



NDIS Service Catalogue

Empowering you with the information you need to partner with Empower Healthcare.

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About Empower Healthcare

Our Values

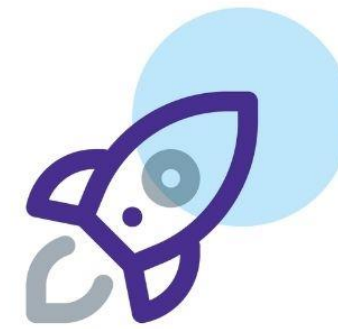
We are a registered NDIS service provider with experience in assessments and services to support a person with a disability to achieve the goals in their NDIS Plan.

Empower Healthcare was founded in 2016 in Melbourne by two people who were determined to improve the standards of allied health services. With industry knowledge and an innovative approach, they set about defining what allied health services can be when quality person-centred care is placed before all else in healthcare. A lot has changed over the years but not our commitment to the highest quality care, delivered by expert clinicians, aimed at improving the independence and quality of life of the vulnerable in our community - helping them live their best lives.

Now offering comprehensive allied health services with more than 180 dedicated and passionate clinicians working in Victoria, Western Australia, New South Wales and Queensland, Empower Healthcare is growing and taking our unique approach with us aligned with our core company values.



LET'S WORK TOGETHER



6 easy steps to work with Empower Healthcare

1

Considering making an Empower referral?

Visit our website, contact your States NDIS Relationship Manager and/or request a Participant Information Pack for more details including services, wait times, rates.

2

Making an online referral

You can make a referral via our website with our quick easy [Referral Form](#).

3

Information required

So we can connect you or the person you support with a suitable clinician, please provide as much information as possible. eg. NDIS plan, their goals, personal preferences, hours of service, any relevant reports.

4

Confirmation and Consult

You will instantly receive a confirmation and then one of our team will call you to discuss the referral confirming details and complete a brief risk assessment. Your referral will then be triaged.

5

Service Agreement

A service agreement will be drawn up to confirm the agreed number of hours for services.

6

Appointments and Reports

We will then be in touch to schedule the first appointment and subsequent appointments will be scheduled at an appropriate frequency. Reports can be provided if requested.

13000 HELPU

1300 043 578

empowerhealthcare.com.au

Victoria
New South Wales
Queensland
Western Australia

empower
HEALTHCARE

WE CHANGE LIVES

Empower Resources

Our NDIS services include timely and effective communication to support the administration of funds.

These resources will help keep you further informed.

- **Participant Information Pack:**

Guide to Empower services including the process and what to expect from an Empower appointment. [LINK](#)

- **Initial Assessment Flyer:**

What to expect at an initial assessment. [LINK](#)

- **Easy Read – What is a Service Agreement:**

An Easy Read document with pictures explaining our Service Agreement. [LINK](#)

- **Service Coverage:**

Our VIC, NSW, QLD and WA service coverage is updated regularly on our website. [LINK](#)

- **Wait List request:**

An updated waitlist request on clinicians' availability. [LINK](#)

- **Rate Card request:**

Request a rate card. [LINK](#)

- **Referral Form:**

Our referral form takes only a few minutes to complete and provides us with essential information so that we can quickly get your person started with us. [LINK](#)

This information can be found on our website. If you would like any of this information mailed, please send your request through to info@empowerhealthcare.com.au

Our Service Commitment to You

We understand your needs and deliver.

Thank you for considering Empower Healthcare. We are experienced in providing services through the NDIS and understand that every person has differing abilities and needs, so we take the time to get to know you so that we can provide meaningful services to support you to achieve your NDIS goals.

Our Multidisciplinary Team

We understand people have their own goals, dreams and ambitions and achieving them is a journey that takes time and consistency. Our organisation is shaped around a commitment to continuity of clinicians. Our multidisciplinary team approach enables better outcomes for the people we support from the one organisation in the comfort of your home or a suitable agreed location.

Travel Times

Our mobile clinicians come to you and make every effort to reduce travel time charged. Travel time is billed in line with the NDIS Price Guide and is based on the MMM zone you live in. Further travel details are provided in the [NDIS Terms and Conditions](#).

The following pages will assist you in selecting the best possible level of support across each clinical discipline to achieve your desired outcomes.

Dietetics



Empower Healthcare provides a range of dietetic services to meet your needs or the needs of the person in your care.

The table below provides further details:

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
Nutrition assessment for support to manage general health and wellbeing. General healthy eating guidance	<p>A nutrition assessment takes a holistic approach to assessing a person’s nutritional needs including health conditions, daily activities and routines, ability to prepare foods and food preferences.</p> <p>This information provides personalised nutritional advice and education.</p>	<p>Refer if you are living independently and would like to learn how you can prepare healthy meals and snacks.</p> <p>This service is best suited to people who can implement changes to their routines with ease.</p>	<p>Information, interviewing, education.</p> <p>Provide nutritional information relevant to discussion.</p> <p>Detailed report with recommendations.</p> <p>Common features of this service: Capacity building in food shopping. Learn how to prepare meals on a budget. Learn quick ways to prepare healthy meals and snacks.</p>	<p>Up to 12.5 hours</p> <p>Initial nutrition assessment with generalised nutrition education. Followed by four personalised sessions to build on knowledge covering education on preparation of healthy meals and snacks to maintain a healthy lifestyle.</p> <p>Four sessions includes discussion on healthy snack ideas, breakfast, lunch, and dinner recommendations.</p> <p>These hours will also allow for dietetic support with outcome reporting.</p>

<p>Diabetes management related to a person's disability</p>	<p>An assessment of a person's diet with recommendations for optimising their blood-sugar control.</p>	<p>Refer if a person wishes to learn about how their dietary choices may impact their blood-sugar control.</p>	<p>Nutrition assessment.</p> <p>Education about the nature of diabetes and the types, amounts, and timing of foods for managing diabetes.</p> <p>Detailed report with recommendations.</p>	<p>Minimum of 12.5 hours</p> <p>This will allow for an initial nutrition assessment and 5 follow-up sessions to support education and behaviour change.</p> <p>Where needs are complex Dietitians may advocate for additional hours for ongoing care.</p> <p>These hours will also allow for Dietitian support with outcome reporting.</p>
<p>Assessing nutritional adequacy on background of Autism contributing to sensory preferences for particular foods and drinks</p>	<p>This service supports an Autistic person to ensure that they are meeting their nutritional needs for their stage of life as well as health needs. Many people with Autism will have very specific food preferences and these sessions will encourage variety.</p>	<p>To support a person to meet nutritional requirements where a diet is limited in texture and food groups or food colours.</p>	<p>Nutrition assessment of overall oral intake and food preferences.</p> <p>Person centred education is provided to encourage variety through a slow gradual process. The exercises will depend on the person's needs.</p> <p>Detailed session report with recommendations.</p>	<p>A minimum of 12.5 hours is recommended. We know that the complexity of client needs varies, and a Dietitian will advocate for increased support where needed. 12.5 hours will allow for an initial nutrition assessment and four follow-up sessions.</p> <p>These hours will also allow for dietetic support with outcome reporting.</p>

<p>Providing nutrition education to a SIL who is supporting a person to meet complex nutritional needs as related to them having a disability</p>	<p>Train support workers on the basic nutrition skills needed to support a person with a disability to optimise their health outcomes through adequate nutrition.</p>	<p>Where a person is relying on a support worker to prepare meals, snacks, and drinks.</p>	<p>Nutritional assessment. Discuss with SIL staff what supports they need to best support the person. Attend SIL staff meetings and deliver nutrition education. Provide nutrition information that is personalised to the person's nutrition needs. Outcome report prior to plan review for ongoing nutrition care.</p>	<p>A minimum of 12.5 hours is recommended. We know that the complexity of client needs varies, and a Dietitian will advocate for increased support where needed. 12.5 hours will allow for an initial nutrition assessment and four follow-up sessions. These hours will also allow for dietetic support with outcome reporting.</p>
<p>Providing support to a person who is living at home with enteral feeding</p>	<p>An assessment and monitoring of an enteral feed to ensure that nutritional requirements are being met. Regular reviews are essential to monitor as nutritional requirements change and a person's health changes.</p>	<p>This service is for those requiring nutrition to be provided through enteral feeding.</p>	<p>Nutrition assessment. Monthly reviews of enteral feed, meeting nutrition requirements. Update to nutrition feeding plan at each session. Monitoring of feed tolerance. Outcome report prior to plan review.</p>	<p>A minimum of 12.5 hours is recommended. We know that the complexity of a person's needs varies, and a Dietitian will advocate for increased support where needed. 12.5 hours will allow for an initial nutrition assessment and four follow-up sessions. These hours will also allow for dietetic support with outcome reporting.</p>
<p>Providing dietetic support to a person who requires support with nutrition advice secondary to their complex mental health needs</p>	<p>To complete an initial assessment and understand key areas for nutritional change to optimise health outcomes.</p>	<p>Where a person is experiencing mental health issues and nutrition is adversely affected by this eg. medications increase or suppress appetite, mood fluctuations contributing to irregular eating patterns, reliance on processed foods to support mood.</p>	<p>Nutrition assessment. Personalised nutrition recommendations and education. Reporting after each session outlining what was discussed during the session. Outcome reporting prior to plan review.</p>	<p>A minimum of 12.5 hours is recommended. We know that the complexity of client needs varies, and a Dietitian will advocate for increased support where needed. 12.5 hours will allow for an initial nutrition assessment and four follow-up sessions. These hours will also allow for dietetic support with outcome reporting.</p>

<p>Support for management of an eating disorder</p>	<p>To encourage a meal routine to meet the nutrient requirements of the individual.</p>	<p>Where a person has been diagnosed with an eating disorder. The person MUST already be seen by a psychologist.</p>	<p>Nutrition assessment completed. Report completed at each nutrition session and review. Support with developing a meal routine. Recommendations of small gradual changes to oral intake provided during session. Follow up calls with GP to monitor blood test results for nutrition status. Outcome reporting prior to plan review.</p>	<p>A minimum of 12.5 hours is recommended. We know that the complexity of client needs varies, and a Dietitian will advocate for increased support where needed. 12.5 hours will allow for an initial nutrition assessment and four follow-up sessions. These hours will also allow for dietetic support with outcome reporting.</p>
<p>Meal planning and developing healthy eating habits</p>	<p>To develop meal planning skills to suit routines and food preferences. Supporting healthy eating behaviours and habits.</p>	<p>If a person is struggling to plan and prepare meals a Dietitian can assist by developing a meal plan with the support from the person. It is best practice to develop a meal plan with the support from the person teaching meal preparation skills at each session.</p>	<p>Nutrition assessment. Nutrition education. Reporting after each nutrition session. Activities working with the person to develop a meal plan that is suited to the person's needs and preferences. Outcome reporting prior to the plan review.</p>	<p>A minimum of 12.5 hours is recommended. We know that the complexity of client needs varies, and a dietitian will advocate for increased support where needed. 12.5 hours will allow for an initial nutrition assessment and four follow-up sessions. These hours will also allow for dietetic support with outcome reporting.</p>



Nursing

Empower Healthcare provides a range of Nursing services to meet your needs or the needs of the person in your care.

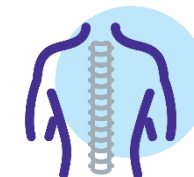
The table below provides further details.

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
<p>Comprehensive Nursing Assessment</p>	<p>All Nursing visits will have a comprehensive assessment at the initial visit.</p> <p>A holistic assessment of a person’s overall function and needs based on their NDIS goals or future needs.</p>	<p>When the person requires nursing care. eg. medication management, wound care, catheter care and catheter changes.</p> <p>Prior to the first visit, a Health Summary with diagnosis and current medications is required.</p> <p>If medication administration is required, a signed Medication Authority by the doctor is required for nurses to administer medications. These can be found on our website.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation by a Registered Nurse.</p> <p>Detailed report with recommendations.</p>	<p>Initial visit is 2.5 hours in total including report writing time.</p> <p>Ongoing visits are dependent on the care requirements of the Nursing service.</p>

<p>Continence Assessment</p>	<p>Our RN Continence Resource Nurses have had training and education in continence and can complete a level 2 basic (non-complex) Continence Assessment. We work with the person providing dignity, respect, choice, and control to develop an individualised plan in line with their NDIS goals.</p>	<p>When the person requires assessment and advice about continence.</p> <p>Prior to the first visit, a Health Summary with diagnosis and current medications is required. Health summary requests can be found on our website.</p>	<p>The assessment will include a report of the Registered Nurses findings, recommendations, and possible referrals, following the last visit.</p> <p>The Registered Nurse will also provide advice and suggestions for commonly used disposable items for non-complex persons.</p>	<p>The assessment will usually be undertaken during two to three visits over two to three weeks. During the assessment the Registered Nurse will discuss and provide education on a bladder diary for the person to complete.</p>
<p>Wound Care</p>	<p>Following the Initial Assessment basic wound products can be supplied by the Nurses. Ongoing Nursing visits for wound care, and supplies will depend on the care requirements of the client.</p>	<p>When a person has a wound or skin integrity concern.</p>	<p>Wound care in line with the person's wound care needs.</p>	<p>This will depend on the care requirements of the person.</p>
<p>Medication Management</p>	<p>Medication management appointments are conducted following Initial Assessment. Nurses can administer medication from a webster pack or the original packaging only and must have a medication authority signed by a doctor. The authority must include the doctor's provider number and contact details, the strength, dose, route, and frequency of medications to be administered.</p>	<p>When a person requires a nurse to administer their medication.</p>	<p>Medication management as authorised by a doctor.</p>	<p>This will depend on the care requirements of the person.</p>

<p>Catheter Care and Changes</p>	<p>Nursing appointments for planned changes of catheter bags and or changing indwelling, male, female, and suprapubic urinary catheters are conducted following the Initial Assessment. Nurses must have an authority signed by a doctor including their provider number, contact details, the size, type and frequency of catheter changes to be included. (Note we cannot guarantee emergency visits for catheter change callouts). The authority forms can be found on our website.</p>	<p>When a person requires ongoing urinary catheter changes. The person will need to supply all equipment required for the catheter changes.</p>	<p>Changes and care for catheters.</p>	<p>This will depend on the care requirements of the person. Catheter changes usually require a one-hour visit. The frequency of visits will depend on how frequently the changes are to occur.</p>
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Osteopathy



Empower Osteopaths use their expert understanding of the body to trigger healing using manual techniques and functional exercise therapy. An Osteopath can help a person with a disability to: Move more freely, feel less pain, improve strength, live a more active life.

The table below provides further details.

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
<p>Assessment and therapy input for musculoskeletal conditions</p>	<p>Thorough and holistic examination of a person's body to identify any underlying musculoskeletal conditions that may be affecting their mobility or functional ability.</p> <p>Osteopaths focus on restoring the musculoskeletal system to encourage optimal function throughout the whole body.</p> <p>To achieve this, Osteopaths use a range of manual techniques to treat and manage musculoskeletal conditions, such as back pain, neck pain, joint pain, and arthritis. Treatment may include joint mobilisation, soft tissue massage, stretching, and exercise prescription.</p>	<p>Osteopaths may be referred for this service if the person has experienced a recent musculoskeletal injury or trauma, such as a sprain or strain, and requires rehabilitation or pain management.</p> <p>Beneficial for a person who has chronic musculoskeletal pain or stiffness that is not responding to other forms of treatment, such as medication or physiotherapy.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed report with recommendations.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment and development of a tailored therapy plan.</p> <p>The Osteopath will make a recommendation for the number of hours and frequency of appointments needed to support the person to achieve the goals in their NDIS plan. This will be included in the detailed report provided.</p>

<p>Assessing, prescribing, and teaching exercises to improve strength and reduce pain</p>	<p>Osteopaths will assess a person's current level of strength and flexibility to determine any areas of weakness or tightness that need to be addressed.</p> <p>They will prescribe a tailored set of exercises to a person that focuses on the person's area of need.</p> <p>Osteopaths will then monitor and progress a person's program to ensure that they are reaching their desired goals. These may include improved function, reduced pain, and a better quality of life.</p>	<p>When an individual has a musculoskeletal or neurological condition that affects their movement abilities. These conditions may include back pain, arthritis, or post-surgical rehabilitation.</p> <p>Osteopaths recommend exercises as an additional part of their therapy plan to improve the person's functional abilities, reduce pain, increase range of motion, and prevent falls.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed notes with recommendations.</p> <p>Tailored therapy input.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment and development of a tailored therapy plan.</p> <p>The Osteopath will make a recommendation for the number of hours and frequency of appointments needed to support the person to achieve the goals in their NDIS plan. This will be included in the detailed report provided.</p>
<p>Pain management strategies, including manual therapy, exercise, and behaviour modification</p>	<p>Osteopaths can provide pain management strategies, including manual therapy, exercise prescription, and behaviour modification techniques.</p> <p>These services are designed to help people manage their pain and improve their function and quality of life.</p>	<p>This service is beneficial when the person is experiencing musculoskeletal pain that is affecting their daily activities or quality of life. These strategies may help reduce pain, improve function, and enhance the person's overall well-being.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed notes with recommendations.</p> <p>Tailored therapy input.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment and development of a tailored therapy plan.</p> <p>The Osteopath will make a recommendation for the number of hours and frequency of appointments needed to support the person to achieve the goals in their NDIS plan. This will be included in the detailed report provided.</p>

<p>Education and training for persons, caregivers, and support workers</p>	<p>This may include condition-specific education, exercise prescription and training, and manual handling and mobility training.</p> <p>The goal of this service is to provide knowledge and skills to empower people living with a disability, caregivers, and support workers to manage their condition and enhance their quality of life.</p>	<p>If the person or caregiver needs more information about their condition, its management, or its impact on their daily activities.</p> <p>The person or caregiver needs guidance on safe and effective exercise programs that can improve their mobility, strength, and overall function.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and caregivers.</p> <p>Detailed notes with recommendations.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment and development of a tailored therapy plan.</p> <p>The Osteopath will make a recommendation for the number of hours and frequency of appointments needed to support the person to achieve the goals in their NDIS plan. This will be included in the detailed report provided.</p>
<p>Development of personalised therapy plans based on the person's goals and needs</p>	<p>A comprehensive assessment of the person's condition and needs, including their medical history, current symptoms, functional abilities, and NDIS goals. Based on this information, the Osteopath will design a treatment plan tailored to the person's individual needs, taking into consideration their specific goals, preferences, and limitations.</p> <p>The personalised therapy plan may include a range of interventions, such as exercise programs, manual therapy, education, and advice. The Osteopath will work closely with the person to establish realistic goals and monitor progress throughout</p>	<p>If the person has a musculoskeletal or neurological condition that requires therapy input to support them to achieve their NDIS goals.</p> <p>If the person has chronic pain or mobility issues that affect their daily activities and quality of life.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and caregivers.</p> <p>Detailed notes with recommendations.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment and development of a tailored therapy plan.</p> <p>The Osteopath will make a recommendation for the number of hours and frequency of appointments needed to support the person to achieve the goals in their NDIS plan. This will be included in the detailed report provided.</p>

	<p>the process, adjusting the plan as necessary to ensure optimal outcomes.</p> <p>The goal of this service is to provide individualised care that addresses the person's unique needs and goals, helping them to achieve the best possible outcomes and improve their overall quality of life.</p>			
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Occupational Therapy



Empower’s Occupational Therapists provide a broad range of services to enable people to be more independent and participate in everyday life activities. They can help people:

- Participate in their community in activities that are meaningful to them
- Access specialist equipment and home modifications so they can achieve their NDIS goals
- Participate at home, school, or work
- Improve their health and wellbeing and quality of life
- Look after their own personal care
- Build positive relationships

The table below provides further details:

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
Functional Capacity Assessment (FCA)	A comprehensive assessment of a person’s overall function and funding requirements to meet a person’s NDIS goals or future plan needs.	<p>When an assessment of the person’s overall function is required to plan services and supports to achieve the goals in the person’s plan.</p> <p>To support planning at the person’s next plan review, particularly where the person’s functional status or circumstances have changed.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed report with recommendations. The FCA report makes recommendations regarding therapy input, referrals to other allied health services, equipment or home modification recommendations, and drop-in supports required.</p>	<p>Up to 15 hours over four to six weeks.</p> <p>Two to three appointments will be required to complete the assessment plus time to write the report.</p>

<p>Activities of daily living (ADL) – Initial Assessment</p>	<p>An assessment of the person’s ability to complete the daily living skills identified as goals in their NDIS plan.</p>	<p>When a person has identified a goal around improving their participation in activities of daily living.</p>	<p>Standardised assessments, interview, and observation of function and consultation with the person’s support network, as appropriate.</p> <p>Detailed report with recommendations.</p>	<p>Up to 10 hours over four to six weeks.</p> <p>Two to three appointments will be required to complete the assessment plus time to write the report.</p>
<p>Activities of Daily Living – therapy input</p> <p>(*We always start with an assessment before we deliver therapy input – see above).</p>	<p>Therapy input to support a person to achieve their participation goals for daily living skills.</p>	<p>When a person has identified a goal around participation in daily living skills.</p>		<p>Determined by Therapy Plan, see above</p>
<p>Assistive Technology</p>	<p>Assessment and recommendation of assistive technology to support a person increase capacity to achieve their goal</p>	<p>Person may benefit from equipment to enable them to complete activities</p>	<p>Holistic initial meeting to provide an overall picture of what is happening for the person.</p> <p>A focussed assessment with the use of assessment tools to identify the barriers to achieving the goal. The OT will also explore the features required and will follow up with suppliers on equipment needs.</p> <p>Trial of the equipment to ensure it matches the person’s needs.</p> <p>Report to recommend the equipment. This will also include the need to follow up with supplier for quotes.</p> <p>Review of equipment when it is delivered.</p>	<p>From 10 hours depending on the complexity.</p> <p>More hours may be required if more equipment is recommended.</p> <p>Hours are used for:</p> <ul style="list-style-type: none"> • Initial meeting • Focussed assessment. • Trials • Report • Follow-up in between meetings with suppliers and other parties. • Final education on safe equipment uses and sign off once delivered.

<p>Minor Home Modifications</p>	<p>Assessment and recommendation of home modifications to support a person's increased capacity to achieve their goal. Minor home modifications are those where structural changes are not required.</p>	<p>People may benefit from minor home modifications to enable them to complete activities.</p> <p>eg. grabrails Threshold/small ramps</p>	<p>Holistic initial meeting to provide an overall picture of what is happening for the person.</p> <p>A focussed assessment with the use of assessment tools to identify the barriers to achieving the goal. The OT will also explore the features required and will follow up with building professionals.</p> <p>Report to recommend the modifications. This will also include the need to follow up with builders for quotes.</p> <p>Review of modifications when they are complete for sign off.</p>	<p>From 10 hours depending on the complexity.</p> <p>More hours may be required if more equipment is recommended.</p> <p>Hours are used for:</p> <ul style="list-style-type: none"> • Initial meeting. • Focussed assessment. • Builder consult. • Report • Follow-up in between meetings with suppliers and other parties. • Final sign off visit.
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Physiotherapy



Empower Physiotherapists help people gain or improve mobility, and movement, enabling the person to: feel stronger, more comfortable and learn new skills. They provide therapy and exercises to improve balance, movement, and complete daily activities safely and independently.

The below table provides further details:

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
<p>Assessment and therapy input to improve function impacted by musculoskeletal conditions</p>	<p>The evaluation of a person’s ability to move and function effectively. Involves a thorough evaluation of the person’s physical abilities, including their range of motion, strength, coordination, balance, and posture.</p> <p>Based on the assessment findings, the Physiotherapist will provide a diagnosis of any movement disorders or physical impairments and develop a personalised plan to improve the individual's physical function.</p>	<p>A referral for assessment and therapy input to improve function impacted by movement disorders and physical impairments may also be appropriate if an individual is experiencing chronic pain or discomfort related to movement or posture.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed report with recommendations.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment, diagnosis, and development of a tailored therapy plan to achieve the goals in the person’s NDIS plan.</p> <p>The Physiotherapist will make a recommendation for the number of hours needed to deliver the recommended plan. This will be included in the detailed report provided.</p>

<p>Provision of mobility aids and equipment, such as walkers, crutches, and single point sticks</p>	<p>A Physiotherapist can provide advice on the most appropriate mobility aids and equipment for a person's specific needs and requirements. This service can help people with physical impairments to move around more easily and safely, improve their confidence and independence, and reduce the risk of falls and other accidents.</p>	<p>This service may be appropriate for people who have difficulty walking or standing for long periods, experiencing unsteadiness or balance problems, or require support to transfer from one position to another.</p> <p>Provision of mobility aids and equipment may also be appropriate for people who have experienced a recent injury or surgery and require temporary support while they recover.</p> <p>Beneficial for people with degenerative conditions, such as multiple sclerosis or Parkinson's disease, where mobility may gradually decline over time.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed report with recommendations.</p>	<p>This service is delivered over two sessions, each including a 30-minute appointment with the person, 10 minutes documentation time and 30 minutes travel.</p> <p>The Physiotherapist will assess the person and provide a report on the appropriate gait aid required.</p> <p>The second session will be held at a nearby equipment supplier to trial the aid to ensure suitability.</p>
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<p>Prescribing and teaching exercises to improve strength, flexibility, balance, and coordination</p>	<p>This service provides tailored exercise prescription and instructions to promote physical fitness and wellness.</p> <p>A Physiotherapist will design a treatment plan that focuses on improving strength, flexibility, balance, and coordination as required. Based on the persons needs and goals, they will prescribe and teach exercises that enhance their overall physical capabilities and reduce the risk of injuries.</p>	<p>When an individual has a musculoskeletal or neurological condition that affects their movement abilities. These conditions may include back pain, arthritis, stroke, cerebral palsy, or post-surgery rehabilitation.</p> <p>Physiotherapists use exercises as an essential part of their treatment plan to improve the person's functional abilities, reduce pain, increase range of motion, and prevent falls.</p> <p>Assess the persons condition and design a customised exercise program to address their specific needs.</p> <p>Provide guidance and support to ensure that the exercises are performed safely and effectively, and the person achieves the desired results.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed notes with recommendations.</p> <p>Tailored therapy plan.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment, diagnosis, and development of a tailored therapy plan to achieve the goals in the person's NDIS plan.</p> <p>The Physiotherapist will make a recommendation for the number of hours needed to deliver the recommended plan. This will be included in the detailed report provided.</p>
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<p>Pain management strategies, including manual therapy, exercise, and behaviour modification</p>	<p>This service aims to alleviate pain by using a combination of manual therapy, exercise, and behaviour modification techniques.</p> <p>The goal is to provide people with effective pain management strategies that can be tailored to their individual needs.</p> <p>Manual therapy involves hands-on techniques that can help relieve pain, such as massage, joint mobilisation, and stretching.</p> <p>Exercise programs can also be developed to improve strength, flexibility, and reduce pain.</p> <p>Behaviour modification focuses on helping people develop healthy habits and coping mechanisms for dealing with pain.</p> <p>Overall, the service aims to empower people with tools and techniques to manage their pain in a safe, effective manner.</p>	<p>People who have experienced musculoskeletal injuries or disorders, sports-related injuries, chronic pain, neurological conditions, or mobility issues.</p> <p>Rehabilitation after surgery or a long period of immobility.</p> <p>It is important to consult with a medical professional to determine whether physiotherapy would be beneficial for a specific condition or injury.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed notes with recommendations.</p> <p>Tailored treatment.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment, diagnosis, and development of a tailored treatment plan.</p> <p>The Physiotherapist will make a recommendation for the number of hours needed going forward to provide the recommended treatment plan. This will be included in the detailed report provided.</p> <p>Subsequent sessions: 70 minutes</p> <p>This includes 30 minutes 1:1 time with the person, 10 minutes documentation time and 30 minutes travel.</p> <p>The Physiotherapist will;</p> <ul style="list-style-type: none"> - assess the person and provide treatment. They will also update the treatment plan as required. - recommend whether alternate session lengths are required and if the frequency of sessions needs to be updated.
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<p>Education and training for caregivers and support workers on how to assist with mobility, manual handling, and exercises</p>	<p>The training may include information on different types of mobility equipment and how to properly use them.</p> <p>Techniques for assisting with exercises that are safe and effective for the person.</p> <p>The goal is to provide caregivers and support workers with the necessary knowledge and skills to help individuals maintain their independence, mobility, and overall health and well-being.</p>	<p>If the person has a mobility impairment or disability that requires assistance with daily living activities, such as transferring in and out of bed, using a wheelchair or walker, or getting in and out of a vehicle.</p> <p>If the person has a musculoskeletal or neurological condition that requires specific exercises to improve strength, range of motion, or balance. If the person is recovering from an injury or surgery and needs assistance with rehabilitation exercises or manual therapy.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and caregivers.</p> <p>Detailed notes with recommendations.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment, diagnosis, and development of a tailored treatment plan.</p> <p>The Physiotherapist will make a recommendation for the number of hours needed going forward to provide the recommended treatment plan. This will be included in the detailed report provided.</p> <p>Subsequent sessions: 70 minutes</p> <p>This includes 30 minutes 1:1 time with the person, 10 minutes documentation time and 30 minutes travel.</p> <p>The Physiotherapist will</p> <ul style="list-style-type: none"> - assess the person and provide treatment. They will also update the treatment plan as required. - recommend whether alternate session lengths are required and if the frequency of sessions needs to be updated.
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<p>Development of personalised treatment plans based on the person's goals and needs</p>	<p>A comprehensive assessment of the person's condition and needs, including their medical history, current symptoms, functional abilities, and personal goals.</p> <p>Based on this information, the Physiotherapist will design a treatment plan tailored to the person's individual needs, taking into consideration their specific goals, preferences, and limitations.</p> <p>The personalised treatment plan may include a range of interventions, such as exercise programs, manual therapy, education, and advice.</p> <p>The Physiotherapist will work closely with the person to establish realistic goals and monitor progress throughout the treatment process, adjusting the plan as necessary to ensure optimal outcomes.</p> <p>The goal of this service is to provide individualised care that addresses the person's unique needs and goals, helping them to achieve the best possible outcomes and improve their overall quality of life.</p>	<p>If the person has a musculoskeletal or neurological condition that requires rehabilitation or management.</p> <p>If the person has experienced an injury or undergone surgery and requires post-operative rehabilitation. If the person has chronic pain or mobility issues that affect their daily activities and quality of life.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed notes with recommendations.</p>	<p>Initial Assessment: 2 hours</p> <p>This includes assessment, diagnosis, and development of a tailored treatment plan.</p> <p>The Physiotherapist will make a recommendation for the number of hours needed going forward to provide the recommended treatment plan. This will be included in the detailed report provided.</p> <p>Subsequent sessions: 70 minutes</p> <p>This includes 30 minutes 1:1 time with the person, 10 minutes documentation time and 30 minutes travel.</p> <p>The Physiotherapist will assess the person and provide treatment. They will also update the treatment plan as required.</p> <p>The Physiotherapist will also recommend whether alternate session lengths are required and if the frequency of sessions needs to be updated.</p>
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<p>Hydrotherapy sessions</p>	<p>Aquatic physiotherapy sessions are designed to address various physical and neurological conditions.</p> <p>These evidence-based sessions utilise the buoyancy, resistance, and thermal properties of water to promote rehabilitation, pain relief, and functional improvement.</p>	<p>For persons who are undergoing post-op rehabilitation, require chronic pain management, are living with neurological or musculoskeletal conditions, have balance or coordination difficulties or have mobility or functional limitations.</p>	<p>Standardised assessments, interview, and observation of function.</p> <p>Consultation with treating health professionals and care givers.</p> <p>Detailed notes with recommendations.</p> <p>Tailored treatment.</p>	<p>Hydrotherapy sessions: 105 minutes</p> <p>The Physiotherapist will recommend whether hydrotherapy sessions are appropriate for a person based on their clinical needs and participation abilities.</p> <p>Sessions will include a land-based initial assessment followed by pool-based sessions going forward.</p> <p>All persons will need GP approval prior to commencing hydrotherapy sessions.</p>
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Podiatry



Our experienced NDIS Podiatry team treat and monitor all aspects of foot care, from general Podiatry nail care to relieving discomfort and treating foot infections as well as advice on shoe suitability for mobility. The team will help to maintain mobility through treatments and proper patient education about the health of his or her feet and lower limbs.

The below table provides further details.

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
Improved Daily Living	General Podiatry appointments including: general nail and skin care, ingrown toenail management, biomechanical assessments to assess gait.	People who have limited mobility making it difficult to cut their own toenails. For management of painful ingrown toenails, calluses, corns.	General nail and skin care appointments to address person's Podiatric clinical concerns.	General appointments every six weeks typically. Adds up to approximately seven visits annually.
Assistive Technology	Prescription and supply of Supports deemed reasonable and necessary (as per NDIA guidelines). These supports are designed to assist with maintaining the person's overall foot health.	When results of the biomechanical assessment find the person requires MGF to manage their Podiatric needs.	CFOs/off the shelf orthotics Medical Grade Footwear.	Cost of support as determined by quote sent through to NDIA for approval. Cost of necessary review appointments.

Speech Pathology



Our Speech Pathology team provide assessment, diagnosis, intervention, and management in the areas of communication and swallowing.

We work with people who have difficulty communicating due to progressive neurological conditions, brain injuries, stroke, learning disability, intellectual disability, dementia, and voice disorders as well as other problems that can affect speech and language.

The below table provides further details:

Service	Service description	When to refer for this service?	Deliverables	Funding required to deliver the service
Swallowing Assessment	<p>A swallowing assessment may be indicated where the person either needs to be assessed for a deterioration in swallowing or for an upgrade in their meal plan.</p> <p>The person will be asked to eat and drink during the appointment. This can be their own meal, or the clinician will have their own assessment supplies.</p>	<p>Person has difficult managing one or more aspects of mealtimes or swallowing including: difficulty chewing certain textures, coughing around mealtimes, requiring higher or lower levels of assistance. The person may also have difficulties with saliva and secretion management.</p> <p>Person lives in supported accommodation and funding bodies may require a swallowing assessment and management plan.</p>	<p>Detailed case history, mealtime observation with or without trials of alternate textures of food and drink.</p> <p>Mealtime support plan (as required), to be reviewed annually unless required sooner.</p> <p>Where clinically indicated, rehabilitative or compensatory strategies may be trialed.</p> <p>Detailed report of findings and recommendations.</p>	<p>We will need up to 5 hours of funding:</p> <ul style="list-style-type: none"> - 30 mins travel - 1.5-hour initial appointment and meal observation - Up to 2 hours for a report - An additional 1 hour for a mealtime support plan can be completed if required.
Communication Assessment	<p>A communication assessment may be required for people with a disability who need</p>	<p>The person has difficulty with communication after a stroke or brain injury,</p>	<p>Detailed case history with the person and any other relevant stakeholders.</p>	<p>We will need up to 7 hours of funding:</p> <ul style="list-style-type: none"> - 30 mins travel

	<p>support with their social skills or for carers who require support to communicate with the client.</p> <p>People with a disability often require ongoing therapy input; the therapist will discuss any additional therapy requirements following the initial assessment process.</p>	<p>progressive neurological condition, or they have a developmental condition which impacts their ability to communicate with the people in their world.</p>	<p>Formal communication assessment as required.</p> <p>Development of communication strategies for the person, family members, or support workers.</p> <p>If needed, ongoing therapy tailored to meet the person's goals.</p>	<ul style="list-style-type: none"> - 1-hour initial information-gathering - Up to 2 hours for a report - An additional 1 hour for communication support plan, if required. <p>Up to 2.5 hours for a subsequent appointment for formal assessment may be required.</p>
<p>AAC Assessment (Alternative and Augmentative Communication Assessment)</p>	<p>An AAC assessment may be required for anyone who;</p> <ul style="list-style-type: none"> • Uses an existing communication device. • Wish to be assessed for a new communication device. <p>People often require ongoing therapy input; the therapist will discuss any additional therapy requirements following the initial assessment process.</p>	<p>The person requires additional communication support in the form of high-tech, low-tech or mid-tech aids.</p> <p>The person may have an existing AAC system with which they need assistance.</p>	<p>Detailed case history with the person and their carer(s) or family.</p> <p>Formal assessment of communication and AAC needs.</p> <p>Device trials in consultation with OT and/or Physiotherapy.</p> <p>NDIS application for purchase of equipment as required.</p> <p>Ongoing liaison with other members of the care team – Occupational Therapy, Physiotherapy.</p> <p>Ongoing therapy for use of the device, including training and troubleshooting of the device for carers or family.</p>	<p>We will require up to 10 hours of funding:</p> <ul style="list-style-type: none"> • 30 mins travel • 1-hour initial information gathering • 1 hour for clinician to arrange trial of devices and/or consultancy. <p>Up to 7.5 hours for device trials</p>

<p>Voice Assessment</p>	<p>Often in the case of Parkinson’s disease or a neurodegenerative condition where a person experiences poor voice volume or clarity, or for people who require Gender Affirming voice therapy.</p> <p>People with a disability often require ongoing therapy input; the therapist will discuss any additional therapy requirements following the initial assessment process.</p>	<p>The quality of the person’s voice is affected by disease or disability.</p>	<p>Detailed case history with the person and family or carers. Formal assessment of voice function and quality.</p> <p>Detailed report with summary and recommendations.</p> <p>A block of voice therapy may be developed, during which the person will learn to use and generalise strategies for voice use and voice care.</p>	<p>We require up to 3 hours of funding:</p> <ul style="list-style-type: none"> • Travel: 30 mins • 1 hour for Initial information gathering. • Formal voice assessment: 1.5 hour
<p>Training</p>	<p>A facility requires Speech Pathology input to provide training to staff to support client communication or mealtime management.</p> <p>Training may be general in nature or related to the specific needs or one or more clients.</p>	<p>The person has an existing mealtime or communication support plan, and a care facility or family requires training to implement it correctly.</p>	<p>Detailed interview with the recipients of training to determine what will need to be covered in the session(s). Development and delivery of a specialised training package based on the previously determined needs. Review or repeat of training as needed.</p>	<p>Funding will be determined based on the specific training requirements.</p>
<p>Assessment and Report only</p>	<p>An assessment and report may be required for people who require a comprehensive assessment of their support needs, as part of plan review, or to determine future speech pathology service requirements.</p>	<p>The person has a plan review or Change of Circumstances imminent and requires documentation for ongoing NDIS funding.</p>	<p>Detailed case history with the person and their family/carer(s).</p> <p>Formal assessment(s).</p> <p>Detailed report and recommendations for ongoing therapy to assist with budgeting for upcoming plan.</p>	<p>We require up to 6.5 hours of funding:</p> <ul style="list-style-type: none"> • 30 mins travel • 1.5 hours initial information gathering • Up to 2 hours for a report <p>Up to 2.5 hours for a subsequent appointment for formal assessment may be required.</p>

Contact Us

Our clinicians are on the road and our support team are available to help.



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