



Allied
Health
Centre

Welcome Booklet

Welcome to Community Lifestyle Support's Allied Health Centre. We are looking forward to getting to know you and working with you.

This booklet contains information that will help you understand our service, your rights and what to do if something goes wrong or you have a concern.

If you have any questions, please don't hesitate to ask our Reception staff to make a time with one of Community Lifestyle Support's managers.

If you would like to access this information in an Easy-Read format or another language, please ask the AHC Reception staff for assistance.



In this book you will find...

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Our Values...

Dignity and Respect

We are committed to creating an environment in which each individual feels valued.

Collaboration

We believe that everyone has something meaningful to contribute.

Inclusion

We appreciate difference and value each individual's unique contribution to society.

Accountability

We believe in honesty and transparency.

Innovation

We strive to create a culture that inspires creativity and welcomes new ideas.

Leadership

We use our influence to inspire and empower others.

The history of our service...

Community Lifestyle Support is a non-profit organisation that has grown out of a desire to meet the needs of people with disability in our community. We were initially formed as Bundaberg Accommodation Support Service in 1991. At the time, our mission was to support people with disabilities who were affected by the deinstitutionalisation of Queensland Disability Services.

In 2001, we changed to Community Lifestyle Support and have continued to provide a range of in-home, community and residential care services - eventually growing to provide services to over 200 people each year.

In October 2017, we opened our Allied Health Centre to ensure that our community could have access to Allied Health services that were professional, personalised and acknowledged people as the experts in their own lives.

For more information about us, our services and events, please visit our website: www.cls.org.au.

What services we provide...

Our team has experience in a wide variety of therapies, support and intervention including:

- Assistive Technology
- Behaviour Specialists
- Community Nursing
- Dietetics
- Occupational Therapy
- Physiotherapy
- Psychology
- Speech and Language Therapy
- Major and Minor Home Modifications



What to Expect from Us

When receiving support from CLS, you can expect us to:

- Respect your decisions
- Listen to you
- Get to know your likes, dislikes, goals and needs
- Ask you what you think and want
- Give you choices
- Keep your information private
- Provide honest advice

Your rights

When being supported by CLS, you have the right to:

- Be heard
- Be safe
- Make your own decisions
- Raise concerns or complaints
- Choose to have the service paused, changed or stopped

Confidentiality

CLS keeps your information private unless you give us consent to share it. You can withdraw consent at any time by phoning us.

If you share information that you or someone else might be in danger or at risk of harm, we have a duty of care to share this with relevant authorities to keep you and others safe.

If you have any concerns, please feel free to speak with us about what this means.



Our Fees...

You can read our full fee schedule on our website (www.cls.org.au), at our reception desk or ask for your own copy. For unique requests, please see reception to arrange a quote.

From time-to-time, we may need to change our fees to cover costs. When this occurs, we promise to:

- Give you at least two weeks' notice before our fees change
- Send you an email or letter
- Make sure the changes are clearly advertised in our reception area
- Cost changes will never exceed the maximum price indicated in the NDIS Price Guide (updated annually)

Our clinic services do not attract GST, however consumables (such as splints, casts and resources) will attract GST.



Cancellations...

Our staff work hard to make sure we meet our commitments. However, every now and then things don't go according to plan. Where we can't make an appointment, we will try to give you as much notice as possible.

We understand that sometimes things happen and you may not make your appointment. Please call us as soon as possible to let us know. There are times where we may need to charge for cancellations. **To avoid a cancellation fee, we ask that you advise us at least 2 clear business days (48 hours) prior to your appointment.**

Before charging you a cancellation fee, a team member will phone you to discuss what happened and explain why a fee is being charged. The cancellation fee is 90% of the cost of your session. Where other work can be done in place of your late cancellation, a fee will not be charged.

To help you remember your appointments, we can send you an SMS reminder three days prior to the appointment. Please check with Reception to make sure we have the right mobile number and that our systems have registered for you to receive SMS reminders.

Leaving our Service

If you decide that our service isn't for you, just let us know. We are more than happy to provide an exit or referral letter and any reports to any other therapists you may wish to see in the future. You can also give us feedback via our website: www.cls.org.au/contact/

How to Raise a Concern or Complaint

The Allied Health Centre welcomes feedback and believes it is essential to ensuring we provide quality services.

To provide feedback informally, you can:

- Let a member of our team know that you have some thoughts on how our service could be improved. They will listen to your feedback and work with you and our team to consider how we can implement your idea.
- Request to speak with the team's Manager by phoning us on 1300 257 753, emailing your feedback to hello@cls.org.au or using the Contact Us section of our website: www.cls.org.au/contact/.
- When you raise feedback with a member of our team and the suggestion cannot immediately be responded to, they will make a plan with you regarding when and how they will be in touch to discuss it further.

To make a formal complaint:

- Let a member of our team know that you would like to make a formal complaint. They can take your complaint down and submit it through our website on your behalf.
- Request to speak with a CLS manager by phoning us on 07) 4155 6121 or emailing hello@cls.org.au.
- You can also access the concern and complaint form on our website: <http://www.cls.org.au/contact/>.

How we respond to formal complaints:

- A Manager will contact you within 24 hours to discuss your concern and develop an action plan and timeframe to resolve the matter.
- We aim to finalise all complaints within 28 days, and you will receive a written letter advising of all actions taken.
- If it takes us longer than 28 days, we will write to you and explain why, what we are doing and when we will be in touch.

Please be assured that we will not withhold services or treat you any differently as a result of any complaint you, your family member or anyone on your behalf may choose to make.

Contacting External Agencies with Concerns or Complaints

If you are unhappy with how we provide supports, you can contact the Ombudsman: 1300 362 072

If you are using NDIS funding, you can contact the NDIS Quality and Safeguarding Commission on 1800 035 544.

You can also contact the Office of the Public Guardian: 1300 653 187



NDIS Specific Information...

If you are accessing our service using an NDIS plan, we ask that you take a moment to read through the following information.

Additional expenses

Where the service you request is not covered (either in part or fully) by your NDIS plan, we will provide you with a detailed quote, and require written acceptance of this quote before providing the service.

Changing your service agreement

If events change, you are able to change your service agreement with us and have this reflected on the participant portal. Please bring this to our attention as soon as possible.

Where your NDIS plan is reviewed and replaced by a new plan, you must advise us immediately. If you fail to advise us of such changes, you may be required to pay the full cost of services delivered that are no longer covered by your plan.

Providing letters, reports and attending meetings

We are able to provide letters, assessments and attend meetings about your needs. However, this will need to be charged. To minimise expenses, please talk to us about your needs. Please note that reports can take time, please give us much notice as you can. If there is not enough time, we may not be able to provide the report by the required deadline.

Ending the service agreement

Should you wish to end your service agreement, please advise us at least two working days prior to your next appointment. If we need to end the service agreement, we will give you a month's notice.

If either party seriously breaches the service agreement, the notice period will be waived.