

# Guiding NDIS Patients to Better Outcomes:

## A GP's Role in Collaborative Musculoskeletal Treatment



## Partnering with Benchmark Physiotherapy for NDIS Patient Care

Your guidance as a GP is essential in directing NDIS patients toward effective treatment options that can transform their mobility and quality of life. For patients dealing with musculoskeletal issues such as back, neck, knee, or hip pain — physiotherapy offers a pathway to not only relieve pain but to significantly improve their overall quality of life.

Benchmark Physiotherapy and Sports Injury Centre specialises in treating patients with musculoskeletal conditions, especially those arising from acquired or degenerative conditions like catastrophic injury, stroke, or Parkinson's disease. We don't just treat symptoms — we target the root cause to deliver lasting relief and real results. This hands-on, consultative method ensures that patients are not just managing their pain but are equipped with a personalised plan that enhances their mobility and overall well-being.



**FACT:**

As of June 30, 2024, there are 196,870 people on NDIS in New South Wales.



**FACT:**

Of these patients, 133,656 are receiving NDIS support for the first time and 4,298 initial plans have been approved as a result.



**FACT:**

Self-managed or plan-managed NDIS participants can choose to receive supports and services from unregistered providers.



**FACT:**

Research shows that physiotherapy intervention (including exercise programs, manual therapy and patient education) can lead to better outcomes and quality of life for NDIS participants with musculoskeletal issues.



## Streamlining Your NDIS Participant Referrals

- 1 Identify Suitable Patients:** Focus on those with self-managed or plan-managed NDIS packages who are experiencing musculoskeletal issues.
- 2 Referral Process:** Please follow your usual referral process to refer your patients to physiotherapy, including key patient context and agreed goals of their proposed physiotherapy program.
- 3 Collaboration:** We collaborate with you on developing a tailored physiotherapy plan that meets your patient's specific needs, ensuring they receive the most appropriate care. Our physiotherapists are committed to keeping you informed of your patient's progress, so you continue to be part of their improved wellbeing and mobility outcomes.

## Supporting Your Practice and Patient Communication

We recognise the challenges you face, particularly in managing the complexities of the NDIS system. Effectively communicating the benefits of physiotherapy is essential for patient engagement. Consider framing the conversation around how physiotherapy doesn't just manage pain — it gets to the root of the issue for long-term relief and better quality of life. For example, you might say, *"Physiotherapy can not only reduce your pain but also enhance your overall quality of life by addressing the underlying causes of your discomfort."*

### Tangible Impact, Real Examples

**Post-Stroke Recovery:** A patient with chronic back pain following a stroke can experience significant improvements in mobility and pain reduction through a targeted physiotherapy regimen. This leads to an enhanced quality of life.

**Parkinson's Management:** A patient suffering from severe neck pain due to muscle rigidity found relief and can enjoy enhanced daily function after engaging in our hands-on, root-cause-focused approach. These cases highlight the transformative role physiotherapy can play in the lives of NDIS patients, especially when dealing with complex, long-term conditions.

### Your Role in Improved Outcomes

By referring eligible NDIS patients—those on self-managed or plan-managed packages - to our clinic, you're not just addressing their immediate needs; you're contributing to their long-term health and well-being. We are committed to supporting you in delivering the best possible care to your NDIS patients, and we look forward to partnering with you to make a meaningful difference in their lives.

## Did you find this information useful?

Visit the **Benchmark Physiotherapy General Practitioners Hub** for more valuable resources to empower your patient for better outcomes with physiotherapy.

Contact us to find out more about how we can help your patients reach their potential.

1300 381 207

## References

- National Disability Insurance Agency (NDIA). (2024). Quarterly Report to the COAG Disability Reform Council. Retrieved from NDIA website.
- Australian Physiotherapy Association (APA). (n.d.). Physiotherapy and Musculoskeletal Conditions. Retrieved from APA website.
- World Confederation for Physical Therapy (WCPT). (2019). Policy Statement: Physical Therapy and Disability. Retrieved from WCPT website.
- Disability Support Guide. (2024). Registered vs. unregistered NDIS providers: What's the difference? Retrieved from Disability Support Guide website.