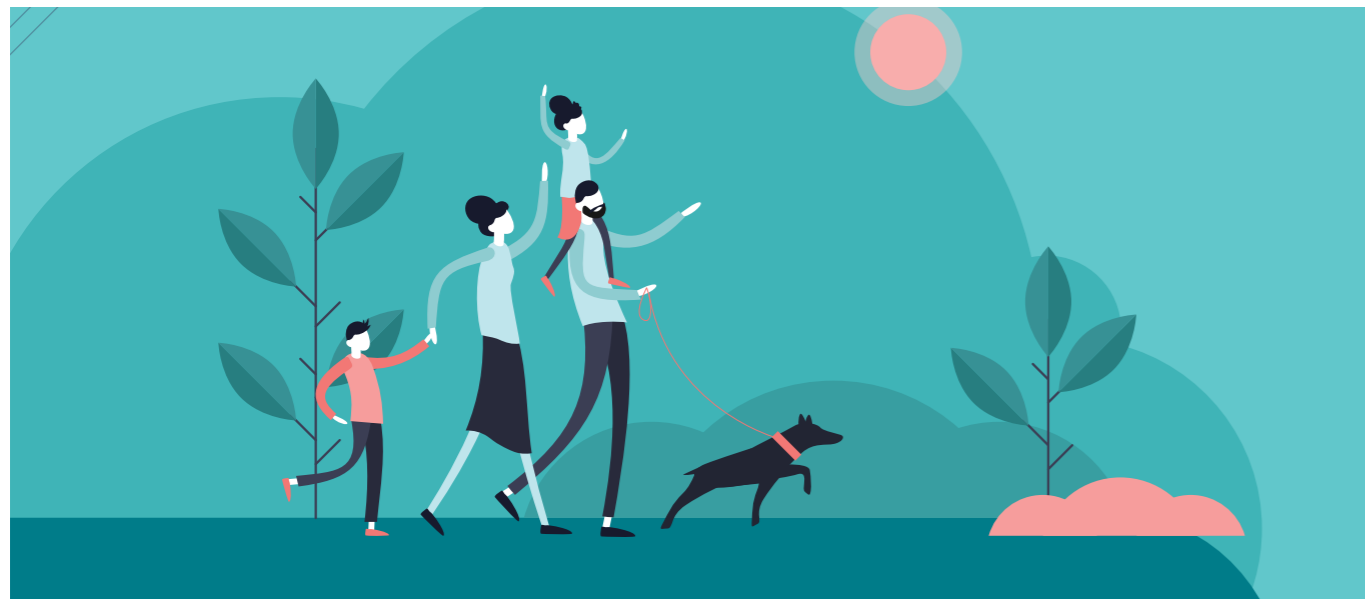


2022

# Service Capability

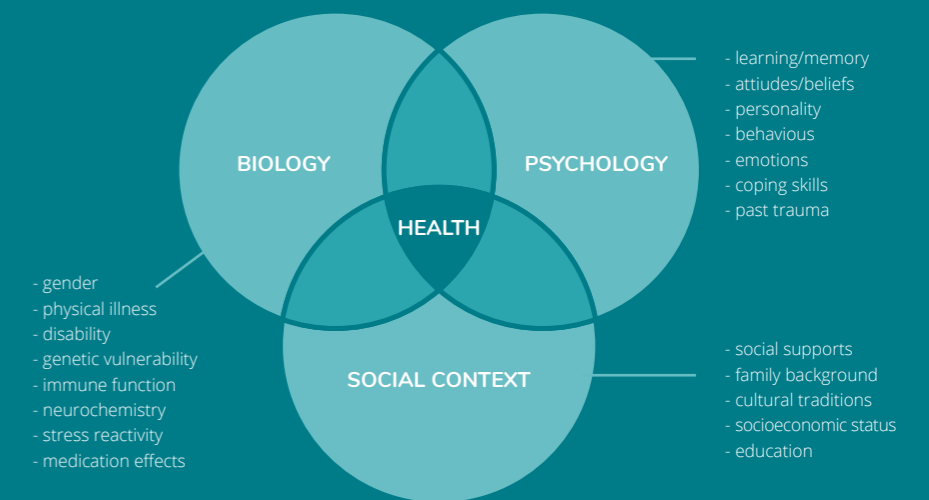
Allied Health Services for  
Injury, Illness or Disability





## Biopsychosocial Approach to Understanding Health

We take a holistic approach to our services and follow the bio-psycho-social model of care which encompasses the entire person. We encourage individuals to take control of their health and wellness goals.



## Overview

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

Founded 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. Since then, Alliance Rehabilitation has grown to become one of Townsville's largest private interdisciplinary health and disability services, providing services across an array of funding bodies.

We have a proven record for delivering a comprehensive and effective service. Our multidisciplinary team are constantly achieving excellent outcomes for our community and promoting independence and active recovery for its participants.

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.



# we believe in a life beyond ordinary

be present    lead change    pursue growth    act with integrity

## 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.

## 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:

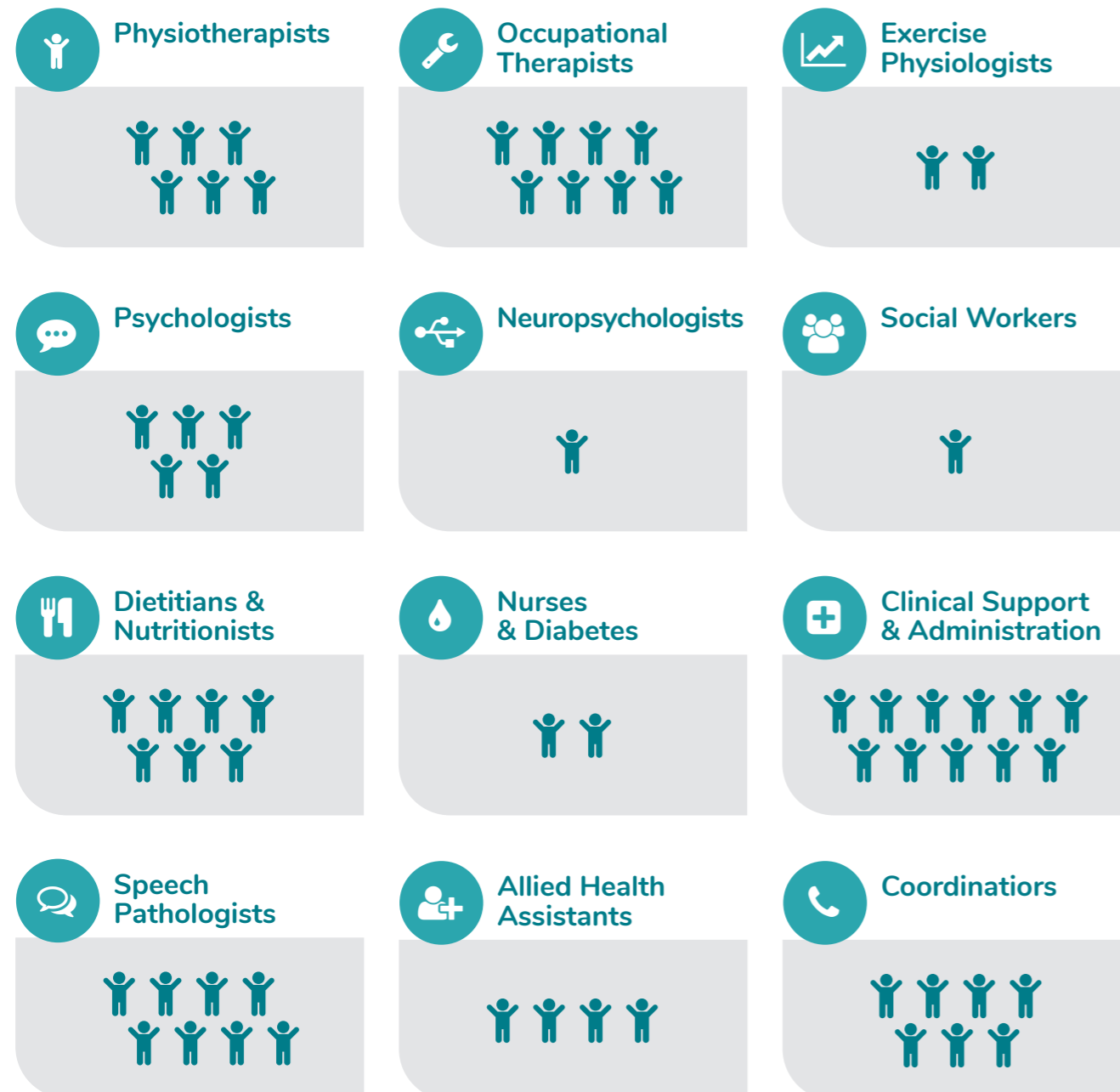
- Alliance Rehabilitation sets the standard for community based multidisciplinary care services to achieve best outcomes for our region.
- We provide close interprofessional supervision and collaboration in the one facility, which can significantly decrease the cost of using multiple providers (and anxiety 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 investing in evidence-based technology to support upper limb therapy, cognitive rehabilitation, and maintenance therapy. This mix of conventional therapy with computer and robotic aided therapy makes sessions fun and engaging for participants – young and old.
- Alliance Rehabilitation is a quality assured organisation. We implement and monitor effective systems and processes in accordance with ISO 9001 and the NDIS QSF quality frameworks. This ensures we measure performance, manage feedback, and identify improvements.

## Responsive & Nimble

Alliance Rehabilitation is well placed in the emerging health and disability environment. We have identified local community needs and created a responsive, nimble, and flexible service to fulfil this goal. We are dedicated to meeting and exceeding the current and future healthcare needs of the North Queensland region.

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.

Our flexible approach to service development and delivery allows us to identify any gaps in our service and develop specialist services and recruit specialist team members to meet this need.



## Care Coordination



Our dedicated coordination team are the first point of contact for service access and case management. The team are qualified health professionals with years of experience and up-to-date clinical knowledge. The coordinators are responsible for providing expert clinical and administrative leadership to the allied health team to ensure our high-quality service delivery is meeting participant needs. They coordinate, oversee, and plan daily duties for the interprofessional team and manage participant and consumer expectations in order to optimise customer satisfaction.

Our coordinators make timely professional decisions to determine the urgency of an individual's needs. They also implement and evaluate appropriate clinical interventions and management strategies. The coordination team manage a complex and diverse health and disability caseload.

As the central leadership team, they provide support for each participant throughout the rehabilitation process. They process each referral and liaise with the bookings team to ensure each participant is seen as soon as possible. Our coordinators run regular case conferences to ensure the participant is progressing based on their personalised goals and estimated schedule. This is also an opportunity to ensure the treating team members are communicating and skill sharing to better support each participant.

Our coordinators are responsible for quality assurance and participate in internal and external audits. This is to ensure they meet clinical governance standards and contractual clinical and financial key performance indicators. Our coordinators regularly provide feedback to the managers, ensure appropriate resources are available, liaise with stakeholders and referrers, and escalate cases if clinically necessary.

## Occupational Therapy



Alliance Rehabilitation's Occupational Therapists collaborate to optimise a participant's function, independence, and quality of life. They consider a participant's underlying biology, psychology, and environments when developing a clinical therapy plan to optimise an individual's activities of daily living. Our team utilise the Tyromotion computer and robotic suite to deliver state of the art therapies including both active and passive movement programs.

Our Occupational Therapists have specialist skills in delivering comprehensive off and on road driving assessments, spasticity intervention and management through our hypertonicity clinic, upper limb and hand therapy, cognitive assessments, paediatric interventions, Lee Silverman Voice Therapy (LSVT) Big, and many other services.

## Physiotherapy



Our physiotherapy team build strong foundations for active living through the assessment and treatment of disorders affecting functional movement as a result of neurological or orthopaedic conditions. Interventions are focused on active recovery, enhancing performance, and enabling individuals to perform at optimum capacity. Alliance Rehabilitation's Physiotherapists work with complex and multifaceted diagnoses, translating core principles of anatomy, physiology, injury diagnosis, and management into practise. Our clinicians support the wellbeing and quality of life for each participant through excellence in evidence-based care. They aim to optimise their participants' independence, functional capacity, self-efficacy, and wellbeing.

Our Physiotherapists deliver comprehensive neurological services, spasticity intervention and management through our hypertonicity clinic, lymphoedema management, hydrotherapy, and many other services.

## Exercise Physiology

Accredited Exercise Physiologists encourage active living and wellbeing through evidence-based exercise interventions to improve and manage health conditions. They work to prevent and manage a broad range of health issues from acute, sub-acute, or chronic medical conditions, injuries, or disabilities.

These interventions are provided by focusing on prescribing physical activity, education, advice, support, and lifestyle modification with a strong emphasis on achieving behavioural change. They use their extensive knowledge of the human body and their experience in building motivation to optimise mental and physical wellbeing.

Our Exercise Physiologists are experienced in delivering Lee Silverman Voice Therapy (LSVT) Big programs for people with Parkinson's Disease, as well as targeted individual and group hydrotherapy services.

## Allied Health Assistance

Allied Health Assistants (AHA) provide exceptional support to our multidisciplinary team and improve the team's efficiency. They promote active recovery, enhanced performance, and improved independence for all participants. Alliance Rehabilitation's AHA's work at a high level within a complex and challenging framework, delivering services to individuals, their families, and their carers. They drive intensity of practice and push for rehabilitation gains, aiming to enhance a participants' quality of life and overall wellbeing.

Our Allied Health Assistants facilitate upper limb, cooking, walking, supervised practice, and fit flex group sessions as well as assist in assessments. They collaborate with our team members to achieve holistic and engaging care for all participants.

## Nursing

The nursing team at Alliance Rehabilitation cover a wide variety of needs within its multidisciplinary team environment. Our nurses assist individuals in gaining back their health and independence due to injury, disability, and acute, sub-acute, or chronic medical conditions. They work with a wide range of complex and multifaceted diagnoses, helping our participants set short and long-term goals. Our nurses use evidence-based practise to care for each participant and their families while promoting functional capacity and total wellbeing.

Our nurses also provide specialist services including bowel, bladder, wound, and pressure area management.

## Diabetes Education

A Credentialed Diabetes Educator is an expert in the field of diabetes management. They provide comprehensive assessments and education to participants with pre-diabetes, type 1, type 2, or gestational diabetes. They provide resources, clinical care, and empower people to effectively self-manage the condition.

Our educators provide individualised, client-centred, goal-oriented diabetes education in line with the latest scientific evidence. They work to develop and nurture their participants knowledge, skills, and confidence for the everyday management of the condition.

Alliance Rehabilitation's Diabetes Educators aim to optimise a participant's understanding of the personal health risks associated with diabetes. They also explore the implications of these risks in personal, social, and cultural contexts, as well as in terms of current lifestyle behaviours.



## Dietetics & Nutrition

Our Accredited Practising Dietitians are experts on food and nutrition and apply their extensive knowledge to many different conditions.

Our dietetics team help their participants set realistic goals and collaboratively develop treatment plans to improve their diet quality and nutrition. Our dietitians support their participants to create flexible eating patterns to support their overall health and quality of life. Dietetics promotes wellbeing, independence, and self-efficacy through all stages of life. Our dedicated community-based team are experts in a food-based approach to medical nutrition therapy.

## Speech Pathology

Alliance Rehabilitation's Speech Pathologists work with people to assess and treat communication and swallowing disorders, across the lifespan. Speech pathologists see participants who present with developmental delays, neurodevelopmental disorders, stroke, a brain injury, an intellectual disability, dementia, progressive neurological disorders, or other conditions which may affect communication and swallowing.

They aim to achieve meaningful and functional goals around swallowing and communication. Speech Pathologists at Alliance Rehabilitation collaborate closely with our participants to maximise their engagement in the community, optimise their independence, and enhance their quality of life.

Our Speech Pathologists deliver evidence-based voice intervention for Parkinson's Disease (e.g. Lee Silverman Voice Therapy (LSVT), Loud Voice Therapy).

## Neuropsychology

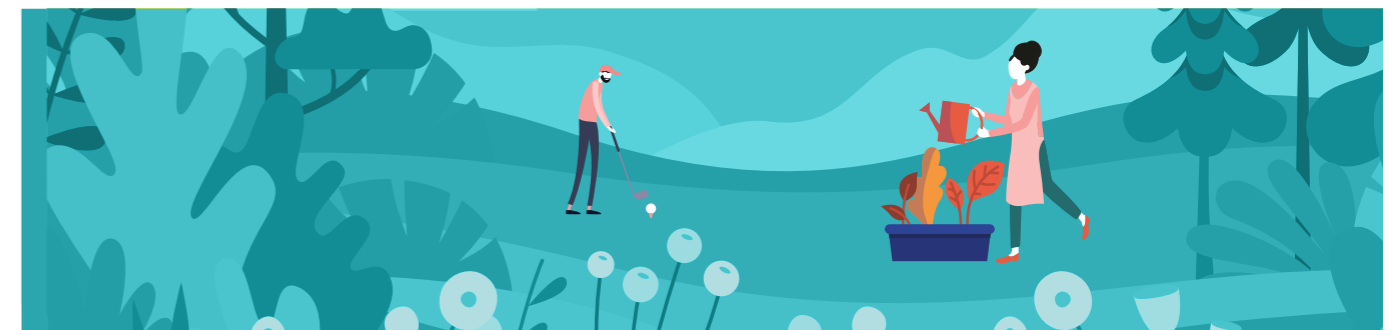
Neuropsychologists specialise in the assessment, diagnosis, and treatment of psychological disorders associated with conditions of the brain. They promote active recovery and rehabilitation through various assessments. The in-depth analysis and intensive assessments are used to determine function and dysfunction following suspected or known neurological events or psychological problems. They study a persons' change in cognition such as memory, language, problem solving, word finding, and emotional capacity against the participants previous level of function. They also map an individual's behaviour and personality which may have been affected due to an injury or condition.

## Psychology

Alliance Rehabilitation's Psychologists aim to optimise a person's quality of life by delivering counselling and support services to improve wellness and encourage recovery.

Through a person-centred approach to therapy, our psychologists aim to maximise a participant's engagement in meaningful activities and support them to achieve their goals.

Our Psychologists address a range of concerns such as behavioural issues, emotional trauma, crisis, adjustment, grief and loss, family conflicts, relationship issues, substance abuse, learning difficulties, attachment issues, and social skills for individuals with a variety of conditions.



## Social Work

Social Workers at Alliance Rehabilitation enhance a person's wellbeing by promoting social change, social development, and social cohesion. Our Social Workers apply theories of human behaviours and social systems including social justice, human rights, collective responsibilities, and respect for diversities. They provide support and assistance to each individual participant in all areas of recovery, and act as a powerful advocate to support and empower them. They may provide counselling, emotional support, welfare services, access to relevant information/education, and assistance with applications. Our Social Workers help our participants focus their goals and manage their time while engaging with Alliance Rehabilitation.

Our Social Workers are skilled in human support and aim to improve our participants' living, work, or financial situation by providing resources or assisting in funding, accessing transition care, and/or applying for welfare.

## Clinical Support

Alliance Rehabilitation's clinical support team provide excellence in administrative management and are committed to delivering high-quality and professional customer service. They ease the flow of work for our multidisciplinary team and ensure the smooth functioning of the practice. Our support team are the face, the smile, and the soul of our team.

They facilitate routine operations and ensure the smooth functioning of the day-to-day operations. Our clinical support team are the first point of call for our participants and are the friendly support every person needs when tackling the challenges of rehabilitation or life with a disability.



## Participant Story

### John

In the days leading up to his surgery, John and his wife went on a trip to Ingham. He describes the time before like a 'clank'; he does not remember going. Recovery has been a long journey for John, but he has since returned to Ingham with his wife and together they retraced their steps.

John suffered an acquired brain injury which required subsequent craniotomies and a shunt insertion. He engaged with Alliance Rehabilitation through the Community Based Rehabilitation Service to optimise his mental, emotional, and physical health during an intensive, short-term program. John engaged with Psychology, Speech Pathology, Occupational Therapy, Physiotherapy, and Social Work during his therapy.

At the initial assessment and intake, John was encouraged to give ongoing feedback throughout his program to allow for adjustments as needed. He also collaboratively developed short- and long-term goals to work towards. This included improved memory, strengthened upper limbs, improved general fitness, improved word finding abilities in conversations, and improved mood.

At the beginning of his rehabilitation, his main long-term goals were to return to driving and play lawn bowls. Now, what he enjoys most are the little things, like eating mango ice-cream and going grocery shopping. He remembers the time before, sitting outside the shops while his wife bought groceries, unable to help. Now, he does it himself.

Physiotherapy sessions optimised John's general fitness and strength. As these improved, so did his balance, coordination, confidence, and motivation. Considerable time was spent on his hand - eye coordination, which was identified as an issue during the initial outcome measures. His psychology sessions were constructed around coping strategies and acceptance methods. He was taught to 'switch' his thoughts to positive thinking when stressed. This strategy allowed him time to think things through at his own pace. John was provided with workbooks to track his speech pathology and occupational therapy progress and allowed him to complete exercises at home. As John's confidence improved, so did his speech clarity and wordfinding abilities. He also found the sessions led by the Occupational Therapy student encouraging as they were very supportive and competent.

"My memory and speech were gone, and I found it difficult to communicate with people or remember what to say," he explained. But he's learnt to take his time to think about what he wants to say and not rush into it. "I came to realise everyone takes the time to think about what they want to say."

John was impressed with the staff's adherence to coronavirus measures, put in place to protect both clients and staff during this difficult time e.g. social distancing, temperature & health checks on arrival, use of hand sanitiser, supply of bottled water, and environmental cleaning processes. Staff kept John up to date with regular schedules of future appointments and updated them as required. John remained flexible with his scheduling and the clinical support staff found an opportunity for John to attend extra appointments following his program to prepare for his neuropsychological and practical driving assessments. Although John initially found the driving simulator challenging, his peripheral vision and reaction time improved.

John has been spending his time after rehab catching up on the things he missed out on, which is keeping him active, like working on his caravan. "Now that I can drive again, we are taking a trip to Maroochydore."

John and his wife were new to Townsville and had trouble integrating with the community. His social worker identified community engagement as an issue to combat. The social worker provided him with a comprehensive handout of community and aged care services within the Townsville area he could tap into.

During John's discharge outcome measures, he found his grip strength improved greatly, which will improve his ability to grip and control a steering wheel, his cognitive assessment improved, and he is now able to recall information and language more easily. His walk and step tests improved which allows him to be more mobile and complete jobs around the house with ease. These developments translate to an overall improvement in his mood, which will encourage his motivation in working towards his goals.

John is much happier and more confident, but he said he owes it all to his wife. "I couldn't have done it without her - I really didn't want to get help but I'm grateful she pushed me to try rehab." John feels he has come a long way towards regaining his health in a very short space of time with the input of a multidisciplinary team. John said, "Staff have been very professional, supportive, and motivating throughout my program."

## A Registered NDIS Provider

Alliance Rehabilitation provides a wide variety of treatment services to support capacity building and encourage community engagement. Services provided through the NDIS service includes specialised driving assessments, complex home modifications, functional needs assessments, and assistive technology prescription.

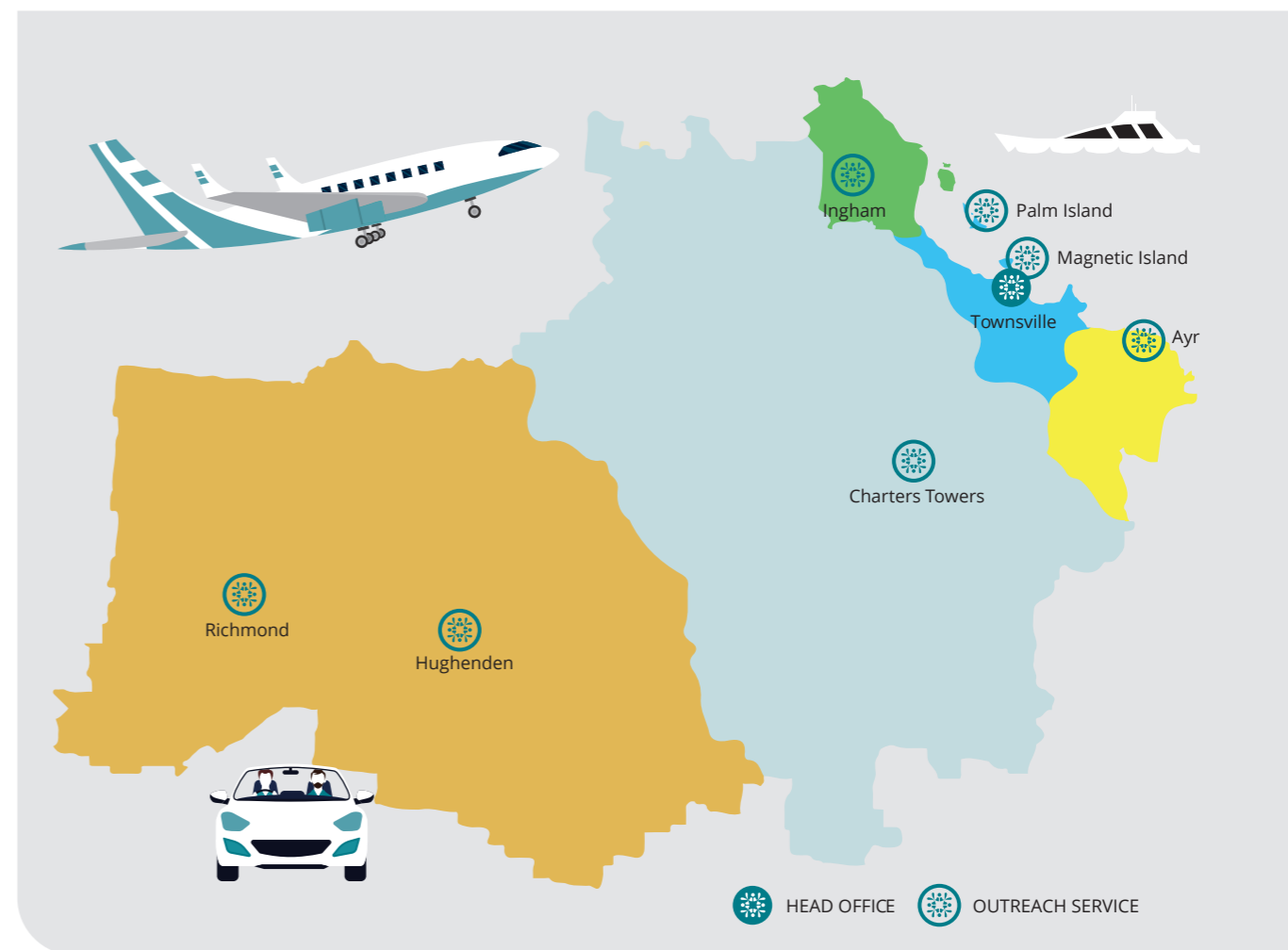


### Specialist Health & Disability

Our specialist interdisciplinary supports provide timely and efficient care for our participants and focus on optimal recovery or management.

Specialist interventions may include:

- Development of complex physical therapy plans
- Cognitive rehabilitation including access to neuropsychological assessment
- Stroke rehabilitation services
- Specialist management of hypertonicity including access to botulinum toxin injections, physical management, and casting / splinting.
- Ortho-geriatric services
- Specialist management of amputation and therapy to support prosthesis
- State of the art Tyromotion robotic and computer assisted therapies
- Speech and Language programs (including dysphagia therapy)
- Expert dietetic advice and medical nutrition therapy (TPN, PEG feeding)
- Complex 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
- Hydrotherapy services
- Psychosocial adjustment and community re-integration support
- Long term maintenance support and case management
- Workplace assessment
- Assessment of ongoing support needs
- Post-operative cardiac services (Palm Island)
- Smoking cessation program (Palm Island)



### North Queensland Outreach

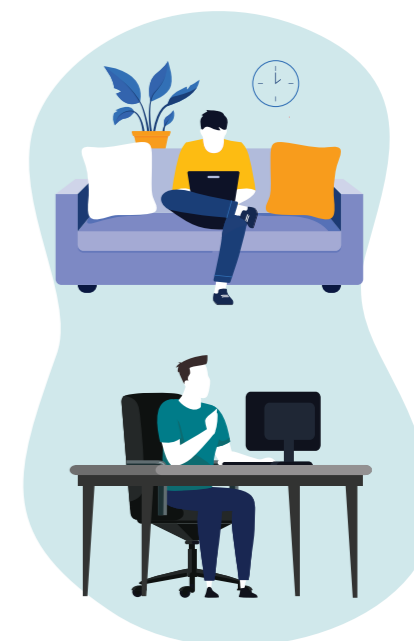
Alliance Rehabilitation has built an extensive outreach service for the North Queensland community to access allied health services. Locations include Ayr, Charters Towers, Richmond, Hughenden, Ingham, Palm Island, and Magnetic Island.

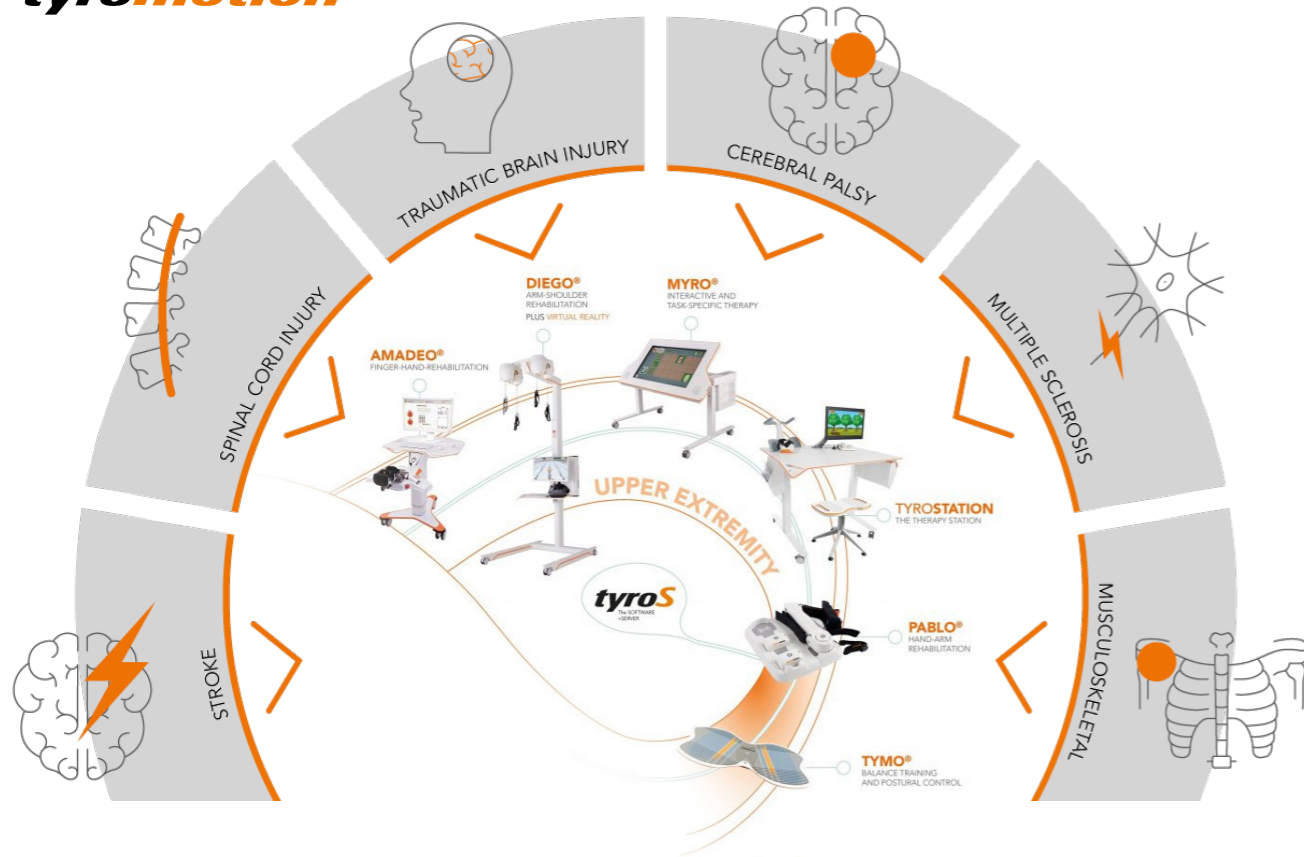
The outreach service is designed to ensure location is never a barrier to a persons' health and recovery. Regular scheduling ensures each participant is accessing necessary services to maintain the intensity of their therapy.

### Telehealth

Alliance Rehabilitation offers telehealth services to participants located who cannot access our clinic in Townsville. Combined in-person and telehealth services have proved successful for maintaining the intensity of therapy for our remote participants. It also achieves cost efficiencies, where appropriate. Telehealth has proved itself to be an efficient service and ensures everyone has access to allied health services.

Telehealth services using Alliance Rehabilitation infrastructure can also be arranged between GPs and specialists external to our service. The telehealth service especially benefits people who live in rural and remote areas who would otherwise travel long distances for medical advice, participants who are not easily transportable, and aged care residents.





## A Creative Approach to Upper-limb Therapy

Our Tyromotion therapy suite is the first of its kind in Queensland. The equipment is the perfect solution for upper limb therapy, cognitive rehabilitation, and maintenance therapy. This equipment is not only effective, but it also makes therapy fun. Tyromotion supports participants in regaining strength, improving flexibility, and range of motion.

## How Does it Work?

This state of the art equipment allows clinicians to incorporate the latest technology with traditional therapy to optimise results. Tyromotion can complete more repetitions in an exciting way, while stimulating our participants mentally.

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 multi-sensory therapy system.

No matter what level a participant is, at Tyromotion they can achieve. The therapy software registers even the smallest improvement, which increases participant confidence. 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 interactively counteracted by means of many therapy modules. This makes repetitive training more exciting and draws a participant's attention to an external focus.
- **Assessments** – Each device of the TYROSOLUTION has the ability to conduct assessments with objective evaluation measures. Even the slightest flicker of movement is recorded which makes the rehabilitation process more visible for the participant – increasing their motivation.
- **Report & Documentation** – The equipment functionality auto-saves all results of therapy progress into participant files. The system creates a report, including data and a diagram of therapy progress.

Tyromotion equipment provides a highly intensive, focused, and motivated approach to therapy. It uses evidence-based scientific research to facilitate outcomes.

## Reaching your Goal with Games

Rehabilitation can be monotonous and repetitive for children or adults, resulting in reduced attention or processing capacity. The interactive aspect of the TYROSOLUTION is effective in directing their attention at an external focus. The vast selection of programs ensures therapy is always fun and engaging with various difficulty levels to spark ambition and motivation.

## Hand-finger Rehabilitation

AMADEO offers numerous options for finger therapy to assist participants to achieve their goals. AMADEO imitates grasping movements of the hand to support range of motion, motor function, strength, flexibility, and sense of touch. The training is intensive due to the high frequency of repetitions and can be adjusted to individual requirements. AMADEO has the option for passive, active, or assistive therapy. The equipment helps reduce spasticity and is utilised for participants with neurological conditions.

## Hand-arm Rehabilitation

The PABLO system offers many different sensor-assisted devices to support participants across the lifespan with upper limb impairments. PABLO is designed to be interactive and user friendly, providing both functional and activity-based rehabilitation. PABLO makes therapy for hands, arms, shoulders, and trunk simple and exciting by actively supporting unilateral and bilateral training.

The Multiboard supports repetitive distal and proximal single and multi-joint exercises. The Multiball trains pronation and supination of the lower arm, as well as the extension and flexion of the wrist. The hand-sensor enables measurement of grasp and release force, finger grip, and range of motion.

## Postural Control and Balance Training

TYMO is a versatile and diverse application. It optimises a participants' balance and postural control. It can be used a multitude of ways to support activities of upper extremities and stabilisation of lower extremities.

## Arm Rehabilitation

DIEGO is the most progressive and versatile shoulder-arm rehabilitation device in the world. It supports people with deficits in movement control and limited arm function by measuring the arm's movement and performing functional arm therapy. 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.

## Far-reaching Therapy

MYRO is an interactive therapy surface which can be used in a multitude of ways. The responsive surface allows for everyday life motor training with real objects. The spatially explorative elements of MYRO are also utilised in cognitive therapy. MYRO is height adjustable, reacts to both motion and pressure, and adapts to the needs of each participant. The responsive area can be scaled to an individual's ability, which allows training at the personal limit of performance. MYRO provides variety, enhances creativity, and encourages versatility.



## 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](mailto:reception@alliancerehab.com.au) or visit our website at [www.alliancerehab.com.au](http://www.alliancerehab.com.au)

### Community Based Rehabilitation Services

Alliance Rehabilitation provides Community Based Rehabilitation Services (CBRS) through our partnership with the Townsville Health and Hospital Service (THHS).

The CBRS provides short-term, intensive rehabilitation programs for participants following a change in their functional status. Our rehabilitation service is person-centred and goal-oriented to support an individual's transition back into the community. The interdisciplinary service aims to enhance community engagement, build confidence, and maximise independence.

**Eligibility:** A recent decline in function, willing and able to participate in rehabilitation, 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](http://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 aims to provide all Australians under the age of 65, who have a permanent and significant disability, with the reasonable and necessary support they need to enjoy an ordinary life and achieve their goals.

**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 the participant if self-managed, through a support coordinator, or a local area coordinator. Visit [www.alliancerehab.com.au/ndis](http://www.alliancerehab.com.au/ndis) for referral forms.

For more information: Phone 1800 800 110 or visit [www.ndis.gov.au](http://www.ndis.gov.au)

### National Injury Insurance Scheme Queensland

The National Injury Insurance Scheme Queensland (NIISQ) provides services for people who sustain serious personal injuries following a motor vehicle accident in Queensland, on or after 1 July 2016. The scheme ensures people receive 'necessary and reasonable lifetime treatment, care, and support'.

NIISQ helps participants access therapies which support goal attainment through evidence-based treatment and individualised services.

**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](http://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 card holders 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 form is required from a doctor, specialist or hospital. Send to [reception@alliancerehab.com.au](mailto:reception@alliancerehab.com.au) or fax to 4771 6971.

For more information: Phone 1800 555 254 or visit [www.dva.gov.au](http://www.dva.gov.au)

### WorkCover Queensland

If a person has sustained a physical or mental injury at work, they may be eligible to claim benefits through WorkCover QLD or their employer if they are self-insured. WorkCover QLD supports Queensland workers to access rehabilitation services for recovery and prevention. They are committed to supporting an individual's return to work.

**Eligibility:** People who have been injured at work, or because of their work, may be eligible to claim benefits from WorkCover Queensland. WorkCover can cover rehabilitation, treatment, and equipment or services needed to help the worker recover. This can include wheelchairs, crutches, or return to work services.

**Referral:** A Work Capacity Certificate is required from a doctor, specialist or hospital. Send to [reception@alliancerehab.com.au](mailto:reception@alliancerehab.com.au) or fax to 4771 6971.

For more information: Phone 1300 362 128 or visit [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

### Medicare

Alliance Rehabilitation offers fully bulk billed allied health services, with an eligible provider, when you are referred to us by your doctor under a valid GP Management Plan (GPMP) and Team Care Arrangement (TCA) or Eating Disorder Management Plan.

**Eligibility:** A chronic or terminal medical condition or a diagnosed eating disorder, requiring ongoing treatment from a multidisciplinary team.

**Referral:** To be eligible for Medicare Bulk Billing you will need to have a valid GP Management Plan and Team Care Arrangement or a valid Eating Disorder Plan. Contact us directly for a Self Referral - email to: [reception@alliancerehab.com.au](mailto:reception@alliancerehab.com.au) or fax to 4771 6971.

For more information: Phone 07 4772 1219 or visit [www.alliancerehab.com.au/bulkbilling](http://www.alliancerehab.com.au/bulkbilling)

### Private & Corporate

Alliance Rehabilitation provides services for participants through private health, private insurers, community organisations, and self-funding. These can include: Private Health Funds, Medical Healthcare Plan, Specialist Medical Referrals, CTP & Other insurers, Community Organisations (including My Aged Care).

**Referral:** We welcome referrals from private insurers and community organisations. We accept all self-referrals and letters from treating practitioners for treatment services. You can call, email, or complete our online referral form to access our service.

For more information: Phone 07 4772 1219 or visit [www.alliancerehab.com.au](http://www.alliancerehab.com.au)



Services Subject to Change

		CBRS	NDIS			NIIISQ	DVA	WorkCover	Private & Corporate					
			Improved Daily Living	Health & Wellbeing	Improved Relationships	(Application)			Fully Self-Funded	Private Health Funds	Medical Healthcare Plan	Specialist Medical Referral	CTP & other Insurers	Community Org (inc My Aged Care)
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	Enquire	•	•	•	•	■	■	•	■	•	•
	Manual Handling Training	•	Enquire	•	•	•	•	•	■	•	•	•	•	•
	People Handling Training, hoist use	•	Enquire	•	•	•	•	•	■	•	•	•	•	•
	PEG Training	•	■	■	•	•	•	•	■	•	•	•	•	•
	Communication Methods	■	■	•	•	■	•	•	■	•	■	•	■	■
	Home Therapy Programs	•	■	■	•	■	•	■	■	•	•	•	■	■
	Home Modifications	•	Enquire	•	•	■	•	■	■	■	■	■	■	■
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	■	■	•	•	■	•	■	■	■	•	•	■	•

## 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](http://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:

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 Pathology** – Communication methods for people with disabilities.
- **Speech Pathology** - Training for support workers, care providers, and nursing staff on thickened fluids, delivery of altered diets, and safe swallowing.
- **Speech Pathology** – Mealtime management plans.
- **Occupational Therapy & Physiotherapy** – Correct use of mobility aid adjustments (wheelchair seating, walkers, slide boards).
- **Physiotherapy** – Manual Handling Training.
- **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, high performance nutrition training, nutrition for health & wellbeing, nutrition for women's health, nutrition education groups for individuals with a disability, diabetes education & training.
- **Dietetics** – Enteral Nutrition training including 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 their local police service.

## Quality Policy

Alliance Rehabilitation is a quality assured organisation. We have a commitment to continuous quality improvement and the ongoing review and revision of the systems which underpin our practice. Our vision for a strong local community is to meet the growing needs of the region. This can only be achieved by investing in high quality and capable local health services.

We have built a service which represents value for money and builds on the existing infrastructure and workforce capability as our Community-Based Rehabilitation Service. The service 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 do this by ensuring individual participant needs are managed with respect and consideration. We safeguard our participant's, team members, and stakeholders' welfare, trust, safety, and comfort.

Alliance Rehabilitation is dedicated to the principles of continual improvement and this forms the foundation of our practise. This standard is maintained by ensuring all employees have expert knowledge and experience in their respective fields and are committed to exceeding customer expectations.

The team successfully implement and monitor effective systems and processes in accordance with the International Organisation of Standardisation (ISO) 9001.

The ISO 9001 specifies a quality management system must demonstrate its ability to consistently meet the requirements of the customer in relation to a product or service (within statutory and regulatory requirements) and enhance customer satisfaction through the systems effective application.

The focus of Alliance Rehabilitation's Quality Policy emphasises:

- Customer Focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

Alliance Rehabilitation is currently an NDIS Registered Provider with the NDIS Quality and Safeguards Commission. Alliance Rehabilitation is registered to provide a range of therapeutic services, and complex services related to the use of restrictive practices, and/or development of positive behaviour support plans.

Having a well-designed and effective quality policy plan implemented within Alliance Rehabilitation ensures the organisation is meeting the requirements of its customers through its processes.





### Feedback

Alliance Rehabilitation strives for continuous improvement in its service delivery. One way this is done is by providing participants with service evaluations following the rehabilitation journey. In line with our quality assurance policy, these evaluations ensure each participant can provide feedback about their experience with our service.

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](mailto:feedback@alliancerehab.com.au)







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-  Follow us on Instagram
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