



Service Delivery Model

All services provided by Klint are person-centred and individualised. 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.

At Klint, all therapists work together to create better outcomes for our clients. Our service extends beyond the exceptional clinical care to outstanding service. Delivering on promises, exceeding expectations, being flexible and honest are part of the way we do things here at Klint.

We aim to appropriately meet the needs of our client and their family e.g. timing and place of appointments; respect the values and cultures of the family; and consider the goals of the family as well as the client.

All clients 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 client. At Klint the participant's goals and Support Plan are reviewed regularly and this is a time when the trusted / appointed decision maker or advocate is encouraged to be involved.

The professional/therapeutic relationship between Klint and the participant requires clear 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 and services.

Klint therapists are trained to use a *Blended Learning Approach* with clients, which enables the therapist to undertake a methodology of understanding, evaluating and problem-solving through barriers and facilitators of recovery and capacity building, and adopting a range of evidence-informed interventions that may best suit the individual at their stage of learning and skill acquisition. This enables participants to fully engage and learn how best to develop self-management skills, independence, resilience and abilities to problem-solve during everyday life.

Klint has a culture of continuous improvement and we welcome feedback from our clients. As part of our quality assurance, we undertake client satisfaction surveys and constantly seek to understand the perspective of the user, and regularly review our processes and materials, so we can deliver a service that responds to your feedback and improves over time.

There may be times when risks need to be taken to assist the client 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 client's choice is respected by Klint. Safety to the client and Klint

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