



Service Delivery Model

All services provided by Addlife Health 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 Addlife Health 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 Addlife Health 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 Addlife Health we use the Occupational Performance Model¹ 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 Addlife Health 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. This includes respecting the participants autonomy including their right to intimacy and sexual expression.

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 Addlife Health.

Safety to the participant and Addlife Health however is imperative and if the risks are assessed as too high, we will discuss with you and modify your plan as appropriate. Addlife Health 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.

The service Delivery model includes the following:

1. Welcome Meeting: Our physiotherapy team will meet with you to discuss and explore your goals, dreams, and main priorities.
2. Initial Consultation: When you first come to see us, we want to understand exactly what has happened up to that point to cause or effect your injury before.
3. Plan Development and Ongoing Treatment: After we've identified your issues and developed a personal plan to get you back to your best, we then help you with the treatments required through the process.
4. Follow up: By this stage, we've helped you to get back to your best quickly and easily, but you might have a niggle here or there. That's where we can get you back on track quickly.

The Service Delivery Model

Welcome
Meeting

Initial
Consultation

Plan
Development

Ongoing
Treatment

Follow up

Service Exit





Issue date	Owner	Signature	Next review date
Sept 2021	Silpa Dasariraju	<i>D.R. Silpa</i>	March 2022
March 2022	Silpa Dasariraju	<i>D.R. Silpa</i>	Sept 2022