

## Service Delivery Model

Gold Coast Occupational Therapy understands that each participant is in an individual with unique goals, needs and context. Gold Coast Occupational Therapy respects the value and dignity of each of our clients, approaching participants with unconditional positive regard. We find out what matters to the participant and their support people to help them live a good life.

Therapy programs are developed following a wholistic assessment of the person, based on the Occupational Performance Model of Australia's framework. Each participant's legal and human rights are understood and incorporated into everyday practice.

The participant's service agreement and therapy plans are developed to ensure we operate within the guidelines of the National Disability Insurance Scheme and our scope of practice, whilst providing person-centred intervention. Therapists work within competencies and utilise evidence-based practice to design intervention.

We strive to provide equitable service provision to all participants the organisation supports, regardless of disability, gender, age, language, sexual preference, religion, or cultural background. If at any time we feel we are not an appropriate service provider for a participant, we will discuss this and assist the participant to access more appropriate services.

We attempt to meet the needs of the participant and their family as appropriate and practicable. For example, the timing and place of appointments and respecting the values and cultures of the family. The therapy plan is guided by the participant's or their nominee's goals, considering the needs of stakeholders such as family or direct service providers.

Gold Coast Occupational Therapy reviews the participant's goals and therapy plan regularly. Therapy programs are responsive to changes in participant needs and delivered as flexibly as practicable to optimise participant outcomes. The appointed decision maker or advocate is encouraged to be involved.

Communication is key to a positive therapeutic relationship. Gold Coast Occupational Therapy is committed to listening to the participant and their support people. This means communicating in a way that is compatible with the communication style, cognition, literacy and language of the participant and their support people. This may require the use of alternative and augmentative communication or interpreters. Listening to the participant is key to understanding their needs and aspirations enabling us to provide person-centred supports/service.

Gold Coast Occupational Therapy acts with respect to the participant's rights to express themselves, make their own decisions and realise their potential for

physical, social, emotional and intellectual development. Participants are actively encouraged to make choices and given the information they need to make decisions. Each participant is supported to engage with their family, friends and chosen community - as directed by the participant.

There may be times when risks need to be taken to assist the participant to attain the necessary skills to reach their goals, e.g. when learning to use cooking utensils or practicing transferring. Potential risks are discussed with the participant and/or their substitute decision maker throughout intervention.

Safety to the participant and therapist is imperative and if the risks are assessed as too high, this will be discussed, and the participant's plan modified.

Gold Coast Occupational Therapy is committed to continuous improvement and actively seeks feedback from participants through telephone conversations, emails and face to face discussions. Feedback is used to direct quality improvement activities and the strategic direction of the organisation.

The values of honesty, transparency and integrity underpin Gold Coast Occupational Therapy. Gold Coast Occupational Therapy will take all reasonable steps to prevent exploitation, neglect and abuse of people with disability. This includes maintaining the privacy of people with a disability. Any issues or concerns that arise during the provision of occupational therapy will be acted upon promptly, in accordance with legislation. This includes allegations of abuse, harm or neglect.

### **Guiding documents:**

- Occupational Therapy Australia Code of Ethics (2014)
- Disability Discrimination Act (1992)
- National Disability Strategy (2010 – 2020)
- QLD Anti-Discrimination Act (1991)
- Queensland's Human Rights Act (2019)
- The Australian Human Rights Commission Act (1986)
- United Nations Convention on The Rights of Persons with Disabilities
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2013: Principles