

# Do it with Purpose Occupational Therapy Service Delivery Model

All services provided by Do it with Purpose Occupational Therapy are **person-centred**. A person-centred approach to service delivery involves the individual being at the centre of decision-making and having control over the services they receive. This means everything we do is directed towards meeting the goals and needs of the participant and that they are empowered to be able to recognise when their basic rights are not being respected and upheld.

Do it with Purpose Occupational Therapy is committed to providing quality services in line with the six National Standards for Disability Services.

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

The participant's Support Plan is developed to ensure we operate within the guidelines of the National Disability Insurance Scheme (NDIS) or other relevant service and support systems 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 and significant others as appropriate and practicable e.g. timing and place of appointments; respecting the values and cultures of the family and significant others; and considering the goals of the family and significant others 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 or significant other. We welcome the opportunity to work with them to meet the goals and needs of the participant. At Do it with Purpose Occupational Therapy the participant's goals and NDIS Plan is reviewed regularly, and this is a time when a trusted / appointed decision maker or advocate is encouraged to be involved.

The professional/therapeutic relationship between Do it with Purpose Occupational Therapy 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 Do it with Purpose Occupational Therapy we use the Occupational Performance Model<sup>1</sup> as a framework to direct the assessment, intervention and evaluation process of our participant's plan. The Occupational Performance Model (Australia) is a model proposing that people fulfill their occupational performance roles by engaging in routines, tasks and activities, in the domains of self-maintenance, productivity, leisure and rest, in the process responding to internal and/or external demands of the environment. The foundation of occupational

<sup>1</sup> Chapparo,C; Ranka,J Occupational Performance Model (Australia)\_1997

performance roles has three dimensions: knowing, doing, and being. This model assumes that engagement in occupations provides the sense of competence, autonomy, temporal organization, and meaning of existence to individuals. This model provides a framework for Do it with Purpose Occupational Therapy 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 Do it with Purpose Occupational Therapy. Safety to the participant and Do it with Purpose Occupational Therapy however is imperative and if the risks are assessed as too high, we will discuss with the participant and mitigate risks as appropriate.

Do it with Purpose Occupational Therapy 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.

Do it with Purpose Occupational Therapy expects all its occupational therapists to understand and apply the Australian occupational therapy competency standards in their practice. The competency standards outline professional behaviours all occupational therapists should demonstrate to practise safely and ethically. The competency standards focus on four conceptual areas of occupational therapy practice: professionalism, knowledge and learning, occupational therapy process and practice, and communication. Each of these is supported by a number of practice behaviours which address specific core competencies.

#### **Refer also to**

- [National Standards for Disability Services](#)
- [Australian Occupational Therapy Competencies](#)
- [Occupational Therapy Board of Australia Code of Conduct](#)
- Feedback and Complaints Policy
- Privacy Policy
- Consent to Disclose Information Policy
- Risk Management and Incident Reporting Policy

*Next Review Date: June 2022*