

Service Provision Policy

In Balance Physiotherapy and Fitness (IBPF) service provision reflects the philosophy and mission of the business and its employees, and the need to meet requirements of key partner organisations. Service provision standards are monitored to ensure they meet requirements inclusive of but not limited to: the National Disability Service Standards; Department of Health Standards and Department of Education Standards.

In the case where there is more than one service provider involved, IBPF collaborates with the other service providers, when planning service delivery, to clearly establish roles and responsibilities. There are systems in place to identify the relevant stakeholders, such as during the initial booking by the Front Office Team, and during the initial assessment by the therapist(s).

IBPF therapists and contractors will only offer services to clients if they feel they can offer the best possible service. This is in accordance with the Codes governing the registration bodies to which our therapists and contractors belong. IBPF therapists and contractors will inform clients and provide a referral/recommendation for another service provider, if they feel they do not have the skills and/or equipment required to meet the client's needs.

IBPF is a private organisation and while it has no specific eligibility criteria for access to services, it does require payment for services rendered. This payment may be personal (with, or without, private health insurance support) or external. In each case the service provision by IBPF is provided under the financial restrictions and funding rules of the relevant funding body.

IBPF therapists do their best to accommodate all new clients, however when availability is limited, a cancellation & waiting list is compiled. Clients are given a rough estimate of the length of time they may wait, when this is possible. There are a number of factors considered when utilising the cancellation and/or waiting list. These include but are not limited to:

- The ability of the client to attend at short notice
- The time since referral,
- The client's availability
- The expertise of the therapist(s) available
- The clinical needs of the client,
- The client's previous /current relationship with IBPF (e.g. sibling of a current client, returning previous client)

IBPF provides Speech Pathology, Occupational Therapy, Exercise Physiology, Personal Training/Coaching. For NDIS registered Therapy and Support, these services operate separately, allowing us to provide an unbiased and holistic approach.

NDIS Service initiation

All clients accessing services through DSC, HCWA, NDIS or Better Start funding commence with a 'Navigation' appointment at IBPF (including when they transition from private to funded services). The navigation

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process allows for education about the types of services, policies and assessment and treatment philosophies available at IBPF. A discussion of the client's goals and possible concerns is also undertaken. The client is under no obligation at this time to continue services with IBPF. If a client chooses to continue services at IBPF, the navigator remains their central contact point for general service issues and queries, prompted by 12 monthly navigation review appointments.

For all client and funding types, assessment and review reports are available on request, with costs relevant to the funding type being used.

IBPF therapists will complete and send reports to families within 2 weeks of the completion of the relevant assessment tasks (note this can take a number of sessions in some cases). Alternate report formats are available (i.e. short vs. details reports) on the client's request, in negotiation with the therapist(s). IBPF will always endeavour to communicate assessment results and/or progress with all parties involved, using the details and consent outlined on the IBPF consent form. Clients are encouraged to inform therapists at any time if they would like reports to be withheld from certain parties that they have originally consented for communication with.

NDIS Service exit

Clients are able to exercise their right for choice and control by exiting IBPF services at any time. When a client communicates that they would like to cease services at IBPF (through written or verbal means), the client's progress notes are updated to reflect this, so all therapists remain informed. Once this has occurred, the client's file is archived but can be retrieved at any time. Clients will be informed when:

- exiting a service is not immediate
- when charges may apply i.e. there are handover reports / discussions and administrative processes that need to take place.

IBPF will always collaborate with new service providers where relevant.

Rights of Clients

Clients and their families have the right to feel safe and able to exercise their choice and control when using services provided by IBPF.

- IBPF will treat individuals with dignity and respect.
- IBPF will address any breach of rights promptly and systematically to ensure opportunities for improvement are captured.
- IBPF supports individuals with information and, if needed, access to legal advice and/or advocacy.
- IBPF recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
- IBPF will recognise and promote individual freedom of expression.
- IBPF supports active decision-making and individual choice; including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.
- IBPF provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.
- IBPF has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.
- IBPF keeps personal information confidential and private.

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- IBPF will respond to requests for access to personal information within a reasonable period and in the manner requested by the individual, if it is reasonable and practicable to do so. If IBPF refuses to give access to the personal information because of subclause 12.2 or 12.3 of the Australian Privacy Principles, or in the manner requested by the individual, IBPF will provide a written notice stating the reasons for the refusal and the mechanisms to complain about the refusal.

Participation and Inclusion

IBPF works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

- Employees understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time.
- Where appropriate, IBPF works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation.
- IBPF actively promotes a valued role for people with disability, of their own choosing.
- IBPF works together with individuals to connect to family, friends and their chosen communities.
- IBPF works in partnership with other organisations and community members to support individuals to actively participate in their community.
- Where appropriate, IBPF uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people.

NDIS Individual outcomes

- Service planning, provision and review is based on individual choice and is undertaken together with an individual and their family, carer or advocate and/or if appropriate their friends.
- IBPF plans, delivers and regularly reviews services or supports against measurable life outcomes, and at a time agreed on with the family.
- IBPF's services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
- IBPF works together with an individual and in collaboration with all of their key support members to identify their strengths, needs and life goals.
- Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.