

## Service Delivery Policy

<b>Approving Authority:</b>	General Manager
<b>Approval Date:</b>	July 2020
<b>Policy Owner:</b>	Director Service Delivery
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<b>Document Location:</b>	SharePoint, Policies & Procedures
<b>Description:</b>	This policy sets out the principles, objectives and responsibilities for Therapy Pro's service delivery to clients.

### Related Documents

- *Statement of recognition and commitment to reconciliation with Aboriginal and Torres Strait Islander people;*
- *Fees and Charges Policy;*
- *Fees and Charges Policy Schedule A – Service Fees and Charges for non-NDIA clients;*
- *Fees and Charges Policy Schedule B – Service Fees and Charges Conditions for non-NDIA clients;*
- *Service Agreement – Therapy Pro clients who are NDIS participants;*
- *Service Review Policy and Procedure;*

### Definition

Service delivery includes therapy interventions in psychology, occupational therapy, speech and language therapy, physiotherapy, social work and early intervention or a combination of therapy services.

### Preamble

Therapy Pro is committed to providing innovation and value for money service delivery, offering clients access to personalised and effective services that place clients at the centre of service delivery and provide them choice and control over their therapy, and supporting clients to work in genuine partnership with the appropriate therapist/s to develop flexible and tailored services.

## **Policy Statement**

Therapy Pro service delivery supports outcomes that achieve specific client goals. The services Therapy Pro deliver, include: professional assessment and interventions for developmental delay, early childhood early intervention; sensory profiling and processing, communication, safe travel, continence, mobility and posture; psychological assessments, behaviour support and advice; mealtime assessment and intervention; therapy activities designed to support daily living; assessment and recommendations for aids and equipment; individual and family counselling; group based therapy interventions and assessment for and recommendation of strategies to assist stakeholders and clients with least restrictive alternatives for positive behaviour support outcomes.

Therapy Pro services do not extend to services for people on forensic orders. Therapy Pro staff work with clients to identify, plan, and achieve the client's goals through service delivery and will collaborate with the client's health, mainstream, community, and informal supports (friends, family, carers) for integrated and effective results.

## **Policy Objective**

Therapy Pro service delivery will be tailored to suit a client's unique circumstances and will be delivered by experienced and qualified professionals selected for their ability to develop positive, respectful, and collaborative relationships and who apply contemporary and best practice approaches to therapy interventions. Services delivered to a client will be provided in an accessible and flexible way, where it is most appropriate for the client's including at their home or as mutually agreed, within another community setting.

The amount of therapy and duration of services delivered to each client will be based on information collected by Therapy Pro about the client's stated needs, preferences and goals and the therapist's professional assessment. Service delivery will support clients to be part of their community, strengthen their informal supports and access mainstream services (health, education, employment etc.). Therapy Pro will offer clients coordinated and client centred, integrated service delivery working with other associated services and supports whilst providing multidisciplinary therapy services where required.

Service delivery is provided on a fee for service basis, as outlined in the Fees and Charges Policy, appendix A and appendix B. Therapy Pro staff will work with clients to achieve the best value service delivery for their investment. Whilst Therapy Pro aims to provide a flexible service to clients, as noted in the Fee and Charges policy, where a client cannot proceed with a scheduled service, cancellation fees may apply.

## **Responsibilities**

Therapy Pro staff are responsible for ensuring that:

- our Referral/Intake Team will provide introductory information to support the Referrer to understand services requested and associated costs;
- clients feel comfortable, listened to and their experience valued. All clients, including Aboriginal or Torres Strait Islander peoples, people from a culturally or linguistically diverse backgrounds, or people with communication difficulties will be treated with dignity and respect, and the needs, decisions and preferences of client's, their families and carers prioritised in the provision of service delivery;
- collaboration will occur with each participant to develop a service agreement which establishes negotiated expectations, and explains the supports to be delivered;
- we support clients to understand their service agreement using the language, mode of communication and terms that the participant is most likely to understand (e.g. using interpreting services);
- provision of a copy of the Service Agreement, where requested, as they are developed and signed within a digital format;
- clients are supported to understand the circumstances in which they are able to withdraw consent to and therefore provision of services. Therapy Pro will negotiate the provision of therapy services based on dignity of risk and choices made by the client and will provide on-referral services to a more appropriate service provider where applicable;
- a therapy support Plan will be developed in collaboration with the client and their stakeholders to provide the requested and negotiated service based on the client support needs, preferences, strengths, and goals;
- an initial Level 1 risk assessment is always completed to determine any staff safety concerns relative to the provision of therapeutic services. A Level 2 risk assessment will be conducted, where appropriate, and strategies developed and implemented to ensure the safe provision of therapeutic services for clients to achieve their desired outcomes;
- services are reviewed in collaboration with the client, according to their changing needs or circumstances. Specialist service provision areas (ECEI and PBS) are reviewed relative to the individualised needs of the client and their outcomes, as well as at a minimum of annually, where we remain involved with the client;
- progress and review on transactional therapeutic services is completed throughout the life of the current Service Agreement;
- where appropriate, and with the consent of the participant, information can be shared with other stakeholders;
- clients will receive responsive, timely, competent, and appropriate therapeutic supports to meet their needs, desired outcomes, and goals within the bounds of availability of therapy staff to provide these services. These discussions on availability will occur at initial contact with us and options are given to support informed decision making for the referrer;
- supports are provided based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet participant needs and help

achieve desired outcomes;

- where consented to, links are developed and maintained through collaboration with other providers to share information to meet participant needs;
- clients are able to make informed decisions on the therapist to provide services for them (i.e. requests for male/female therapists; specifying language/culture of therapists; specialist areas of therapy, etc.);
- transitions/On-referrals from one therapy provider to another will be managed and documented carefully, including risks to transition/therapy services and goals and outcomes; and
- we will utilise only the negotiated monies for services relative to a client's agreed Service Agreement for the provision of services; and where applicable, will renegotiate further service agreements if, and when, additional therapeutic interventions are requested.

## **Management of Medication**

Therapy Pro does not administer medications of any sort to, or on behalf of a client.

However, specialist areas of therapy may require oversight, understanding and monitoring of medications (i.e. relative to chemical restraint for PBS Practice). This does not include the storage, administration, or identification of medications and solely relates to the practice of understanding and monitoring the impact of medications for the purpose of controlling a person's behaviour.

The PBS Practitioner will also have a range of legislative requirements to contribute to their PBS practice around the monitoring of medication purpose this will include the completion of a Clarification of Medication Purpose (COMP) Form by the client's GP to identify dose, route and regularity.

## **Management of Waste**

Therapy Pro does not typically have infectious or hazardous waste/substances to manage as part of their services, however, there are a range of therapeutic services that may result in potential transmission of body substances (i.e. dysphagia/swallowing assessments).

Therapy Pro has Universal Precautions policy, procedures, and practices that are in place for the safe and appropriate use and disposal of such waste.

Therapy Pro does not manage infectious or hazardous substances/material in their therapeutic interventions.

Therapy Pro staff receive Universal Precautions training around managing waste relative to assessments which result in bodily substance waste.

## **Monitoring and Reporting**

Therapy Pro's Board regularly monitor the performance of the organisation by way of periodic management reports and assurances on this policy and related processes. The General Manager and Directors of Service Delivery, review staff performance, and identify ongoing opportunities for learning and development; and the General Manager reports to the Board on the effectiveness of service delivery policy.

Therapists are required to document appropriate client information for monitoring and reporting details of what therapy services are being delivered, the progress and efficacy of therapy interventions and the outcomes of service delivery in meeting client's needs and goals.

Senior/Clinical Lead staff will provide therapists with supervision and coaching to discuss service delivery outcomes, service delivery principles, ensure clinical quality and seek feedback and input from staff about the potential to improvement Therapy Pro practices and processes when working with clients.