

Independent Rehabilitation Services

Who we are

Independent Rehabilitation Services (IRS) provides Occupational Therapy, Physiotherapy and Speech Therapy for people over 16yrs with neurological conditions.

We specialise in working with people with brain injury, stroke and conditions such as Parkinson's Disease, Multiple Sclerosis, Motor Neurone Disease and Cerebral Palsy.

Our therapists provide support in a safe and competent manner, with care and skill. They will discuss treatment options with you and develop a plan to meet your needs.

Location of Services

We provide services at your home, in the community or at our rooms in Ashburton.

Referrals and Waiting Time

An Intake Form is available on our website www.independent-rehab.com.au or you can telephone us on 9885 2533.

From time to time, there may be a waiting time for some services. If this is the case we will let you know at the time of referral.

Funding Source and Fees

We accept referrals from a range of funding sources including Private Health, Transport Accident Commission, WorkCover, NDIS, as well as privately funded clients.

Fees will be discussed with you at the time of referral/ intake.

NDIS participants are billed according to the current NDIA price guide for therapy services.

Privately funded clients will have an out of pocket fee.

Privacy

IRS maintain the security of personal health information at all times. A copy of our privacy statement is available on the IRS website.

Incidents

IRS has a system to record and manage incidents that occur while providing supports and services. We have a legal obligation to report serious incidents to the NDIS Commission. A copy of our Incident Management Policy is available on request.

Feedback and Complaints

We appreciate your comments and suggestions and we take complaints seriously. If you are unhappy with any aspect of our services please let us know. Anonymous feedback can also be provided.

- Contact your therapist directly or speak to Natalie Pribil, Allied Health Leader or Kate Phillips, Practice Principal on telephone: 9885 2533
- Email feedback to info@independent-rehab.com.au or
- Write to Independent Rehabilitation Services, 47A Karnak Road, Ashburton 3147

Policies and Guidelines

Please contact us on telephone 9885 2533 to request a copy of any of our policies or guidelines.

Client's Rights and Responsibilities

For the best possible health outcomes, Independent Rehabilitation Services acknowledges the following client rights and responsibilities.

Client Rights	Client Responsibilities
<p>You have the right to:</p> <ul style="list-style-type: none"> ● be treated with dignity and respect ● be treated as an individual ● have your needs, values and beliefs recognised and sensitively responded to ● not be discriminated against for any reason ● have your privacy and autonomy respected ● be given clear and accessible information about your treatment ● choose your therapist, see their qualifications and their code of ethics ● seek a second opinion ● refuse treatment ● have someone else present during treatment ● access an advocate including an independent advocate ● give us feedback (positive or negative) by contacting your therapist directly, speaking to Natalie Pribil, Allied Health Leader or Kate Phillips, Practice Principal on telephone: 9885 2533 <p>Email us info@independent-rehab.com.au</p> <p>Write to IRS, 47A Karnak Road, Ashburton 3147</p>	<p>You need to:</p> <ul style="list-style-type: none"> ● treat us with respect ● tell us your needs and concerns ● pay bills on time ● tell us if your circumstances change or incidents occur ● participate openly and honestly in our risk assessment process ● tell us about any safety risks that you are aware of ● provide copies of behaviour support plans where these exist ● notify us if someone else will be present during your treatment ● tell us if you take medication or have: <ul style="list-style-type: none"> ○ A pacemaker or heart condition ○ Blood clots or stroke ○ Diabetes ○ Seizures ○ Have any implantable devices ○ Any allergies ○ Any medical conditions that would impact your treatment

Please note that in the event of Occupational Health and Safety risks to staff, IRS reserves the right to review, modify and/or withdraw services.