

wiseOT solutions

Helping people to live their best life

Welcome

We're excited that you're here..

Over the last 10 years, our customers have come to know us, like us and trust us with the care of their clients.

We look forward to working with you too!

About Us Us



Wise OT Solutions was established by Liz Brownlee (nee Wise) in 2011, combining her diverse clinical skills with experience in the workers compensation and CTP schemes, specifically severe injuries. Liz has a passion for 'bridging the gap' between the client and their funding body and she has successfully done this over the last 10 years, building a strong team of community therapists with the same values.

We are now a leading provider of Occupational Therapy and Case Management services across NSW, achieving positive outcomes in the most complex situations. Our occupational therapists all have a minimum of 5 years clinical experience, are members of Occupational Therapy Australia and registered with AHPRA. We are all icare approved case managers.



Wise OT Solutions

CORE VALUES

HONESTLY, WE CARE

We are committed to success and happiness. We do what we say we will do. We are generous and always take good care of our clients and customers.

WE'RE WORLD CLASS

We create WOW experiences and go the extra mile. We pride ourselves on customer service and bridging the gap between the customer and our patient.

WE'RE HUMBLE

We are open minded and flexible. We listen and value your opinion. We love working with you to achieve the best outcomes. We are lifelong learners. We bring energy and have fun!

WE HUSTLE

We are passionate about the growth and development of our people and the business. We are relentless in the pursuit of the best outcomes. We work hard, we get it done!

Our Services



ADL Assessments

To determine current function and provide recommendations for increasing independence or reasonable and necessary external services required.



Rehabilitation Plans

Are developed to describe specific, measurable and timely functional and return to work goals.



External Case Management

Co-ordination of medical and treatment goals to ensure the claim is moving forward. The case manager will liaise with the client and funder to gather evidence to determine reasonably necessary treatment.



Occupational Therapy Intervention

Such as functional retraining and upgrading programs, cognitive retraining, equipment prescription, home modifications, behavioural intervention for complex psychological claims to increase independence and reduce care needs.



Care Needs Assessments

To determine if the current level of attendant care is appropriate for the injured persons functional ability. Recommendations are made to increase independence and reduce care where possible.



Early Intervention

Assessments to determine injury related information, prepare for hospital discharge and educate the client on the rehabilitation process.

OUR POINT OF DIFFERENCE

- Our team members each have between 9 and 20 years experience as Occupational Therapists.
- We think outside the box, providing alternative and cost effective measures.
- We work collaboratively with our customers within the relevant legislation and pride ourselves on this knowledge.
- Our reports are succinct and timely and always consider the 'Reasonably Necessary' criteria.
- We provide quarterly claims reviews to discuss existing claims (no additional cost).
- Injury Management Advice/Claims reviews on complex claims.

Service Areas

- Sydney Metro and Greater Western Sydney
- Central Coast & North Coast
- Hunter New England
- Rural NSW as requested
- Interstate as requested



MEET THE TEAM

We're better together!



Liz Brownlee

Director & Occupational Therapist



Carly Macleay

Clinical Lead & Occupational Therapist



Debbie McFarlane

Practice Manager



Kate Nicholls

Occupational Therapist & Case Manager



Kat Lethbridge

Occupational Therapist & Case Manager



Vicki Bowden

Occupational Therapist & Case Manager



Rachel Collis

Occupational Therapist & Case Manager

Liz Brownlee - Director & Occupational Therapist

Experience:

→ 20 years OT

Areas of Interest:

- Brain Injury
- Spinal Injury
- Burns
- Amputees

Services:

- ADL & Care Needs Assessments
- Functional Upgrading
- Complex Case Management

Travel Billed From:

- Panania

Liz has many years' experience as an Occupational therapist in various clinical areas such as neurological, amputee & orthopaedic rehabilitation, burns, aged care and palliative care. She has developed her clinical skills through various challenging OT roles within Sydney and London.

Moving into the insurance market, Liz developed her knowledge and experience of the NSW worker's compensation and CTP schemes, involved in the severe injuries project in NSW. She enjoys providing internal injury management advice to workcover agents and assisting with learning and development for severe injury case managers.

Liz's experience in severe injuries such as traumatic brain injury and spinal injury has allowed her to encompass her clinical skills to provide occupational therapy and case management services to clients with these injuries. She has built a strong network with community agencies throughout her career and can co-ordinate and monitor services for clients with extremely challenging behaviours and complex clinical needs.

Liz is a highly motivated occupational therapist who is committed to delivering an exceptional quality of service to all stakeholders, through efficient communication and collaboration. She is passionate about improving service delivery in the industry – winning the iCare award for Outstanding Individual – Care & Service (Specialist Care Services) in 2018. Liz is also an iCare dispute assessor panel member.



*B.App.Sc (Occupational Therapy);
AHPRA registered OT; Occupational
Therapy Australia Member*

Carly Macleay - Team Leader & Occupational Therapist

Experience:

12 years OT

Areas of Interest:

- Neurological Rehab
- Traumatic Brain Injury
- Acquired Brain Injury
- Spinal Cord Injury

Services:

- Cognitive Assessment and Retraining
- Functional Retraining
- Home Modifications
- Wheelchair and Seating
- Care Needs Assessments
- ADL Assessments
- Complex Case Management

Travel Billed From:

- Richmond

Carly has always had an interest in and a passion for neurological rehabilitation and recovery. After graduating from the Western Sydney University in 2010, she commenced at an inpatient brain injury unit in Sydney. Within that role, Carly developed clinical expertise in cognitive and physical assessment and treatment, including cognitive task analysis, functional retraining, equipment prescription and complex seating, major home modifications, upper limb management and carer training.

In 2012, Carly left the hospital setting on a six month secondment to a national rehabilitation provider as a rehabilitation consultant. Carly provided occupational therapy services within the compulsory third party (CTP) scheme, completing activities of daily living (ADL) assessments, job task analysis and workplace assessments. Carly was also able to develop skills in case management to facilitate sustainable return to work options for people following injury. In 2013, Carly returned to traumatic brain injury rehabilitation as a Clinical Operations Manager where she managed a large multidisciplinary team providing community-based rehabilitation to people living at home following traumatic brain injury.

In July 2017, Carly joined Wise OT Solutions as the Clinical Lead. She is a natural leader and is passionate about growing and developing the team both personally and professionally, whilst delivering exceptional quality services to her clients and customers.



*B.App.Sc (Occupational Therapy);
AHPRA registered OT; Occupational
Therapy Australia Member*

Kate Nicholls - Occupational Therapist

Experience:

9 years as an Occupational Therapist

Areas of Interest:

- *Traumatic Brain Injury*
- *Spinal Cord Injury*
- *Amputee*
- *Multi-trauma and complex orthopaedic*

Services:

- *Home Environmental Assessment*
- *Care Needs Assessments*
- *ADL Assessments*
- *Environmental Modifications*
- *Early intervention*

Travel Billed From:

- *Coogee*

Kate has occupational therapy rehabilitation experience supporting clients who have sustained a traumatic brain injury, spinal cord injury, amputation(s), burns, complex multi trauma and orthopaedic injuries.

Within these roles, Kate has developed clinical expertise in physical and cognitive planning, provision and evaluation of rehabilitation treatment plans, customised equipment prescription, home safety assessments and complex modifications.

Kate has primarily developed her skills working in compensation schemes across NSW and SA. She is currently providing assessment and treatment to catastrophically injured clients via Workers Care, Workers Insurance and Lifetime Care.

Kate enjoys the complexity of working with clients who have sustained a serious injury as it allows her to utilise her broad range of clinical skills and think outside the box whilst maintaining a person-centred clinical approach.

Kate is a highly motivated and reliable occupational therapist who is an excellent communicator and has a genuine passion for supporting her clients to achieve their goals and live their best life.



*B.Hlth.Sc (Major in Psychology); M.OT;
Graduate Certificate in Disability; AHPRA
registered OT; Occupational Therapy
Australia Member*

Vicki Bowden - Occupational Therapist

Experience:

12 years as an Occupational Therapist

Areas of Interest:

- Traumatic Brain Injury
- Spinal Cord Injury
- Amputee
- Multi-trauma and complex orthopaedic
- Aged care - mental health and dementia

Services:

- Home Environmental Assessments
- Care Needs Assessments
- ADL Assessments
- Environmental modifications

Travel Billed From:

- Gympie

Vicki has occupational therapy experience supporting clients who have sustained a brain injury, spinal cord injury, amputations and orthopaedic injuries. She also enjoys working with aged clients, particularly those with cognitive impairment and mental health conditions and has been involved in the assessment and diagnosis of early dementia and providing early intervention.

Within these roles, Vicki has developed clinical expertise in the following:

- Home safety assessment and functional assessment of daily activities.
- Return to work for clients within workers compensation and CTP schemes.
- Equipment prescription; mobility aids, showering aids, long handled aids and adaptive equipment to support activity engagement.
- Supporting clients living at home with cognitive impairments.
- Providing support to carers and family members with management of dementia and providing early intervention.
- Support with participation in leisure and social activities.
- Running of therapy groups within aged care.

Vicki is a passionate and enthusiastic occupational therapist and effective communicator who enjoys working with people and making a difference.



*B.Sc (Hons) Occupational Therapy;
AHPRA registered OT; Occupational
Therapy Australia Member*

Kat Lethbridge - Occupational Therapist

Experience:

→ 20 years OT

Areas of Interest:

→ Mental Health
→ Hand Therapy
→ Traumatic Brain Injury

Services:

→ Cognitive Assessment and Retraining
→ Functional Retraining
→ Care Needs Assessments
→ ADL Assessments
→ Complex Case Management
→ Ergonomic assessments

Travel Billed From:

→ Gympie

Kat is a highly skilled Occupational Therapist with close to 20 years industry experience.

Her experience includes:

- Treatment and case management of clients with complex injuries resulting from traumatic brain injuries, musculoskeletal injuries, burns, neurological injuries and age-related impairments.
- Assessment and case management of injured workers and individuals with illness, injuries or health conditions who are trying to return to or enter paid employment
- Personal care assessment and retraining
- Functional capacity evaluation and rehabilitation
- Workplace and Home Assessments - Identifying needs for equipment, future treatment and required services
- Communication and negotiation with multiple competing and/ or conflicting parties
- Accurate, concise and effective report writing

Kat worked as a Senior Occupational Therapist for the Australian Defence Force for 7 years where she completed hospital discharge planning for acute trauma, cognitive rehabilitation for brain injuries and support for clients with mental health issues. She has assessed and treated clients with multi trauma, orthopaedic injuries and specific hand injuries.

Her report writing skills are exceptional, having worked in a medicolegal capacity for the last 6 years.

Kat joined Wise OT Solutions in 2020 and is excited to share the depth of her skills with the team and our customers.



*B.App.Sc (Occupational Therapy);
AHPRA registered OT; Occupational
Therapy Australia Member*

Rachel Collis - Occupational Therapist

Experience:

→ 11 years OT

Areas of Interest:

→ Brain Injury
→ Cognitive impairments
→ Complex orthopaedic
→ Multi trauma

Services:

→ Cognitive Assessment
and Retraining
→ Functional Retraining
→ Care Needs
Assessments
→ ADL Assessments
→ Complex Case
Management
→ Ergonomic
assessments

Travel Billed From:

→ Tallawong

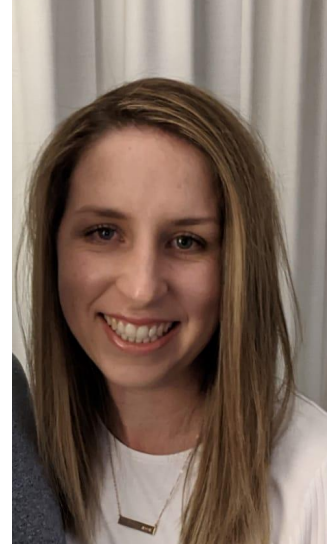
Rachel is a highly skilled occupational therapist, having spent the majority of her clinical years to date at Royal Rehabilitation, specialising in treating clients with brain injuries.

Her clinical experience includes:

- Physical and cognitive assessment, treatment and goal setting
- Specialised equipment and complex seating prescription
- Home modifications
- Liaison with community services, iCare and NDIS
- Supervising students
- Working in a multidisciplinary team
- Attending case conferences, family meetings and goal setting meetings
- Advocacy report writing

Joining Wise OT Solutions in 2021, Rachel is completing comprehensive ADL assessments for our workers compensation clients and continues to provide case management services to severely injured icare clients.

Rachel is passionate about helping her clients to live an independent life after their injuries. She communicates well both in her reports and with you as the customer. She thrives on seeing her clients achieve their goals and is a welcome addition to our team.



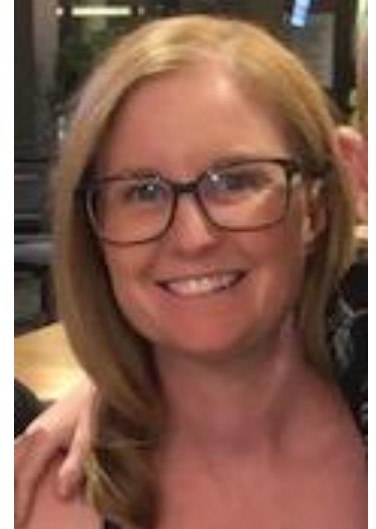
*B.App.Sc (Occupational Therapy);
AHPRA registered OT; Occupational
Therapy Australia Member*

Debbie McFarlane - Practice Manager

Debbie plays a pivotal role as our Practice Manager and is a one of the foundation members of our team. She is qualified in conveyancing law, has a certificate III in business administration and has completed paralegal studies. Debbie brings to Wise OT Solutions a wealth of experience including legal secretarial skills, office management and exceptional proficiency in customer service.

Debbie carries out seamless office operation and provides administration support to our Occupational Therapy team. She is responsible for coordinating management and allocation of new referrals, client appointments, accounts and document management, ensuring all administration tasks are carried out in a timely and efficient manner.

Debbie's interest in health care, effective communication skills and attention to detail are an asset to the team. She is currently studying a double Diploma in Business Administration and Practice Management. If you ring our office, Deb is the smiling face you'll hear on the other end of the phone and she'll be very happy to help you!



*B.App.Sc (Occupational Therapy);
AHPRA registered OT; Occupational
Therapy Australia Member*

Our customers

icare™
lifetime care

icare™ | CTP Care

icare™
dust diseases care

icare™
workers insurance



Customer and Client Feedback....

‘INSTRUMENTAL’

‘Carly has been instrumental in attaining the current level of care and improvement in Peter’s condition and Peter’s care regime and health issues are now stable’

Martin Murray, QBE Claims Manager

‘YOU JUST GET IT DONE’

‘Thanks again guys - you are such an amazing team; you just get it done.’

Kelly Peninton, EML Claims Manager

‘AMAZING OT’S’

‘I have another client that needs a lot of support. Can you please assign one of your amazing OT’s?’

Lisa Stanners, GIO Claims Manager

‘KEEP DOING WHAT YOU’RE DOING’

‘John was full of praise for you both; Lisa and Vicki. He is truly grateful for all that you have done and continue to do for him and also for being a support for the family. It has been quite a journey for him, he is itching to get back into the swing of things and has already got a list of personal/medical goals he’d love to achieve for the next 6 months which I will be incorporating into the finalised IMP. Just wanted to pass on the fantastic feedback and keep doing what you’re doing!’

Annabelle Lim, GIO Claims Manager

‘MADE MY LIFE SO MUCH BETTER’

‘Hi Kionee (EML), I would like to thank you and Wendy for fixing the problem with the last OT and replacing her with Vicki Bowden. Vicki has been fantastic chasing and following up all the details to make sure that they ran smooth which they did. Everything that has been installed has made my life so much better. Thank you are the only words.’

Injured worker, EML

More Customer and Client Feedback....

‘STRONG REPUTATION IN THIS HIGHLY SPECIALISED AREA’

‘Management of Severe Injuries require specialist services we can rely on to be knowledgeable experts, experienced clinicians, as well as showing utmost empathy and sensitivity to some of the most complex claims within the Worker’s Compensation Scheme. It is also critical that the Service Provider has a thorough understanding of the Worker’s Compensation System, the ability and skill to take on tough challenges, and a willingness to make a difference in people’s lives.

For these reasons I consistently engage Wise OT Solutions to assist in supporting workers who need the most assistance. This has included engagement in the early stages of a claim to facilitate an appropriate discharge from hospital, coordinating appropriate care, prescription of equipment and assessing and coordinating home modifications.

Liz and her team have always shown strong dedication to this space, often providing opportunities for professional development of scheme staff through training and education sessions. It is clear Wise OT Solutions are passionate about the management of severe injuries, which, along with consistent quality of service, is why they have developed such a strong reputation in this highly specialised area.’

Michael Abel, EML Team Leader

‘ONGOING LEVEL OF OPTIMISM IN WHAT IS POSSIBLE’

‘I am so impressed for the level and quality of the service provided by Carly. I feel confident always that the person she is providing case management for will be supported to their optimum capacity to determine and participate in meaningful life and social activities. Carly identifies risks and concerns and implements strategies to address where needed. She also has great communication skills at all levels which ensures that behavioural support recommendations from the psychologist can be translated to the staff providing support and that challenges can be fed back for further tweaking.

She expresses great levels of respect for each member of the team’s contribution to the client involved. She displays an ongoing level of optimism in what is possible for someone to achieve and helps guide the small, consistent steps for navigating the way forward despite the setbacks that are part of the journey. She utilises this information as feedback and implements adjusted strategies as needed. I am frequently inspired by her client centred approach which helps my own best practice.’

Beth Pastore, LTCS Coordinator

Let's Get Started...



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