

Transcript of Therapy Pro from a therapist perspective video  
6m 23sec

My name is Kirstie Hinsley.

I am an occupational therapist with therapy pro.

I have been an occupational therapist for 18 years.

Therapy Pro is a fully mobile client centred therapy service to clients in their own homes or wherever they prefer to be treated. So that can be in a park, in a library, a lot of the time it is in their own home but for many of my clients I see them in maybe a café. Where they feel comfortable to have their therapy and that way, they get the most out of it.

I think in a clinic environment the focus of control and emphasis is very much about the clinician being in control. Whereas if you are seeing people in their own homes, their own environment, particularly for an occupational therapist that's where I prefer to see my clients. You can learn a lot from seeing people and treating people in their own environment. And the control is very much in their hands. I always emphasise that I am working for that client. It's a partnership but we are in their environment and working for them.

It's been a great experience. Loads of learning, loads of support, and therapy outcomes for the client.

I feel like I have been challenged and pushed to be a better clinician. My skills have developed. Certainly, when I started, learning the new NDIS format brought its own challenges. But I think that we have had the support there with the Therapy Pro set up that's helped us deliver that service to a really high quality. We have clinicians from massively different skills sets that are always there willing to give advice and support to each other basically. We can reach out and engage in that in an electronic format whenever we need.

We do quite a number of joint therapy visits. At least the initial assessments can be a good point of call where we can all work together. You're not collecting all that information twice the family don't have to go through it twice it all saves time you're all getting introduced, you're all working to common goals making sure that you're all on the same page and clearly laying out your therapy plan for the client and their family.

The fact that we are all working together in a coordinated way is better for the client. If you've got therapists pulling in different directions and not communicating and being coordinated, it can be pretty tricky and like I say the efficiency is better when you are working in a coordinated way. We'll prepare one report and all share input into that report

in a collaborative way. And that saves time and money for the client, we're not having to get support coordinators to read through three sets of reports.

We are also regularly checking in to make sure we are still on the same goals or if something has changed with the client it's important to relate that information to the relevant therapists involved.

This country is so huge and there are people in very remote areas that need therapy and the fact that we can go out to places like Mackay and I travelled out to Warwick to people struggle to get services in the area because they're fully booked. You're basically doing the same job you're just doing it over greater distances. You can still then, with all the technology that we have these days like Skype, there's still scope to have therapy input over those distances and give them good service.

Firstly, when you start with Therapy Pro you are allocated a buddy. That's usually a person of similar profession. I've had a buddy and I've been a buddy for people. We all know what it's like to start a new job, so it's that person giving you a nudge to check in and see how you are going.

The coaching process is interesting, and that's a unique thing, I'd never come across that before I was working at Therapy Pro and that was the process to get us used to being and working with the new model, and being quite autonomous clinicians and practitioners. You've got the emotional support, the practical support and the clinical support in the model.

I think for me it's about putting the client at the centre of the process, doing what works for them and what's right for them and being quite innovative and creative in that process. Working with honesty and integrity those are the real things that align for me working at Therapy Pro.

I feel quite strongly about the way we work with our clients and having that honest and open relationship and building that rapport and trust with a client is important, having that fit with your clients as well.

I think it makes you a very autonomous practitioner, very organised, those were skills that aligned with me as well and attracted me to Therapy Pro.

I like to have something different every day and I can sort of adapt and change my schedule accordingly and according to client needs. That's a good thing for me, it keeps me fresh and keeps me on my toes.