# **Service Delivery Model – SAMPLE**

All services provided by XXX are ***Person-Centred***. This means everything we do is directed towards meeting the goals and needs of the participant. The participant’s Support Plan is developed to ensure we operate within the guidelines of the NDIS whilst providing person-centred intervention. 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 e.g. timing and place of appointments; respecting the values and cultures of the family; and considering the goals of the family as well as the participant.

All participants have the right to have a trusted / appointed decision maker or advocate, this can be a family member. We welcome the opportunity to actively work with them and the participant to identify and meet the participant’s goals and needs. At XXX the participant’s goals and Support Plan is reviewed regularly, this is a time when the trusted / appointed decision maker or advocate is encouraged to be involved.

The professional/therapeutic relationship between XXX and the participant requires good communication. Some participants may need information to be presented in a modified way e.g. using assistive technology, modified language or interpreters. Listening to the participant is key to understanding their needs and aspirations enabling us to provide person-centred supports/service.

At XXX we use the Occupational Performance Model[[1]](#footnote-1) as a framework to direct the assessment, intervention and evaluation process of our participant’s plan. It encompasses the cultural, physical, sensory and social environments in which the participant performs different occupational roles. This model provides a framework for XXX to consider the human and legal rights of the participant as well as looking at their different occupational roles and how these align with their goals.

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 moving from one walking aid to another there may be a risk of a fall as skills are attained. Potential risks are discussed with the participant and / or their trusted/appointed decision maker throughout the plan period. Risks and their consequences are known by all and the participant’s choice is respected by XXX. Safety to the participant and XXX however is imperative and if the risks are assessed as too high, we will discuss with you and modify your plan as appropriate.

XXX has a culture of continuous improvement and we welcome feedback from our participants. We use this feedback to direct quality improvement activities and the strategic direction of the organisation.

1. Chapparo,C; Ranka,J Occupational Performance Model (Australia) 1997 [↑](#footnote-ref-1)