



VIVALIFE

Participant Handbook

Occupational Therapy

Choice · Independence · Participation

Welcome

This handbook explains who we are, how we work, the services we provide, and your rights, responsibilities and safeguards as a participant.

YOUR GUIDE

Inside this handbook

A practical introduction to VIVALIFE and the standards you can expect from us.

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Need help reading this handbook?

Please tell us if you would like information in plain language, with pictures, through an interpreter, or with support from a family member, advocate or another trusted person.

01 • ABOUT US

Supporting meaningful everyday life

VIVALIFE is an Australian occupational therapy provider supporting people across the lifespan.

About VIVALIFE

VIVALIFE provides comprehensive occupational therapy services for children, young people, adults, older people, people with disability, and people experiencing mental health challenges. We help people strengthen everyday function, increase participation, support physical and emotional wellbeing, and pursue a better quality of life.

Our approach is person-centred. We believe every person has individual strengths, values and a life that matters. For that reason, our work goes beyond functional performance. We focus on each participant's real-life experience, personal goals, relationships, identity and sense of purpose.

We combine clinical knowledge with warmth and respect. Our aim is to provide practical, dignified and meaningful support that helps participants engage more fully in self-care, learning, work, family life, community activities and emotional wellbeing.

Our focus

We do not simply help people complete tasks. We work alongside participants to build confidence, choice, control and participation in the parts of life that matter most.

Who we support

Our services respond to physical, cognitive, sensory, developmental and psychosocial needs. Support may take place at home, at school, in a clinic, at work or in the community.

Children & young people

Developmental assessment, sensory and attention support, school participation, learning routines and life-skills planning.

Adults

Daily living, work participation, routines, functional capacity, community access and strategies for greater independence.

Older people

Safe mobility, falls prevention, cognition and memory support, chronic condition management and participation at home and in the community.

People with disability

Assessment and support for physical, sensory, cognitive, communication and neurodevelopmental differences, including autism and acquired brain injury.

People with complex needs

Integrated assessment, environmental adaptation, daily living support, assistive technology and collaboration across services.

Mental health support

Support for anxiety, depression, PTSD, disrupted routines and psychosocial barriers through regulation, activity planning and skill development.

What we provide

Our services can include comprehensive assessment, individualized intervention planning, functional training, skill development, home and environmental assessment, modification recommendations, assistive technology advice, and collaboration with other professionals.

Daily living and self-care

- Dressing, eating, personal hygiene and toileting.
- Time management, planning and daily routines.
- Family roles, household responsibilities and participation.
- Adjusting routines during periods of stress, anxiety or change.

Sensory and functional skill development

- Fine motor coordination for handwriting, grasp and tool use.
- Sensory regulation strategies for heightened or reduced sensory responses.
- Attention, organisation and executive functioning.
- Individualised sensory-motor activities.

Home, school and workplace environments

- Home accessibility and safety assessment.
- Workstation and school-environment adjustments.
- Risk identification and practical prevention strategies.
- Assistive equipment and everyday self-help tools.

Collaboration and plan monitoring

- Coordination with GPs, psychologists, educators, nurses and other professionals.
- Progress reporting, goal review and service adjustment.
- Case meetings, participant and family education, and shared planning.

Our therapy team

Our occupational therapists are registered with the Australian Health Practitioner Regulation Agency (AHPRA). They work in line with current evidence, professional standards and the participant's individual goals, cultural background and life circumstances.

- We communicate respectfully and accessibly.
- We listen carefully to each participant's story and expectations.
- We ask, "What truly matters to you?" rather than assuming what should matter.
- We see people as individuals with potential, value and goals—not as problems to be fixed.

Our clinicians participate in ongoing professional development so that service quality, safety and clinical practice continue to improve.

Person-centred

Your priorities, routines, culture and goals shape the way we work.

Practical

Strategies are designed for use in everyday environments and real activities.

Collaborative

We coordinate with the people and professionals who are important to your support.

Always improving

We review progress, update strategies and continue professional learning.

02 • OUR DIRECTION

Vision, mission and values

The ideas that guide how we support participants, families and communities.

Our Vision

Our vision is for every participant to experience the greatest possible independence, functional ability and emotional wellbeing, while feeling dignity, value and hope in everyday life.

We want to create more than a therapy service. We aim to build a caring and supportive environment where each assessment, intervention and new skill helps a person feel understood and respected.

Participation first We focus on performance in real homes, schools, workplaces and communities—not only inside a therapy room.	Function with dignity Progress is not only about skill. It is also about confidence, identity, control and self-worth.
Evidence based Plans reflect evidence, interests, routines, culture, family context and personal goals.	Emotional wellbeing We recognize the stress, frustration and isolation that can accompany functional challenges.
Partnership Sustainable outcomes are strengthened through collaboration with families, educators, health teams and community supports.	Potential & Enjoyment Therapy should help people discover strengths, interests and meaningful opportunities—not simply manage a diagnosis.

Our Mission

We believe every person has the right to make choices about how they live. A child learning to express a need, an older person working to remain independent, a person navigating physical disability, or someone rebuilding life while experiencing mental health challenges should not be defined by diagnosis, disability or circumstance.

Our mission is to help people reconnect with everyday life. Through professional, evidence-based and compassionate support, we help participants identify their abilities, address barriers, participate in family, school, work and community life, and gain more opportunities for choice and independence.

What meaningful occupational therapy means to us

It is not about telling people what they cannot do. It is about helping them discover what they can do, building confidence as well as skill, restoring hope as well as function, and creating practical change that lasts.

We aim to be a partner in each participant's journey: present when challenges arise, encouraging when progress is made, and consistently respectful of each person's capacity to learn, adapt and achieve meaningful goals.

We commit to

- Placing participant and family needs at the centre of service delivery.
- Using evidence-based practice and professional standards to protect service quality.
- Treating every participant with respect, empathy and cultural inclusion.
- Working collaboratively with families, schools, health teams and community services.
- Building sustainable capability and independence rather than unnecessary reliance on services.

Our Values

WE CARE

We care about each person and value every journey we share. Our service begins with genuine attention to the participant, their family, carers and support network—not simply a case, report or diagnosis.

People often seek support during difficult periods: when a family is uncertain about a child's development, an older person is losing confidence in daily activities, a person with disability is seeking greater autonomy, or someone experiencing mental health challenges is trying to regain direction.

- We care about whether a task can be completed, and how the person feels while doing it.
- We care about new skills, and whether those skills create confidence and independence.
- We care about safety, and about preserving dignity and personal choice.
- We care about outcomes, and whether participants and families feel supported and hopeful throughout the process.

WE UNDERSTAND

Effective support begins with understanding. Before a person becomes a participant, they may be a parent, child, partner, employee, carer, student or community member facing significant life challenges.

A diagnosis or assessment rarely captures the full story. Participants and families may bring years of stress, uncertainty, advocacy, exhaustion or disappointment. We take time to understand the person's situation, feelings, culture, routines, values and future hopes before offering solutions.

- What matters most to this person?
- What brings joy, confidence or a sense of belonging?
- What feels difficult, unsafe or frightening?

- What goals are they working towards?
- What kind of life do they want in the future?

A child is more than a diagnostic label. An older person is more than age or illness. A person with disability is more than a functional limitation. A person experiencing mental health challenges is more than symptoms.

WE FIGHT

We do not give up when change is difficult. Barriers may come from physical, cognitive or psychological needs, but they may also come from inaccessible environments, limited resources or systems that do not respond well to the individual.

- When a child is excluded at school, we work with families, teachers and support staff to improve real participation.
- When a person wants more autonomy, we explore environmental modifications, assistive technology and adaptive strategies.
- When an older person loses confidence at home, we combine functional training with equipment and practical safety strategies.
- When mental health challenges disrupt daily life, we offer structure, encouragement and tools to rebuild rhythm and confidence.

We are willing to keep learning, challenge assumptions, search for practical answers and advocate for better opportunities. To us, occupational therapy is about expanding choice, autonomy and participation.

Our promise in three lines

WE CARE—with genuine compassion. WE UNDERSTAND—with patience and curiosity. WE FIGHT—with practical action for every possibility.

03 • WORKING TOGETHER

Your rights and responsibilities

A respectful partnership helps us provide safe, appropriate and effective services.

Your Rights and Responsibilities

At VIVALIFE, every participant should be respected, understood and supported with dignity and fairness. We provide person-centred services and respect your choices, routines, culture, communication preferences and goals.

Your rights

To be treated with dignity, respect and fairness

You have the right to courteous and respectful service regardless of age, disability, cultural background, language, religion, gender, identity or personal choices.

To participate in decisions

You have the right to be involved in discussions about your services, goals, support methods and service plan. We will explain information in a way you can understand and support you to express your views.

To choose suitable supports

You may express preferences and make choices about the support that best fits your needs and goals. We will respect your views and work with you within our professional scope.

To receive safe and appropriate services

You have the right to professional services that are safe and suited to your actual needs. We consider your physical, emotional and psychological wellbeing.

To privacy and confidentiality

You have the right to expect your personal information to be protected. We will not share it without appropriate consent unless disclosure is required by law or necessary to protect someone from serious harm.

To accessible communication

You may communicate in the way that is most comfortable and understandable for you. This may include plain language, pictures, interpreter support, family assistance or other communication aids.

To give feedback or make a complaint

You may raise concerns, make suggestions or complain about services without being treated unfairly. We will listen and use feedback to improve.

To support and advocacy

You may involve a family member, friend, guardian, support coordinator, advocate or another trusted person in communication and decision-making.

To feel safe and be protected

You have the right to support that is free from abuse, neglect, exploitation, discrimination, threats and disrespect.

Your voice matters

You can say no, ask questions, request more time, seek an explanation, change your mind, involve an advocate, or tell us when something does not feel right.

Your responsibilities

To help us provide safe, suitable and effective services, we ask participants and families to work with us in the following ways.

Treat staff and others respectfully

Please communicate courteously with our team and other people involved in the service. We will offer you the same respect and care.

Provide accurate and current information

Please share relevant information about health, disability, support needs, risks, medication, emergency contacts and your NDIS plan. Accurate information helps us provide safer support.

Tell us about important changes

Please let us know as early as possible if your contact details, address, NDIS plan, health, needs, family circumstances or risks change.

Attend appointments or give notice

Please attend scheduled appointments on time where possible. If you need to cancel or reschedule, provide as much notice as you can.

Take part in goal setting and reviews

Your ideas are essential. We encourage you to contribute to goals, service plans and progress reviews so that support remains connected to your real life.

Tell us what is and is not working

If a strategy is unsuitable, unclear, uncomfortable, unsafe or unsatisfactory, please tell us. We will listen and consider appropriate changes.

Support safety during services

Please follow agreed safety guidance and tell us promptly about hazards such as falls risks, equipment problems, escalating distress, physical illness or other concerns.

04 • TRUST

Privacy and information

Your information is important. We handle it carefully, professionally and confidentially.

Privacy Protection

VIVALIFE respects and protects participant privacy. We collect personal information so that we can understand your needs, provide safe and appropriate services, communicate with relevant supports, and meet professional and legal responsibilities.

Information we may collect

- Your name, date of birth, contact details and emergency contact information.
- Information about disability, health, support needs and service goals.
- NDIS plan information, service agreements and related documents.
- Assessment notes, therapy records, progress information, reports and communication records.
- Information relevant to safety, risk, daily living ability and support arrangements.

How we use information

- To understand your needs, preferences and goals.
- To plan and provide suitable services.
- To communicate with you and, where appropriate, your family, support coordinator or other professionals.
- To prepare service records, reports and required documentation.
- To monitor safety and quality.

- To meet legal, professional and NDIS-related requirements.

When information may be shared

We only share personal information when there is an appropriate reason, such as when:

- You have consented to the disclosure.
- Sharing is necessary to provide safe and effective services.
- The law requires us to provide information.
- There is a serious risk to your safety or another person's safety.
- A serious incident or safety matter must be reported to a regulator or relevant authority.

How information is protected

We take reasonable steps to prevent misuse, loss, unauthorised access or disclosure. Access is limited to workers who need the information to perform their role.

You may ask how your information is used, request access to your records, or ask us to correct information that is inaccurate, out of date or incomplete.

Privacy builds trust

Privacy is more than a compliance requirement. It is part of the trust we build with participants and families.

05 • SAFETY

Incident management

Our first priority after an incident is the safety, dignity and wellbeing of everyone involved.

Incident Management

An incident is an event during service delivery that causes harm, could have caused harm, or creates a risk to a participant, worker or another person. VIVALIFE treats incident management seriously and responds in a calm, transparent and responsible way.

Incidents may include

- A fall, injury, illness or accident.
- A safety hazard arising during service delivery.
- A medication, health or emergency issue.
- Behaviour by a participant or another person that may cause harm.
- A participant feeling unsafe, threatened or at risk.
- Suspected abuse, neglect, exploitation, violence or inappropriate treatment.
- A missing person, serious emotional crisis or another significant safety event.

If an incident occurs, we will

- Act first to protect the participant and anyone else involved.
- Provide immediate support and contact emergency services when needed.
- Record what happened clearly and accurately, including the time, place, events and people involved.

- Notify family, a guardian, support coordinator or other relevant people when appropriate.
- Report to the NDIS Quality and Safeguards Commission or another authority when required.
- Review why the incident occurred.
- Develop prevention measures to reduce the chance of recurrence.
- Communicate appropriate next steps with the participant and family.

Learning, not blame

The purpose of incident management is to understand what happened, protect people and improve services and risk controls—not to blame participants or families.

06 • SAFEGUARDING

Preventing abuse and neglect

Every participant has the right to receive support in an environment that is safe, respectful and protective.

Prevention of Abuse and Neglect

Safeguarding means protecting participants from harm, abuse, neglect, exploitation, discrimination, unfair treatment and unsafe service practices. Protecting participants is the responsibility of every VIVALIFE worker.

Abuse and neglect may include

- Physical harm or rough treatment.
- Verbal humiliation, threats, intimidation or belittling.
- Emotional control, isolation or manipulation.
- Failure to meet basic needs such as food, water, hygiene, medication, safety or health care.
- Financial exploitation, including use of money or belongings without consent.
- Sexual misconduct, abuse or assault.
- Disrespect for a participant's choices, culture, identity, privacy or personal boundaries.
- Placing a participant in an unsafe or high-risk environment.

How we protect you

- We listen seriously to participants and families.
- We encourage you to speak up when you feel unsafe, uncomfortable or unfairly treated.

- We respect your choices, rights, privacy, culture and identity.
- We ensure workers understand duty of care, professional boundaries and safety obligations.
- We respond promptly to concerns about abuse, neglect, exploitation, violence or inappropriate treatment.
- We contact family, guardians, support coordinators, advocates or authorities when needed.
- We review risk and adjust support as circumstances change.
- We continually improve services to reduce safety risks.

If you feel unsafe

Tell us or tell someone you trust if you feel unsafe, uncomfortable, ignored, threatened or disrespected. You may contact:

- An VIVALIFE worker or manager.
- A family member, friend or carer.
- Your support coordinator.
- An advocate you trust.
- The NDIS Quality and Safeguards Commission.

Immediate danger

If you or another person is in immediate danger, call emergency services on 000.

Our goal is for every participant to feel safe, respected, heard, understood and protected whenever they receive services from VIVALIFE.

07 • YOUR FEEDBACK

Complaints and feedback

Compliments, suggestions, concerns and complaints all help us understand and improve our service.

Complaints and Feedback

VIVALIFE welcomes all forms of feedback. Making a complaint is your right. You will not be treated unfairly because you raise a concern, express dissatisfaction or ask for something to change.

You can provide feedback when

- You are happy with our service and would like to tell us.
- You believe something could be improved.
- You are concerned about a worker's communication, conduct or service approach.
- You feel the service has not met your needs.
- You feel unsafe, uncomfortable, disrespected or unheard.
- You have a suggestion that could help us support you better.

When we receive a complaint, we will

- Listen carefully and treat you with respect.
- Acknowledge that we have received the complaint.
- Seek to understand what happened.
- Ask what outcome you would like.
- Handle the matter confidentially, fairly and respectfully.
- Take action where needed to resolve the issue and improve service.

- Keep you informed about progress and outcomes where appropriate.

You may make a complaint yourself or ask a family member, friend, advocate, support coordinator or another trusted person to help you.

If you are not satisfied with how VIVALIFE handles a complaint, you may contact an external body such as the NDIS Quality and Safeguards Commission for further assistance.

Feedback is an opportunity

We do not regard complaints as a nuisance. We see them as an important opportunity to learn, improve and provide better support.

08 • CONTACT

We are here to listen to

Please contact us if you have a question, need information in another format, want to provide feedback or would like to discuss your services.

Contact Us: +61 405738887

VIVALIFE

Occupational therapy supports choice, independence and meaningful participation.

Thank you for choosing VIVALIFE

We look forward to supporting you