

# In-reach rehabilitation toolkit

## Resource outline & usage guide

**Purpose:** This guideline provides an overview of each resource contained within the In-reach Rehabilitation Toolkit and explains how, when, and why each tool may be used by Hospital and Health Services (HHSs). It is designed to help clinical and operational teams navigate the toolkit and select resources that best support planning, implementation, and evaluation of in-reach rehabilitation services.

Resource	Description	Components	Intended use
<a href="#">Current state analysis report</a>	A statewide analysis describing existing in-reach rehabilitation activity across Queensland and Australia, including service variation, workforce structures, referral processes, challenges, and opportunities.	<ul style="list-style-type: none"> <li>Literature review of current evidence base</li> <li>Overview of current in-reach models and their variability</li> <li>Barriers and enablers identified by HHSs</li> <li>Key themes from stakeholder engagement including consumer feedback</li> </ul>	<ul style="list-style-type: none"> <li>To understand the broader context that informed toolkit development</li> <li>Support internal discussions around service need and gaps</li> <li>Benchmark local services against statewide findings</li> <li>Inform local planning, redesign proposals, or business cases</li> </ul>
<a href="#">In-reach rehabilitation model of care</a>	A statewide, evidence-informed model outlining the core components of safe, effective in-reach rehabilitation services.	<ul style="list-style-type: none"> <li>Purpose, scope, and principles of in-reach rehabilitation</li> <li>Essential service functions</li> <li>Core referral, triage, and workflow processes</li> <li>Workforce roles and responsibilities</li> <li>Minimum governance, documentation, and safety requirements</li> <li>Outcome measures and KPIs</li> </ul>	<ul style="list-style-type: none"> <li>Foundational reference for establishing or reviewing an in-reach service</li> <li>To guide consistency across teams and settings</li> <li>To support workforce induction and orientation</li> <li>To ensure alignment with statewide expectations and best practice</li> </ul>
<a href="#">Pre-implementation reflection tool</a>	A structured self-assessment assisting services to evaluate readiness for implementing or expanding in-reach rehabilitation and understand key local	<ul style="list-style-type: none"> <li>Prompts around workforce, governance, demand, risks, and stakeholder engagement</li> </ul>	<ul style="list-style-type: none"> <li>Before initiating an in-reach service</li> <li>To identify local service objectives and key goals</li> </ul>

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	context factors and influences on service design.	<ul style="list-style-type: none"> <li>• Identification of strengths and gaps</li> <li>• Space for local action planning</li> </ul>	<ul style="list-style-type: none"> <li>• To identify enablers and risks early</li> <li>• To guide discussions with executive sponsors</li> <li>• To prioritise resources and support needs</li> </ul>
<a href="#">Implementation process guide</a>	A practical, nonlinear implementation guide organised into domains to support services to plan, establish, and embed an In-reach Rehabilitation model in varied contexts.	<ul style="list-style-type: none"> <li>• Key activities required to plan and prepare a service</li> <li>• Practical steps for establishing the service, piloting processes, launching safely, and evaluating early performance</li> <li>• Considerations for maintaining service quality</li> </ul>	<ul style="list-style-type: none"> <li>• To structure service rollout</li> <li>• As a project management tool</li> <li>• To ensure readiness before go-live</li> <li>• To support auditing and continuous improvement</li> </ul>
Business case resources	A set of tools and templates that support HHSs to prepare local funding proposals or resource requests for in-reach rehabilitation services.	<p><a href="#">SBAR template with basic application for expedited process</a></p> <p><a href="#">Alignment with Department of Health Strategic Plan 2025-2029</a></p> <p><a href="#">Alignment with NSQHS standards</a></p>	<ul style="list-style-type: none"> <li>• When completing initial business case</li> <li>• When advocating for sustained or expanded in-reach services</li> <li>• When presenting evidence to executive teams</li> <li>• When exploring phased implementation options</li> <li>• Ongoing maintenance of NSQHS accreditation</li> </ul>
<a href="#">Evaluation framework</a>	A structured evaluation resource designed to help new and existing in-reach rehabilitation services embed data collection, monitoring, and	<ul style="list-style-type: none"> <li>• A template evaluation structure covering process, impact, and system-level outcomes</li> <li>• Suggested evaluation questions and</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure consistent, credible evaluation processes are established at service inception</li> <li>• To support systematic monitoring of</li> </ul>

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	reporting processes from initiation of service delivery.	<p>aligned measures (e.g., referrals, productivity, functional outcomes, LOS, readmissions)</p> <ul style="list-style-type: none"> <li>• Guidance on minimum datasets and links to the Model of Care and AROC In-reach reporting requirements</li> <li>• Recommendations for data systems (e.g., Excel, Power BI, Microsoft Forms for PREMs/PROMs)</li> <li>• Reporting templates and suggested report sections (e.g., executive summary, process, impact, outcomes, cost effectiveness)</li> <li>• Risk and mitigation guidance for common evaluation challenges (e.g., missing outcomes, inconsistent data)</li> <li>• Considerations for privacy, ethics, and data governance</li> </ul>	<p>activity, quality, and outcomes over time</p> <ul style="list-style-type: none"> <li>• To guide selection of appropriate measures aligned with the model of care</li> <li>• To prepare for organisational reporting requirements through clear templates and structures</li> <li>• To reduce reliance on retrospective or incomplete data collection</li> <li>• To strengthen the service's ability to demonstrate impact, value, and sustainability to executives and funding bodies</li> <li>• To ensure ongoing evaluation remains proportionate, purposeful, and integrated into everyday clinical workflow</li> </ul>
<a href="#">Key contact directory</a>	A curated directory of key contacts from existing in-reach rehabilitation services across Queensland Health. The directory supports connection, knowledge sharing, and peer-to-peer learning between services at different stages of implementation.	<ul style="list-style-type: none"> <li>• Contact details for clinicians, service leads, or coordinators from established in-reach services</li> <li>• Statewide reference of contacts to assist with navigation and connection to appropriate services</li> </ul>	<ul style="list-style-type: none"> <li>• To arrange shadowing or observational opportunities with established in-reach services</li> <li>• To support benchmarking and service planning, particularly during early design or expansion</li> <li>• To seek practical advice on workforce models, referral processes, governance, or data collection</li> <li>• To strengthen collaboration and reduce duplication of effort</li> </ul>

Resource	Description	Components	Intended use
<b>Workflow and data management tools</b>	<p>Operational documents supporting day-to-day functioning of an in-reach service. Designed to support data collection of both referrals and accepted patients.</p>	<p><a href="#">Set-up Guide</a></p> <p><a href="#">Patient tracker example (XLSX 39 kB)</a></p> <p><a href="#">Referral workbook example (XLSX 32 kB)</a></p>	<ul style="list-style-type: none"> <li>• Referral tracking spreadsheets typically utilised by medical team or senior allied health physicians to monitor incoming referrals and collect data</li> <li>• Patient tracking spreadsheet typically managed by entire MDT to facilitate monitoring of patient packages and workflow requirements e.g. outcome measures, discharge planning</li> <li>• To support consistent clinical processes and communication</li> <li>• To streamline activity tracking and workload distribution</li> <li>• To support high-quality data collection and reporting</li> </ul>
<b>Editable consumer resources</b>  <b>Location: see each resource</b>	<p>A patient-friendly information resource explaining in-reach rehabilitation, what patients can expect, and how they can participate in recovery. This is a consumer co-designed resource that can be adapted to each service as required to support patient education and transition onto the in-reach service.</p>	<p><a href="#">Editable handout that introduces and explains In-reach service</a></p> <p><a href="#">Alternative version handout with image of older person</a></p> <p><a href="#">Easy-read version for use with patients with Aphasia/low literacy/NESB</a></p> <p><a href="#">Instructions to modify easy read version</a></p>	<ul style="list-style-type: none"> <li>• Typically provided to patients on acceptance onto an in-reach program</li> <li>• To support informed consent and shared decision-making</li> <li>• To provide consistent patient messaging</li> <li>• As part of admission or bedside education</li> <li>• To empower patients and families</li> </ul>