



**Enabled Designs**

*Supporting people to  
achieve meaningful lives*

# Client Welcome Pack

## **Enabled Designs**

is dedicated to providing exceptional Occupational Therapy in the home and community to improve everyday living for people of all ages.

Our team pride themselves on their advanced skills and experience in home modifications, assistive technology, housing and living solutions and daily living skill development.



*Feel confident with our team of Occupational Therapists who have the skills and experience to bring meaningful change to your life.*

## We can support you to...

- Reach greater levels of independence
- Overcome barriers to live life your way
- Improve yours and your carers safety
- Achieve your goals in life



## We do this through...

- Home modifications assessments
- Assistive technology assessments
- Functional assessments
- Wheelchair clinics
- Vehicle and caravan modifications assessments
- Aged care OT
- Home and living assessments
- Regional OT consults
- Skill development programs
- Carer education and training
- New home design consults





## Tailoring our services to your goals

To understand how we can support you, we start by understanding who you are, your strengths and challenges, and your goals and desires.

### Initial Assessment Package

The initial assessment package is dedicated to engaging with you to learn about your health journey, the challenges you face and develop your therapy goals. We will do this through:

- 1 A welcome call to meet your therapist and brief discussion about your need for Occupational Therapy.
- 2 An in-home assessment or telehealth consult to obtain comprehensive information about how you are managing to do what you need to do at home and in the community and the challenges you face.
- 3 Setting goals and priorities through collaboration with you and your carers. We will provide a written Therapy Support Plan that outlines how we will support you to achieve your goals.

### Ongoing Support

With your agreement, your therapists will progress through your Therapy Support Plan. We may complete further in-person visits, additional needs specific assessments and non face-to-face intervention.

Our support can involve non face-to-face client services which we are working on between the in-person visits. The Supports Iceberg on the following page highlights the services you see and what you don't see.



# Supports Iceberg

## Support you may observe...

- ✓ Welcome call
- ✓ Home visits
- ✓ Information gathering
- ✓ Phone calls
- ✓ Assistive technology trials
- ✓ Telehealth sessions
- ✓ Care team meetings
- ✓ Joint builder visits
- ✓ Assessments
- ✓ Outcome review session
- ✓ Carer training
- ✓ Assistive technology fittings
- ✓ Client training
- ✓ Wheelchair clinics
- ✓ Skill building sessions



## Support behind the scenes...

- ✓ Reviewing documentation
- ✓ Clinical documentation
- ✓ Assessments forms
- ✓ Therapy support plans
- ✓ Care team liaison
- ✓ Therapy planning
- ✓ Home modifications reports
- ✓ Investigating solutions
- ✓ Case conferences
- ✓ Assistive technology reports
- ✓ Coordinating service providers
- ✓ Home and Living reports
- ✓ Advocating
- ✓ Functional capacity reports
- ✓ Support letters
- ✓ Plan meeting reports
- ✓ Reviewing industry evidence
- ✓ Tribunal reports
- ✓ Obtaining quotes
- ✓ Home modifications design
- ✓ Computer aided drawings
- ✓ Scope of works
- ✓ Developing therapy programs
- ✓ Building professionals liaison
- ✓ AT technician liaison
- ✓ Select fittings and fixtures
- ✓ Forward planning
- ✓ Review quotes
- ✓ Funding requests
- ✓ Consulting
- ✓ Report finalisation
- ✓ Review NDIS changes
- ✓ Co-treating approach

# Your journey with us

## Onboarding

- An introductory phone call from us, giving you the opportunity to ask questions and let us know how we can support you.
- Forms to read and complete that are important to set-up a good working agreement between us.

## Welcome Call

- A brief discussion with your therapist about your need for Occupational Therapy.
- Time to review your information.
- Arrange a time to meet with you.

## Initial Assessment

- An in-home or telehealth assessment to obtain comprehensive information about how you are managing to do what you need to do at home and in the community and the challenges you face.
- Collaborate with you to identify your goals.
- Provide a written Therapy Support Plan that will guide our journey together.

## Solutions

- Our therapists will work with you, your family and carers and other service providers to progress through your Therapy Support Plan.
- Further in-person visits, additional needs specific assessments and non face-to-face intervention to achieve your solutions.

## Reports

- Complete the required mandatory reports and supporting professional recommendations in order to obtain funding.
- We are diligent in getting this right the first time to increase our level of success for you.

## Advocate

- Provide the required reports and supporting documents to yourself and funding bodies to advocate for your needs and to achieve your goals.
- We go above and beyond to advocate for your needs, with high levels of success.

## Completion

- Once funding for the solution has been provided, we will arrange, oversee and implement the solutions.
- Further in person visits to review and evaluate the solutions to ensure it has met your needs, achieved your goals and you and your carers are confident in using the solution.

## Our commitment to you



**We will listen** to what is important to you, partnering with you to achieve optimal outcomes.



**We will collaborate** and communicate with you regularly and seek your input every step of the way.



**We will respect** and value people and their uniqueness, recognising the diverse experience, knowledge and strengths that each person brings.



**We will provide positive outcomes** by striving high, overcoming limitations and being creative in a world of opportunity.

### Our client centred approach

We understand the importance of providing tailored services that meet the unique needs of our clients.

Through detailed assessment, individual therapy support plans and the highest quality solutions, we take a client centred approach to deliver impactful benefits to our clients.



**Enabled Designs**

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