



Montrose
Therapy & Respite Services

Client

Welcome Pack



Welcome to Montrose

At Montrose we believe that everybody should have the opportunity to live their best possible life. We look forward to working with you to make a positive difference for you and your family.

Your needs, choices and interests are important to us. These are the foundation for how we will engage with you to deliver our services.

To help you get the most out of working with Montrose we have developed this welcome pack. We also have an online client knowledge base with lots of tips and practical information that can be accessed [here](#) or you can contact a member of our team on 1800 193 362.

We look forward to meeting you and working together!

Welcome



What can I expect from Montrose?

When you come to Montrose, you can be sure of a warm welcome. Team members are guided by our values which define the type of organisation we want to be and how you can expect we will work with you. The four values combine to ensure we are focused on you and your family.

We adhere to the NDIS Commission's Quality and Safeguards Framework but more than that, we are committed to providing high quality services by investing in our staff and listening to our clients. We are continually striving to improve how we work together to achieve your goals.

Our mission and values



Diversity & Inclusion Statement

At Montrose we work together to support our clients and their families to live the lives they choose. We actively foster a welcoming environment through understanding the diversity of our people to support them on

their individual journey. The team at Montrose understand we are part of a broader community that cares for and respects the needs of others.

All Montrose clients, their families and our workers are encouraged to develop a respectful curiosity about each other - who people are, what motivates and influences them so that they can best support each other to experience safety and belonging.

At Montrose inclusion looks like:

- People feeling valued and respected.
- Understanding that a one size fits all approach does not provide equity, so we will provide varying levels of support depending upon need to achieve greater fairness of outcomes for each individual.
- Encouraging everyone to openly contribute their perspectives and utilise their unique talents for the continuous improvement of our organisation.

www.montrose.org.au/about-us/our-purpose/#diversity

How we work with you: A service built around client goals

Your goals will set the focus for your engagement with Montrose. Whether you are receiving therapy, short stay accommodation or lifestyle and leisure support your initial interactions with Montrose will involve a discussion around your needs and goals. If you are an NDIS client your goals will be defined in your NDIS plan. Goals are also important for private and other funded clients. For guidance on how to set goals please see our [website](#).

Initial therapy appointment

A significant amount of this first appointment will be spent talking with you about your health journey, your challenges and what you are looking to achieve from therapy. It is important to spend this time building an understanding between you and your therapist as it provides direction for your ongoing therapy program.

Ongoing appointments

Our standard therapy appointment is 45 minutes of therapy and 15 minutes record keeping and planning. This is billed at one hour. Additional charges may apply for travel or if additional time is required for preparation. If a standard appointment time doesn't suit, you can also request longer or shorter appointments.

Home practice

To achieve the best results from therapy, your therapist will provide you with home-based therapy practice ideas. Home-based therapy ideas will be updated as your child progresses and achieves their goals.

While we know that life can be hectic, it is important where possible that you prioritise practice of therapy at home. Why? The latest studies in allied health show that therapy progress is greatly enhanced when lessons from weekly or fortnightly therapy sessions are reinforced by regular practice.

Therapy progress notes (school sessions)

If you are not present in a therapy session, such as school or day care sessions, your therapist will provide a short email summary of what was covered. This will give you an insight into

the focus for the session and how the activities undertaken are working towards your child's goals. To ensure that maximum time is spent focusing on your child and charges are kept to a minimum, these notes will be brief.

Therapy groups

Montrose runs a number of special interest therapy groups such as Lego groups, school preparation groups, fine motor groups, gait and balance group classes, and water based groups during the summer months. Groups are based on interest in each location and can be run throughout the school term or on school holidays. Watch your Montrose newsletter for information on upcoming groups.

Parent sessions

There may be an occasion where you would like to book a session with your therapist without your child present. Please speak to your local team if you would like to request such an appointment.

Goal Achievement Plans

A Goal Achievement Plan will be provided to you at least annually. This plan outlines the progress that you have made against your therapy goals and provides recommended goals for the future. For our NDIS funded clients, we recommend that you take your Goal Achievement Plan to your NDIS review as it is a useful tool to advocate for future funding. Your therapist will talk to you about how to do this. If your review meeting is brought forward, be sure to advise us immediately so we have time to work on your report.

How to get the most out of your NDIS Package

There are many different ways that you can use your NDIS package to maximise the support provided to you and your family. Below are some of the additional services that you may wish to access through your NDIS package. To learn more about these and for other tips on how to work within the NDIS see our [website](#).



Our therapists support you through many activities.

Could we help you with more?

We want to help you get the full value of your NDIS package.

You can download our detailed guide with examples of additional services [here](#).



Montrose
Therapy & Respite Services

Where can I access therapy services?

We have various options to meet our therapists to make it as easy as possible for your family to access our services. Each option has different advantages. We encourage you to work with your local team to come up with an option that works best for you.

Local centres

Montrose has modern purpose-built centres across Queensland stocked with a range of therapy resources. These operate full time during business hours and are conveniently located with parking. Appointments are usually available throughout the day and after school. All our centres have dedicated therapy rooms and most have a gym and other facilities. Most centres also have comfortable waiting areas for parents who do not wish to sit in on therapy sessions.

At our purpose-built centres it may be appropriate for some older children to attend therapy sessions independently, however parents should remain within close proximity and be contactable by phone so that they can return to the centre quickly if required.

Clinics

In most locations, we also offer local clinics – these may be closer to you but will have limited opening hours and more basic facilities. We use community centres and similar local options to provide a more local service. Most are open one day per week with some offered fortnightly.

These are shared spaces so there may be other activities and groups at the same time. We know this doesn't work for some of our clients so please talk to our team to see if a local clinic is a good option for you.

Please be aware that parents must be present for clinic appointments, to ensure the safety of your child and our team.

Schools

With the agreement of your school, we can see your child during school hours. This has the advantage of avoiding the end of the day when children are tired and lets us see them in their school environment. Talk to your local team about whether we are currently visiting your school and if this can be arranged.

Home visits

Under certain circumstances, therapy services may be more suitable to be conducted in the home environment – for example to assess home access, or to determine equipment needs. In these cases, we may be able to offer visits in the home. Additional travel charges apply and many services have longer waiting periods for home visits.

Please be aware that parents or a family member/support person must be present for home appointments, to ensure the safety of your child and our team.





We want to help you attend your appointments

We understand that some clients' health condition means that they are more prone to illnesses. Montrose and other disability providers have worked with the NDIA to ensure this is accounted for in NDIS package values.

If however you are struggling with your health and managing appointments, please speak to your local Service Centre Manager about how we can support you.

If you are having trouble making your appointments for any reason, please contact us so we can work together to avoid future cancellation charges.

What is a short notice cancellation?

A short notice cancellation (or no show) is defined as when there is a failure to provide:

- Two clear business days' notice for a support or service which is eight hours or less in duration and less than \$1,000
- Five clear business days' notice, in all other cases.

Where a cancellation is received with short notice, and we cannot reschedule another client for that appointment, Montrose charges 100% of the associated fee as specified in the NDIS Pricing Arrangements and Price Limits. This includes charges for appointments and any associated travel.

Here's a handy reminder of how 2 clear business days is calculated and when you need to cancel to avoid charges:

If your appointment is on:	You need to cancel your appointment by:
Monday	Wednesday COB (5pm)
Tuesday	Thursday COB (5pm)
Wednesday	Friday COB (5pm)
Thursday	Monday COB (5pm)
Friday	Tuesday COB (5pm)

SMS reminders

To help you remember your appointments, we will send you two reminder text messages:

- Your first reminder SMS will go out 5 days prior. You can reply anytime up until 2 clear business days to cancel and avoid cancellation charges.
- Your second reminder at 24hrs is a handy reminder for your appointment.

Just let us know if you are not already receiving these notifications as we may need to update your mobile number. Don't forget, we can often switch appointments to TeleTherapy if you are unable to make it into our centre.



Your Multidisciplinary Team

When you choose Montrose you have access to a multi-disciplinary team. There are many benefits of working with several therapy disciplines under one roof.

Our clients regularly tell us that a multi-disciplinary approach is best.

Here's why:

1) One team united on common therapy goals

Our team of health professionals work together with each client, their family, and carers, to ensure a coordinated and rounded therapy approach unique to that individual.

2) Ease in accessing support from other disciplines

Sometimes progress against goals is best achieved through input from a number of therapy disciplines. For example, both Speech Pathologists and Occupational Therapists can help with feeding, swallowing, cognition and posture. When you choose Montrose, this is front of mind with our therapists and you can be confident that we will refer you to other disciplines when it is beneficial.

3) Multi-disciplinary therapy sessions

Quite often you may require support from more than one therapy discipline at the same time. Attending multiple therapy sessions per week can be exhausting, especially for younger clients. At Montrose we can offer

multi-disciplinary sessions where therapists from different disciplines work together to deliver activities that incorporate multiple therapy goals. Interprofessional or collaborative practice is evidence based and often leads to better therapy outcomes. Talk to our team about how this works.

4) Reporting multidisciplinary progress on NDIS goals

When you choose to use Montrose for multiple disciplines your Goal Achievement Plan will present a complete picture of the progress each therapy discipline has made to your key goals. Your Montrose Goal Achievement Plan is an important tool that can be used for a variety of reasons:

- For NDIS clients, when advocating for future NDIS funding
- A summary report for health care professionals such as GP's and specialists
- An information sharing tool for education staff, such as teachers and teacher aids, to ensure a consistent approach in all areas of your child's life
- To support disability support workers who are providing care and support outside of therapy (these may be Montrose staff or staff from other agencies).

What services can I access at Montrose

Please check the locations pages on our website to see which services are available in your local area.

Speech Therapist

When to seek help from a Speech Therapist?

Speech Therapists can provide support with the following:

- Difficulties with talking, reading or being understood
- Delayed speech development
- Difficulty understanding language or non-verbal communication
- Specialised communication aids and resources
- Mealtime assistance when eating is difficult or for a fussy eater
- Assessments

A Montrose Speech Therapist will work with you to assess the cause of the problem and to develop a program to treat communication disorders. Our Speech Therapists can also assist with identifying and introducing Assistive Technology.

Occupational Therapy

When to seek help from an Occupational Therapist?

An Occupational Therapist can help you to build skills and confidence to take part in everyday activities.

They can help develop independent living skills and participation in school.

Montrose Occupational Therapists also help children and young people living with a disability to play and participate to their full potential and reach their goals.

Speak to our Occupational Therapists for assistance with:

- Sensory issues
- Social skills and interactions
- Improving fine motor skills
- Personal care (washing, dressing and toileting)
- Healthy sleep routines and positioning for sleep
- Developing skills in following a routine and coping with changes to routines
- Assessments and prescription of Assistive Technology (equipment) as well as vehicle and environment modifications
- Breaking down challenging activities into manageable tasks and gradually building on your strengths.



Physiotherapy

When to seek help from a Physiotherapist?

Montrose Physiotherapists provide movement and mobility therapies for children and young people living with physical and intellectual disabilities. A Montrose Physiotherapist will work closely with you and your family to monitor and treat movement disorders, address muscle and pain issues and improve mobility.

We can provide support with the following:

- Monitoring and treating movement disorders, addressing and improving mobility
- Respiratory assessment and management
- Improving coordination, strength and flexibility
- Improving posture
- Aquatic Physiotherapy (hydrotherapy)
- Advice on how to physically assist someone.

Social Work

When to seek help from a Social Worker?

Sometimes people living with a disability and their family members need help to cope with the challenges in their daily lives. Our social workers are here to provide support.

We can provide:

- Support for families working through a new diagnosis
- Confidential counselling and support for children and families
- Facilitating peer support and networking
- Consultation with other service providers
- Accessing community resources.

Support Coordination

The NDIS provides funding for Support Coordination to help you put your NDIS plan into action. Montrose provides Level 2 Support Coordination services to help explore your options and find supports that work for you. We can:

- Help you understand your NDIS Plan
- Work with you to design Support Approaches
- Identify services
- Establish and coordinate your service providers and support
- Help in a crisis
- Build Capacity and Resilience
- Review your goals prior to a plan review
- Report to the NDIA.



How does Montrose work with adults?

Traditionally, Montrose has focused on children and young people but where we have the skills and experience to help adults, we will!

Our therapy services are available to adults including assessments, help with equipment and therapy sessions. Many of our team members have experience across age ranges and we will always ensure your therapist has the skills required to work with you.

Short stay accommodation

If you are a young adult (16 – 35) you should check out our supported holiday accommodation, Our Getaway, on the Gold Coast. Perfect for clients who need a break, want to try out new activities or enjoy the independence of spending time away with friends, Our Getaway short stay accommodation offers it all.

And what a great location! On the Gold Coast close to theme parks, beaches, shopping, restaurants and so many other activities.

This modern house has 24 hour support, is fully accessible and is equipped with large open living areas so there is heaps of space to relax

We also have occasional weekends specifically for younger children aged from 12 – 16 years, who may wish to experience a sleepover with other children.

At Our Getaway we group guests into similar age groups but you can also bring a group of friends to design your own holiday. Call us to find out more.

Lifestyle and Leisure

Lifestyle and Leisure is all about you and getting the most out of life. Montrose offers programs for school aged children and young adults. It's all about getting out, being active and learning new things. Build your confidence with one of our skills based programs or join one of our social groups for some fun!

See www.montrose.org.au/lifestyle/



Complaints and client protection

Clients may want to provide feedback or make a complaint about the services provided by Montrose. It is important to us that you feel supported in this process. Montrose is committed to a positive complaints culture to continually improve our services.

SMS feedback

Up to four times a year we will send you an SMS seeking feedback on how your therapy sessions are going. This is a chance to raise any issues/ concerns or to communicate what you like best so that we can make sure it continues. SMS feedback is actively monitored and acted on by your Service Centre Manager so please make sure you let us know how everything is going.

How to make a formal complaint

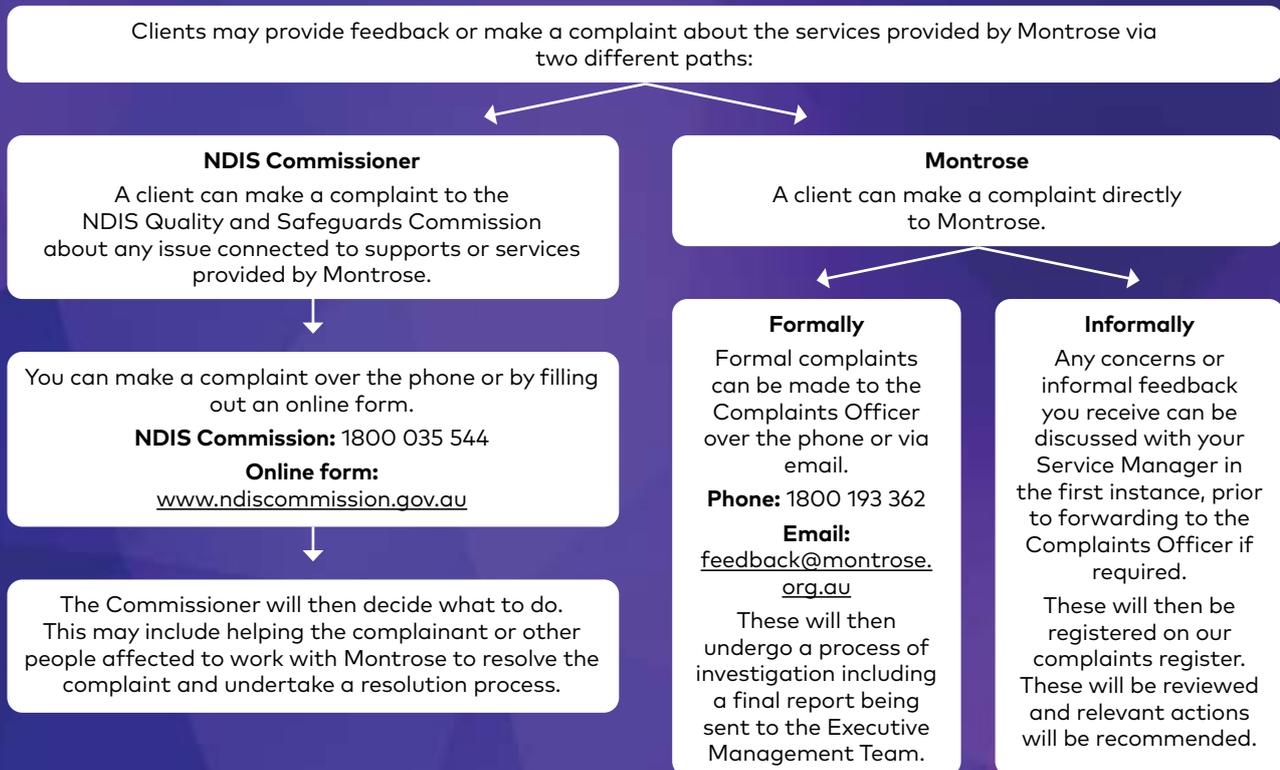
If for any reason you have a concern about the service delivered to you have two options:

1. Make a formal or informal complaint directly with Montrose: feedback@montrose.org.au; or
2. Raise a complaint with the NDIS Quality and Safeguard Commission.

See the flowchart below on how to raise a complaint. Montrose investigates all complaints for continuous improvement purposes and to ensure corrective action is taken where necessary.

Trained and carefully selected staff

Montrose takes the safety of our clients very seriously. Your therapists and support staff are chosen to have the attitude and skills to make a difference to your life. As well as blue and yellow cards, team members have relevant university and postgraduate qualifications, hold memberships of professional bodies and are supported to access relevant ongoing training.



Advocacy and Support

At all stages of registration, assessment and in the delivery of services, any client or family member has the right to access an advocate or support person of their choice. For many of our clients this can include a translator if English is a second language. Please let us know if you would like us to help you facilitate this.

What are my rights?

Montrose works within a number of frameworks that help uphold your rights and ensure your dignity and safety when accessing our services. These frameworks include the UN Convention on the Rights of Persons with Disabilities and the NDIS Quality and Safeguards Commission. [Learn more.](#)

Montrose Advisory Committee

This group of client and parent participants provides input into Montrose policies and procedures. See our website for more information.

Zero Tolerance Commitment

It's vitally important that our clients feel safe and supported while they use Montrose services.

To ensure this, we have a number of initiatives, policies and procedures in place. We follow the Zero Tolerance framework which helps organisations like Montrose understand actions they can take to prevent and respond to abuse, neglect and violence of people with a disability.

Zero Tolerance is a commitment to recognise, raise and respond to any deviation from the human rights of people using disability services. It is an organisational commitment to always have our eyes open and always strive to support client rights.

Montrose also works within the framework of the UN Convention on the Rights of Persons with Disabilities and the NDIS Quality and Safeguards Commission.

Collectively, these frameworks help to ensure your dignity and safety when accessing our services.

Find out more:

www.montrose.org.au/zero-tolerance/



My local Montrose team

You can find out what services are available in your local area and meet your local Montrose team on our locations website pages - www.montrose.org.au/locations/ (enter your suburb and click the local link).

You can view photos and bios of the local team and see their latest announcements.

We also send local e-newsletters so make sure you have provided an up-to-date email address so we can keep in touch.

Did you know our local teams also have their own Facebook feeds? [Follow us on Facebook.](#)

Contacting your local team

Our therapists have full calendars so they may not always be able to respond to your emails, texts or calls straight away. Your local Team Assistant can help with many enquiries and you can also call our head office on 1800 193 362. We can help with appointment changes and cancellations, new service bookings, account queries, NDIS questions and much more.

Conditions of Service

To support our team to deliver high quality service to you and your family we ask that all our clients abide by the below conditions. If you have any questions about these please ask your local Service Centre Manager.

- You will be asked to sign an agreement that confirms that you consent to the Montrose therapy and support team providing services to you or your child. It also confirms how these appointments are to be funded.
- Parents of children under 18 are asked to remain on our premises for the duration of the therapy session, unless otherwise agreed with your therapist.
- Montrose is a smoke-free workplace. Please refrain from smoking while our therapists are in attendance (this includes during home visits).
- Please inform us of any change to circumstances which may affect our service delivery.
- We expect that all Montrose staff members will be treated with dignity and respect.



Funding options

At Montrose, we want all children and young people to be able to access our support.

We can help families to assess what funding they may be eligible for and how to make an application.

The following are just some of the ways people can fund our services:

- NDIS - Montrose is a registered National Disability Insurance Scheme (NDIS) provider.
- Specialist Disability Support in Schools (SDSS) – Your school can access therapy services for their students through the SDSS Program. Both private and public schools are eligible but the Principal's permission is required. Find out more [here](#).
- Medicare (Chronic Disease Management) – A chronic medical condition is one that has been present for six months or longer. You can access rebates for a limited number of sessions with therapists. Your GP can help access this funding.
- GP Mental Health Care Plan – Clients can access our Social Workers or Occupational Therapists through this funding.
- Private health insurance with gap-only payments via HiCAPS.
- We continue to work with families with Helping Children with Autism (HCWA) and Better Start for Children with Disability although most families will now access support through the NDIS.
- Self funded – you can also choose to pay directly for the services you use.

To chat with one of our team members about how to fund your Montrose services, please contact us on 1800 193 362.



Managing my NDIS

We know that some people are unsure what to do when they get their first NDIS plan and can struggle to effectively spend the money they are allocated. Here's a few tips to help.

Refer to your plan – it sounds obvious but your NDIS plan sets out how much you are expected to spend on each of your supports. This means you can work out how much you have each month or each quarter and check if you are on track.

Talk to your therapist – our team will base their sessions on achieving the goals in your plan. They can help you understand why we suggest certain activities and supports.

Use the NDIS portal – The participant portal is called MyPlace where you or a person you trust can access your NDIS information. On the portal you can see your NDIS plans, get messages from NDIS, share your plan, manage service bookings and much more.

See these NDIS videos for more information:

[Managing your plan](#)

[How to log into the portal](#)

What happens if I don't spend the money in my plan?

Apart from missing out on useful supports, you may find it harder to get the same level of support from the NDIS when your plan comes around for review.

It's important to plan how you will spend your package over the year to get the most from your supports. Montrose can help manage the number of sessions and alert you if you are falling behind. We can help identify "make-up" appointments, perhaps some extra therapy during the school holiday, appropriate groups or other services you may be able to access with your funding. We can also notify the NDIS if you are falling behind due to illness.



Montrose

Therapy & Respite Services

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