



Welcome



A message from our CEO

Welcome!

If you are reading this, then you have started your journey with us.

Here at Addlife Health you will find a team of truly passionate and experienced people that are looking forward to restoring you to pain free health—quickly and easily.

We are committed to help you rehabilitate in the shortest time possible, so you're able to go back to doing the things you love in no time.

The greatest wealth is health...



Our agreement with you

We both have rights and responsibilities. This page outlines what you can expect from Addlife Health, and what we ask of you.

- Work together to resolve problems quickly
- Communicate openly and honestly
- Provide regular updates
- Keep safe
- Tell each other when we need to change or cancel an appointment
- Tell each other if there are changes to your NDIS plan
- Keep all information private unless there are safety concerns
- Be polite and respectful
- Promote safe work practices and environments
- Respect the participants autonomy including their right to intimacy and sexual expression



The Service Delivery Model

**Welcome
Meeting**

**Initial
Consultation**

**Plan
Development**

**Ongoing
Treatment**

Follow up

Service Exit

Welcome Meeting

Our physiotherapy team will meet with you to discuss and explore your goals, dreams, and main priorities.

Initial Consultation

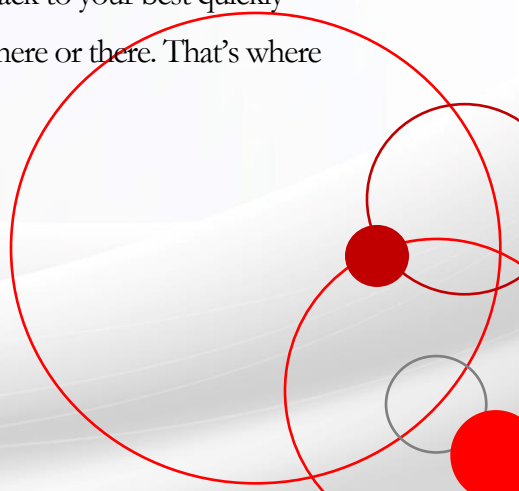
When you first come to see us, we want to understand exactly what has happened up to that point to cause or effect your injury before.

Plan Development and Ongoing Treatment

After we've identified your issues and developed a personal plan to get you back to your best, we then help you with the treatments required through the process.

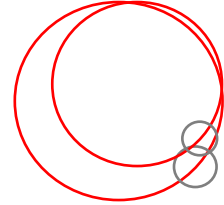
Follow up

By this stage, we've helped you to get back to your best quickly and easily, but you might have a niggle here or there. That's where we can get you back on track quickly.



Our core values





Physiotherapy

What does an Addlife Health Physiotherapist do?

Our physiotherapists cater to your injury or issue and then a personalized plan is implemented to help you get back to 100% quickly.

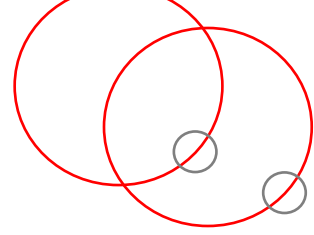
How can a physiotherapist help?

- Assessments
- Hydrotherapy
- Developing fitness programs
- Post-surgical rehabilitation
- Postural retraining
- Dry needling
- Respiratory management
- Manual therapy
- Soft tissue release
- Strapping

Reasons to see a physiotherapist.

- Pain management
- Pre-employment assessments
- Posture and positioning
- Musculoskeletal and sports injuries
- Fine motor skills (e.g., holding, writing,)
- Gross motor skills (e.g., crawling, walking, standing)
- Back and neck pain
- Urinary and bowel incontinence
- Post-natal rehab





Contenance Clinician

Our Contenance Specialists will help you with the management of bladder and bowel disfunction for a better health and quality of life.

How can a continence clinician help?

Management options for incontinence

Sexual dysfunction

Assessment via ultrasound

Rehabilitation pre and post prostatectomy

Antenatal/postnatal care

Educational and training

Reasons to see a continence clinician

Bladder bowel dysfunction

Constipation, and toilet training

Bed wetting

Enuresis (bed wetting)

Pelvic floor strengthening muscle



Our specialist services



Physiotherapy: Our team uses over 30 years of experience to help you get back to your best quickly



Continence Physiotherapy: Continence issues can be embarrassing. Let us show you how can we best help



Pediatrics: Seeing your child in pain is excruciating. Let us help you ease their pain quickly and easily



Pre-Employment Assessments: If you're looking to access your potential employees quickly and easily



Injury Management: if you've been injured, then let us help you get back to 100% quickly and safely



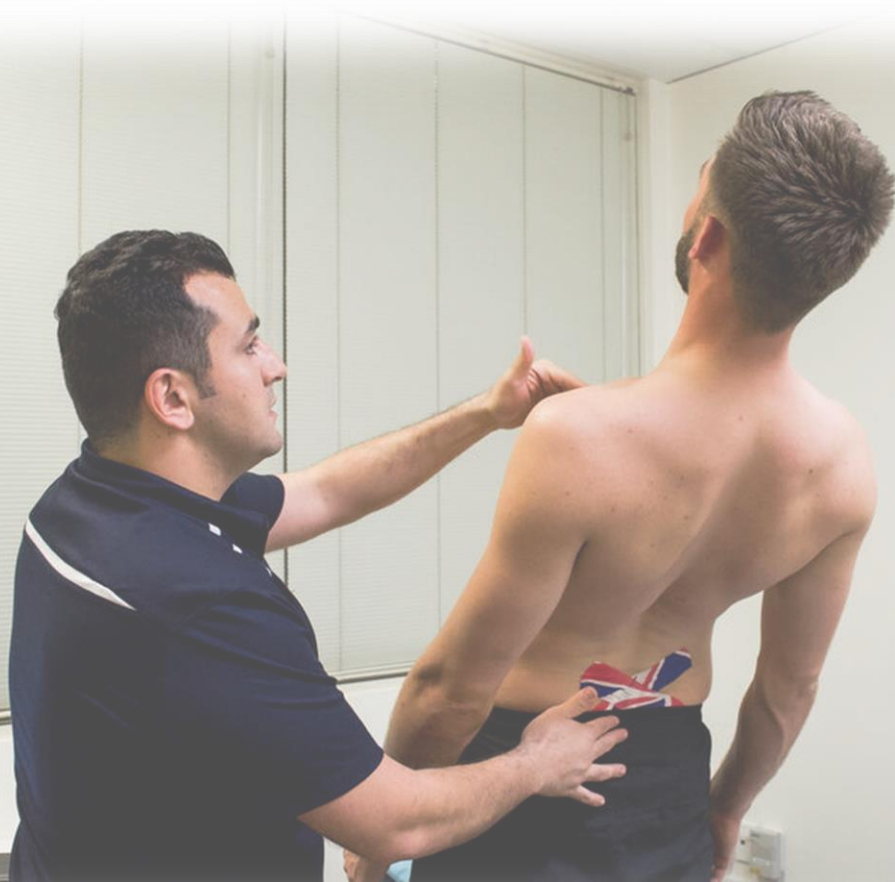
Hand Therapy: if you need hand therapy to get back to your best, talk with one of our professionals



NDIS: our team can help support you during your NDIS journey to get you to optimum health



Workplace Ergonomics: if you want your staff performing optimally, ergonomics can be a game changer



Managing your personal information

What is my personal information?

Personal information is any information that can tell us who you are. Examples are:

- Your name
- Your address
- Your birthday

Health information is personal information about your health. Examples are:

- Reports from doctors
- Reports from other therapists or health professionals
- Information from other health or therapy services

What happens if I do not provide my personal information?

If you don't provide the personal information we need, we may not be able to provide the physiotherapy service

How do I access the personal information?

You can speak with one of our friendly team members or email: reception@addlifehealth.com.au

How is my personal information protected?

We keep your personal information safe. Only the people who need to see it will see it.

Why does Addlife Health keep personal information?

We only keep the information that we need. When we ask for your personal information, we will tell you why we need it. Some of the reasons we keep personal information are to:

- Check that you are eligible to receive services
- Provide reports to the organizations that provide funding to Addlife Health.

How can I change my personal information?

You can update your details by contacting our team on 08 9021 8863

or via email:

reception@addlifehealth.com.au

Under what circumstances can I withdraw my consent?

You can withdraw your consent at any time if you wish to discontinue the services, we offer in writing via email to

reception@addlifehealth.com.au

or we hold the right to withdraw if the invoices are not paid within 28 days

Feedback, complaints, and disputes

We want to know when therapy is going well and when there may be issues.

You can give us feedback by:

- Contact your therapy team or Team Leader
- Contacting our Quality Officer on **(08) 9021 8863** or emailing **reception@addlifehealth.com.au**

Once we have received your feedback, a staff member will review your comments and take care if appropriate. We will contact you within a week to discuss your feedback and update you of any actions taken.

If you would prefer to speak with someone outside of Addlife Physiotherapy you can contact these organisations

- **National Disability Insurance Agency (NDIA)**
Phone 1800 800 110, email feedback@ndis.gov.au or visit one of their offices
- **Health and Disability Services Complaints Office (HaDSCO)**
Phone 1800 813 583, email mail@hadsco.wa.gov.au or visit their office
- **People with Disabilities Western Australia (PWDWA)**
Phone 1800 193 331, email info@pwdwa.org or visit their office



Contact us

Do you have a question? Need some more information?

Our friendly team is here to assist you.



08 9021 8863



reception@addlifehealth.com.au



www.addlifehealth.com.au



Addlife Health

If you want to visit us in person, you can find us here:

Address: U3 / 120 Egan Street, Kalgoorlie, WA 6430



