

A photograph of a middle-aged man with grey hair and a beard, wearing a light blue t-shirt and blue jeans, sitting in a black wheelchair. He is smiling and looking towards the left. A person's arm is visible on the left, holding his hand. The background is a blurred outdoor setting with green grass and trees.

# Experts in Mobile Disability Therapy

## WELCOME PACK

Everything you need to know in  
preparation for your first appointment  
with Active Ability

**EXERCISE PHYSIOLOGY | DIETETICS | PHYSIOTHERAPY**

(02) 8678 7874

[hello@activeability.com.au](mailto:hello@activeability.com.au)

[www.activeability.com.au](http://www.activeability.com.au)







# ABOUT US

We are an Allied Health team providing mobile services along the east coast of Australia in Sydney, the Central Coast, Canberra, Wollongong and the Sunshine Coast.

## OUR PURPOSE

To empower the disability community.

## OUR CORE VALUES

### Compassion

for all. The willingness & empathy to help others.

### Integrity

to do the right thing in all circumstances, even if no one is watching.

### Dedicated

to meet our promises, to achieve goals. We are a helpful resource.

### We are People-Focused

put people first. Respect, value & empower them.



Contact us for more information on  
[hello@activeability.com.au](mailto:hello@activeability.com.au) | (02) 8678 7874  
or visit [www.activeability.com.au](http://www.activeability.com.au)





# OUR 3 UNIQUES

## Mobile service provision

we come to you, wherever you choose!

## No travel fee, no wait list

We won't charge you for the time & cost of getting to your session meaning more of your funding goes to your therapy. Once you sign up, you will be allocated to your therapist immediately.

## Disability expertise

Disability therapy is all we do - it is where our passion, training, education and skills lie.



## What is an exercise physiologist?

Exercise physiologists are allied health professionals who can assist individuals who have a variety of disabilities and/or chronic conditions through exercise prescription, to improve their function, activities of daily living, community participation and overall quality of life. Exercise physiologists help to minimise the impact of an individual's disability through improved mobility, strength, mood and physical health.

## What is a dietitian?

Dietitians are trained experts in food and nutrition who can help individuals to achieve adequate nutrition to promote their physical, mental and social wellbeing. They can assist with building personal capacities and self-management skills through the dietary management of a range of chronic health conditions, disabilities and mental illness.



## What is a physiotherapist?

Physiotherapists are expertly trained to analyse and treat impairment in human movement and function. They have specialised training across a variety of conditions, including neurological, musculoskeletal and cardiorespiratory domains. Physiotherapists have the capabilities to address a range of impairments in each of these domains, including balance, falls risk, strength, gait endurance and movement efficiency.

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# WHAT TO EXPECT AT YOUR FIRST APPOINTMENT

## Location



We are a **mobile service**, making it easier for you to access the support that you need. As such, the location of the visit will be determined by you. This might be at your home, or even a local cafe or gym. Make sure it is a space where you feel comfortable to discuss your health goals.

## Who will be there?



You are welcome to invite anybody you wish to your first appointment to support you. This might include someone who knows you quite well like a family member, support worker or support coordinator.

We also offer joint appointments if you are meeting with more than one health professional from Active Ability.

## How long will it take?



Initial appointments take approximately one hour. You are more than welcome to take a break as required.

## What do I need to bring?



The first appointment is all about getting to know you! Use this checklist to help you get ready:

- Your NDIS goals
- Any relevant medical reports & recent blood test results
- List of current medications

This information is necessary to ensure our recommendations for your support needs are relevant and safe.



# IMPORTANT INFO

## Confidentiality & Privacy

Active Ability agrees to treat all participants with courtesy, respect and to preserve their confidentiality and privacy at all times. We will consult the participant on decisions regarding the provision of their support. Information at times may need to be shared for the purpose of assessment and ensuring our services are suitable, relevant and safe. For example, this may include reporting of information to your doctor(s) or other health care professionals, in order to facilitate any required communication and referrals to ensure the best possible care for you.

## Our Cancellation Policy

Cancellation, within 24hrs of a scheduled service, will be charged at 100% of the expected fee. If a participant is not present at the scheduled appointment when their clinician arrives, the service will also be charged at 100% of the expected fee.

## Complaints & Feedback

If the participant wishes to discuss feedback or a complaint, they have a number of options available to them. This includes direct contact with their clinician regarding their concerns or contact with Active Ability management via our landline (02) 8678 7874. If the participant does not wish to raise the issue with Active Ability directly, they are able to contact the NDIS Commission directly on 1800 035 544 or [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) or access an advocate for support.





## OTHER FAQs

### Why are we mobile?

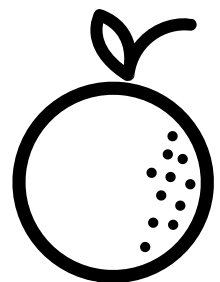
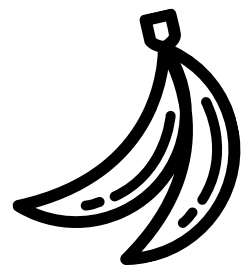
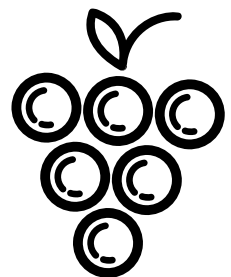
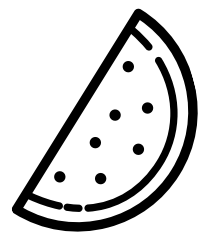
By providing a mobile service, it means that we are able to meet your needs and that any intervention provided is relevant to your setting. By delivering services straight to your door and within your local area, the benefits of these sessions will be extended beyond face-to-face sessions, facilitating capacity building and long-term improvements.

### Do physical therapy sessions include gym and/or pool membership?

The NDIS does not fund gym or aquatic memberships, so if you would like to access a local facility, you will need to pay for your membership. If you would like your exercise physiologist or physiotherapist to attend your preferred fitness facility with you or you require support to utilise these facilities, you can apply for a NSW companion card. This program allows for free entry for carers into participating venues and events. Visit their website for further information and to see if you are eligible at [www.companioncard.nsw.gov.au](http://www.companioncard.nsw.gov.au)

### Do we charge for our travel costs?

Active Ability does not charge participants for the cost of our travel to/from each appointment. Rare circumstances in which travel costs may be applied include; if the available clinician does not regularly service the area/is not available on days requested or if the participant lives outside Active Ability's regular service areas.



## Notes

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