

## NDIS Service Delivery Model

All services provided by Avanti Health Centre for all attendees including NDIS participants are **Person-Centred**. This means everything we do is directed towards meeting the goals and needs of the participant. The participant's existing NDIS Support Plan is carefully noted to ensure we operate within the guidelines of the NDIS whilst collaborating with the NDIS participant to ensure their functional goals are being addressed.

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. As we offer NDIS participants a free of charge initial meeting, this discussion may occur during this session. The main reasons for advocacy for other services outside Avanti Health Centres includes the following scenarios:

- Participant requirement for significant physical assistance beyond the capacity for Avanti Health Centre staff.
- Participant behaviours which negatively impact on fellow Avanti Health Centre member's user experience.

We attempt to meet the needs of the participant and their family as appropriate and practicable e.g. timing 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 work with them to meet the goals and needs of the participant. Participant's goals and satisfaction with their supports is reviewed quarterly, this is a time when the trusted / appointed decision maker or advocate is encouraged to be involved.

The professional/therapeutic relationship between Avanti Health Centre clinical staff 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 and we screen for these extra requirements in our referral forms and revisit these in the free initial meeting. Listening to the participant is key to understanding their needs and aspirations enabling us to provide person-centred supports/service.

At Avanti Health Centre we use outcome measures that will be assessed at intake and reassessment points. These will include physical assessment and validated functional outcome measure questionnaires. This will ensure that the participants overall function and ability to participate in the community remains the focus.

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 Avanti Health Centre. Safety to the participant and Avanti Health Centre staff is paramount and if the risks are assessed as too high, we will discuss with participants and modify programs as appropriate.

A culture of continuous improvement is essential to provide an exceptional service and this includes the welcoming of feedback (positive and negative) from our participants. We use this feedback to direct improvement activities and ensure the complaints and negative feedback are appropriately case managed as incidents and dealt with in the best interests of the NDIS participants the strategic direction of the organisation.

The NDIS participant journey is as listed below:

1. Referral via online NDIS form on website or via phone to relevant Avanti Health Centre
2. Attend complimentary free meeting with Exercise Physiologist
3. Book Intake Assessment
4. Complete pre-attendance information including outcome measure questionnaires
5. Complete Intake Assessment with Exercise Physiologist
6. Complete Service Agreement and attend final negotiation and signing of this document.
7. Complete Exercise Orientation session with Exercise Physiologist
8. Book into NDIS supervised group attendance (Max 5 attendees) slots for funded attendance
9. Attend quarterly program review
10. Seek NDIS Participant feedback
11. Attend 6 monthly reassessment
12. Seek NDIS Participant feedback