

2. Service Standards

2.1 Service Delivery Policy

2.1.1 Policy Statement

EverAbility Group (EverAbility) recognises and responds to the unique skills, lifestyle preferences, personal aspirations and support needs of its clients. EverAbility focus on achieving outcomes, promoting mobility and independence and improving each person's quality of life by delivering professional therapy and support services to people across a range of ages and disabilities in their homes, at school, at work and in the community.

2.1.2 Service Eligibility

EverAbility's services are available to individuals in Western Australia and Tasmania who have a disability that significantly reduces their capacity in one or more activities of daily living. These activities include but are not limited to communication, mobility, decision making, personal care, or social skills.

Eligibility is determined by the ability to secure individual funding through the following sources;

- funding through federal agencies such as the National Disability Insurance Scheme (NDIS), My Aged Care (MAC) and CoAct;
- state or federal funded programs, grants or initiatives;
- private funding;
- third-party suppliers, acting on behalf of eligible individuals, may also access EverAbility's services in accordance with the above criteria.
- where individuals are unable to secure funding eligibility for our services will be considered on a case-by-case basis;
- philanthropy

2.1.3 Individual Needs

EverAbility, using a person and family-centred framework, meets the individual needs of each client by:

- informing clients of the availability of services or programs that may be provided to the individual in an environment that is appropriate to their goals;
- in collaboration with each client, their family, carers, friends and advocates developing and providing an individual service plan and accompanying personalised manual handling and mealtime management plans as required;
- maintaining the information necessary to determine individual preferences and to properly inform individual service planning;
- delivering services and programs in accordance with the agreed goals as documented in their individual service plan;
- seeking regular informal feedback and clarification from our clients regarding the services being provided and any change that may need to be considered; and
- reviewing the individual service plan annually or as required, if circumstances change, an incident occurs, or a request is made to undertake a review; and
- reviewing the individual family service plan every 6 months and annually.

2.1.4 Individual Outcomes

EverAbility values and respects the backgrounds of its clients. We place the needs and values of each person at the forefront of our action planning process. We seek to co-create our services with each client to ensure their needs and expectations are understood and prioritised.

EverAbility's individual plans are developed in partnership with our clients and contribution from important stakeholders in their lives such as family, friends and other support services. EverAbility recognises that formal and informal partnerships with other service providers, businesses and community groups is as important to the success of our services as social relationships are to successful outcomes for our clients.

If our client has the capacity to make decisions, their right to choose will be respected even when their decisions involve risk. Duty of Care requirements need to be considered alongside the person's dignity of risk and/or ensuring continuity of supports. This involves ensuring health and safety obligations are met in a manner that allows our clients to take reasonable risks in their daily lives, without placing workers and others at risk of harm.

EverAbility ensures that its clients' needs are met by maintaining a high standard of record keeping and promoting services that are responsive and flexible as individual needs change.

To ensure best practice in this regard, EverAbility commits to the following:

- an electronic case note is created to record every interaction between our client and our worker;
- a record is maintained of all electronic communications about service provision between our workers, and between our workers and our clients;
- all workers, in collaboration with their client, complete progress notes after every support to identify the interventions used, outcome, changes to circumstances and recommendations for future supports; and
- service delivery staff complete routine reviews of client case, and reviews are completed following a significant event, in accordance with an NDIS Plan Review, re-referral by Home Care Package Provider or My Aged Care, end of DVA treatment cycle, individual care plans or at the time of exit; and
- progress notes are reviewed regularly by workers, and reviews are completed following a significant event, in accordance with a service review or at the time of exit;
- Documentation Audits are completed by Program Managers and/or Team Leaders monthly/ bi monthly/ quarterly to ensure that they meet best practice guidelines.

2.1.5 Participation and Inclusion

EverAbility encourages and supports its clients to participate actively in their community life, in the way they choose. EverAbility recognises that children and adults with disability have the same rights as all people to meaningful inclusion in a community. This includes the areas of work, leisure, learning and relationships. To increase opportunities for the participation and inclusion of our clients, EverAbility promotes the benefits of full community engagement.

In order to promote participation and inclusion EverAbility is guided by the following principles:

- Each individual is unique and has their own interests and skills.
- All people, including those with disability, have a right to meaningful inclusion in a community including the areas of work, leisure, learning and relationships.

- People with disability have the right to be decision makers about how and with whom they will connect in their chosen community and EverAbility will be respectful of their choices and plans.
- EverAbility has joint responsibility to support our clients and their community to find ways to increase opportunities for inclusion and meaningful participation.
- When people with a disability contribute to and are actively included within a community, both parties' benefit.

EverAbility provides its clients with the opportunity to develop and maintain skills and the opportunity to participate in activities that enable them to achieve valued roles in the community by:

- structuring its services in a way that, as far as is practical, are appropriate to their age, their self-identified gender, cultural background and support needs;
- developing an individual service plan and support plan that build on existing competencies and increases the potential for their fulfilment of valued roles in the community;
- involving our clients in the training and development component of the individual service plan and seeking their service preferences;
- wherever practicable, delivering training and skill building in appropriate community settings;
- aiming skill development primarily at equipping individuals to participate in activities that enable them to achieve valued roles within the community;
- ensuring that workers are properly equipped and trained to provide the activities specified in the individual's plan;
- building on informal and natural community supports to facilitate inclusion in ordinary everyday community life; and
- developing links with other groups and organisations, including educational institutions and employers, to promote greater opportunities for connections and meaningful participation in the community.

2.1.6 Care Planning and Review

EverAbility clients who are "actively" receiving therapy services have an individual service plan that records their current goals and services. Clients may be assigned a Key Worker who supports the implementation of their individual service plan. The Key Worker regularly reviews the individual service plan with the client/client

representative, according to the duration of the service plan with formal reviews every six-months or as required. An individual service plan may change at any stage of service provision.

Client outcomes are regularly assessed and if a risk is identified, strategies are developed with the relevant stakeholders to support client needs. Clients undergo a risk screening when their individual service plan is developed, and/ or at any change in circumstance. Where deemed appropriate, further risk assessment is to be completed to identify required actions to manage risk.

2.1.7 Decision Making and Choice

In order to promote decision-making and choice, service delivery and planning adheres to the following principles:

- All interactions are non-judgmental, empathetic and non-discriminatory.
- A collaborative approach is implemented to identify positive outcomes that each person that we support wishes to achieve.
- A strengths-based approach is utilised to encourage people to participate actively in the progression towards goals, decisions and outcomes.
- Family, friends and carers are encouraged, to participate in decision making with consent of the person with disability if appropriate.
- In consultation with the client and relevant significant people that they nominate, any additional information and/or referrals considered necessary or advisable are identified.
- All case notes are documented in an objective way and are professional, factual and complete.

EverAbility promotes decision-making and choice in service delivery and planning by:

- assisting our clients to be involved in decisions that affect them and the services that they receive;
- structuring its services to be flexible and responsive to the needs and preferences of our clients;
- informing our clients about the full range of services provided;
- involving our clients in the development of their individual service plan;
- seeking input from our clients regarding the services they would like to receive;

- providing choices within the context of individual interests and cultural backgrounds that result in positive experiences;
- making every effort to support our clients to achieve their personal goals within the available resources;
- jointly reviewing the individual service plan, progress reviews as required, and service reviews to be scheduled prior to end of a service plan.
- encouraging our clients to be involved in our consultative mechanisms.

2.1.8 Client Safety

While delivering services the safety of EverAbility's clients, carers, and workers is of the utmost importance. When required, EverAbility will develop individual plans such as mealtime management for clients with dysphagia (swallowing difficulties) and manual handling for clients who require physical support during mobility transfers. Prepared by suitable allied health professionals, the plans are informed by the client, family, carers and other stakeholders as appropriate such as residential facilities and schools. All plans include a documented assessment, which constitutes the basis of the client's individualised plan. They are reviewed annually or earlier if the client's circumstances change, such as decreased mobility skills etc.

Services to children are provided in the presence of the child's parent, legal guardian or a school representative with duty of care responsibilities. Exceptions to these arrangements typically apply when providing skills training for community independence, which is undertaken in public spaces. This occurs only with the consent of the child's parent or legal guardian.

2.1.9 Cultural Security

EverAbility values, respects and promotes cultural diversity. Cultural security refers to the practices and considerations that ensure all individuals are offered the same quality of service to promote the most meaningful and positive outcomes, regardless of their culture or cultural beliefs. Cultural security applies to Aboriginal and Torres Strait Islander Peoples, people from culturally and linguistically diverse (CALD) backgrounds, or any other people with consideration given to age, the gender with which a person identifies, disability, faith or sexual orientation.

EverAbility delivers services that are culturally secure, relevant and responsive to the cultural diversity of our clients by:

- respecting and responding to cultural needs during the design, delivery and review of services at an organisational and individual level;

- making information available to our clients in formats appropriate to cultural and linguistic needs as required;
- providing cultural awareness training to workers where relevant without losing the focus on our clients, their unique expressions and cultural values;
- developing connections with culturally appropriate organisations and groups to promote the meaningful participation of our clients within their chosen community;
- respecting and promoting our clients' cultural and community connections and participation; and
- building relationships with Aboriginal Elders, representatives of CALD communities and community leaders to offer opportunities for participation with EverAbility' services.

EverAbility recognises the unique position of Aboriginal and Torres Strait Islander People in our culture and the particular vulnerabilities that should be considered when working with people from this unique cultural group. Cultural security is a commitment that our services to Aboriginal or Torres Strait Islander People will respectfully combine the cultural rights and values of Aboriginal or Torres Strait Islander People, with the best quality support that EverAbility can offer. We will do this through identifying elements of Aboriginal or Torres Strait Islander culture that may affect the delivery of services or reduce access to services. EverAbility will promote cultural relevance and sensitivity as much as possible and recognise the role that culture plays in delivering successful collaborations and the best potential outcomes for our clients.

2.1.10 Diverse Sexual Orientation and Gender Identity

EverAbility recognises that people of diverse sexual orientation and gender identity should have the same opportunities to receive services that are responsive and respectful of their needs, as many may have experienced discrimination and limited recognition of their needs from service providers in the past.

EverAbility has a responsibility to make its LGBTQIA+ clients feel safe, included and respected and does so by:

- providing respectful, informed and non-heterosexist services;
- understanding why LGBTQIA+ people might be sensitive or reluctant to disclose personal information;
- supporting transgender people who may have difficulty maintaining gender roles and appearance;

- supporting the rights of people to cultural and sexual expression, intimacy and privacy;
- protecting clients who are LGBTQIA+ from discrimination; and
- supporting HIV positive clients.

EverAbility will ensure that its workers:

- have a clear understanding of their own values, attitudes and beliefs and be conscious of not imposing these onto the people we support;
- are informed about anti-discrimination laws, policy and service applicable standards
- receive education and training about the different lived experiences of LGBTQIA+ people; and
- have the skills appropriate to the level of support they provide through the provision of training, particularly in the area of personal relationships and sexuality.

2.1.11 Managing Behaviours of Concern through Positive Behaviour Support (PBS)

PBS is an evidence-based approach with the primary goal of safeguarding a client's dignity and quality of life and secondary goal of preventing and decreasing the frequency and severity of behaviours of concern. PBS is not an intervention but a culture of responsibility. If someone is expressing behaviours of concern, our workers provide support in a way that is developmental and constructive rather than controlled and restrictive.

PBS involves developing a shared understanding of the underlying needs of an individual, why they are expressing behaviours of concern and how to meet their needs more appropriately and safely for themselves and others. PBS is improved significantly if people supporting the client know the client well and have developed strong relationships. PBS has optimal outcomes when reflected in the Behaviour Support Plan and fully integrated with education, skill building, personal care and community participation.

Central to our model of individualised PBS is our responsibility to meet the clients' needs in order to manage behaviour and support a positive quality of life for the client. To enhance existing services, provide support and expertise to other organisations and to work towards the reduction and elimination of restrictive practices (planned and inadvertent) EverAbility has developed a PBS framework and

infrastructure as informed by the NDIS Quality and Safeguards Commission's PBS Capability Framework. This includes:

- Positive Behaviour Support operational procedures and Care and Protection policies are in place;
- All NDIS behaviour support practitioners have been assessed as meeting requirements to deliver specialised positive behaviour support, including assessments and development of behaviour support plans;
- all workers working with someone exhibiting significant behaviours of concern undergo PBS training and collaborate on the development of PBS plans, regular reviews, de-briefs and training updates;
- all internal behavioural incidents reported identifying triggers, strategies and any potential for restraint;
- PBS team of interested therapy workers meeting, regularly and learning about PBS and restrictive practices, collect and review data, problem solve around behavioural incidents, reduce any inadvertent restrictive practices and are involved in the PBS planning process;
- PBS team members present information and training at therapy team meetings building in-house capabilities;

With our proactive rather than reactive approach, PBS strategies further underpin the pre-existing person-centred approach and lead to increased independence, social integration and inclusion.

EverAbility assists its clients to:

- develop and maintain positive relationships;
- initiate informed choice-making;
- develop opportunities for experiences and incidental learning;
- learn more acceptable ways of responding or more effective ways to communicate needs;
- tolerate or cope with naturally occurring adverse events; and
- minimise the occurrence of behaviours of concerns using focused support strategies such as well-planned reinforcement schedules.

When required and appropriate, EverAbility provides:

- a list of the behaviours displayed by the client;
- guidelines for people supporting the client on how best to do so and avoid recurrence of the behaviour; and

- each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan which minimises the risk to the participant and others;
- an interim behaviour support plan that includes provision for the use of a regulated restrictive practice must be developed within one month of the specialist behaviour support provider being engaged [NDIS (Restrictive Practices and Behaviour Support) Rules 2018, Section 19];
- a PBS Authorisation Panel comprising of an external NDIS Behaviour Support Practitioner (proficient level or above) who has not developed the BSP, and additional members as appropriate to the clients' specific circumstances approve and monitor restrictive practices both planned and inadvertent

In conjunction with a NDIS behaviour support practitioner, EverAbility develops each PBS plan in consultation with the client and any other person(s) significant to the client. Its purpose is to:

- build on the client's strengths;
- increase the client's opportunities to participate in community activities;
- increase the client's life skills; and
- reduce or eliminate any restrictive practices over time.

The PBS plan includes a functional behaviour assessment. It specifies a range of evidence-based, person-centred, specific and proactive behavioural and environmental intervention strategies for the client's individual needs that:

- are carefully planned and documented;
- involve all key stakeholders;
- are designed around the client's circumstances, needs and preferences;
- focuses on positive and measurable outcomes;
- are carefully monitored; and
- are properly resourced.

Each implemented PBS plan is reviewed by a NDIS Behaviour Support practitioner at least every twelve months.

While ensuring the rights of our clients are upheld it is also important to ensure the rights of workers to enable them to support their clients, effectively and safely, while working with them to develop and implement intervention strategies. Workers have the right to be:

- adequately trained and supported;
- informed about individual behaviour intervention plans;
- informed about any behaviours they may confront;
- informed about emergency procedures;
- protected from harm or injury; and
- withdrawn from a dangerous situation if this does not place others at risk.

In the event of an emergency where there is a risk of harm or physical injury to the client or others, or there is a risk of property damage, workers will ensure the safety of all individuals in the emergency or risk situation as follows:

- where it is safe, workers will protect the individual from self-injurious behaviours; and
- workers will protect themselves from injury or harm.

It is the responsibility of all workers to familiarise themselves with each client's profile, history, service support plan and their PBS plan.

2.1.12 Elimination of Restrictive Practices

EverAbility recognises that the use of restrictive practices are not effective long-term strategies to manage risk and behaviour and can result in long-term physical and psychological harm.

Restrictive practices are minimised with the ongoing goal of reducing and eventually eliminating all restrictive practices wherever possible. Restrictive practices are not approved for organisational or worker convenience, to overcome a lack of workers, inadequate training or a lack of workers support and supervision.

A NDIS Behaviour Support Practitioner develops any EverAbility PBS plan that includes a recommended regulated restrictive practice. The development process:

- be developed within 1 month for an interim plan or 6 months for a comprehensive plan, from the time the behaviour support practitioner is engaged;
- be based on a functional behavioural assessment (if it is a comprehensive behaviour support plan);
- considers any previous behaviour support and other assessments;
- evaluates all less-restricted alternatives and confirms they cannot be applied;

- is assured that without the intervention the person is a risk to themselves or others;
- assesses the impact of the intervention on the rights and well-being of others who share the person's environment;
- considers the restrictive practice in the context of a clearly documented person-centred, positive, behaviour support plan that is outcomes focused and proactive;
- consults with the client and key stakeholders, providing a statement of intent to include a regulated restrictive practice that address the participant's needs and the functions of the behaviour;
- outlines the use of any restrictive practices in detail and include plans for fading the practice, monitoring and review;
- The registration of the specialist behaviour support provider is also subject to the condition that the regulated restrictive practice must:
 - a) be clearly identified in the behaviour support plan; and
 - b) if the State or Territory in which the regulated restrictive practice is to be used has an authorisation process (however described) in relation to that practice—be authorised in accordance with that process; and
 - c) be used only as a last resort in response to risk of harm to the person with disability or others, and after the provider has explored and applied evidence-based, person-centred and proactive strategies; and
 - d) be the least restrictive response possible in the circumstances to ensure the safety of the person or others; and
 - e) reduce the risk of harm to the person with disability or others; and
 - f) be in proportion to the potential negative consequence or risk of harm; and
 - (g) be used for the shortest possible time to ensure the safety of the person with disability or others
- ensures the client is informed that they may withdraw consent at any time, following which the restrictive practice is no longer authorised.
- be lodged with the NDIS Commission if the Behaviour Support Plan contains regulated restrictive practices;

- be authorised in accordance with any state or territory requirements (however described), and evidence of such lodged with the NDIS Commission.

If the plan containing regulated restrictive practice is implemented by family, the plan will be lodged to the NDIS Commission and closed. If the plan is implemented by an NDIS funded provider, it is the responsibility of the implementing provider to obtain authorisation.

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EverAbility's use of a restrictive practice is:

- reported each month to the NDIS Commission;
- recorded as an incident and reported to the EverAbility Board; and
- reviewed by the panel every 3 months.

The review process gives the client an opportunity to withdraw consent. If this occurs, EverAbility will cease its planned use of the restrictive practice and explore with the client, short and long-term, solutions to ensure effective and safe service delivery. If, on review, the panel is satisfied that it is safe to withdraw a restrictive practice this will be considered within the context of whether:

- less restrictive alternatives have been developed, trialled and demonstrated to be effective for the client;
- workers have had the appropriate training in how to apply the new practices and have demonstrated the skills required to support the client under the new arrangements; and
- the client has been engaged and provided consent for the withdrawal of the restricted practice.

EverAbility makes unauthorised use of a restrictive practice, for which there is no prior plan, only if necessary in an emergency to save a life or to prevent serious physical or psychological harm. In this event:

- it will involve the minimum amount of restriction necessary and be applied for only so long as is necessary to manage the risk;
- the circumstances in which the intervention was used is reviewed as soon as possible and a plan put in place to prevent a re-occurrence; and
- the persons' family or guardian is advised as soon as possible.

In accordance with the critical incident reporting requirements, EverAbility reports the use of an unauthorised restricted practice:

- to the NDIS Commission within 5 business days of becoming aware of its use;

- to the relevant State Government reporting authority as required;
 - Western Australian Department of Communities, Disability Services;
 - Tasmanian Disability and Community Services Senior Practitioner, ideally within 1 working day;
- as per EverAbility's incident policy and process.

2.1.13 Cancellation

EverAbility reschedules client cancellations as early as conveniently possible. If EverAbility needs to cancel a client appointment due to a worker's absence, it will be rescheduled at a later date. In some circumstances, such as long absences, clients may be offered service from an alternate worker.

Clients are requested to give at least two business days' notice if an appointment is to be cancelled or rescheduled. EverAbility manages charges for client cancellations in accordance with external funding guidelines and rules. Clients may be charged at 100% of the scheduled services, including travel time for cancelled or rescheduled appointments, where less than two business days' notice is provided. Exceptions to this cancellation policy may be made on an individual basis by the Program Manager.

2.1.14 Medication Management

EverAbility workers do not administer medication to its clients. EverAbility workers maintain the medical details of any client within its adult group activities. Clients are encouraged to maintain their independence, which includes managing their own medicines, in a safe and effective manner. In the event that a client in a group activity becomes unwell, workers will refer to the medical records and prompt appropriate self-medication. In the event of an incident or emergency, appropriate actions will be taken as per incident management policy.

2.1.15 Assistance with Money

While supporting clients to learn money management skills, including independent access to an ATM or completion of an EFTPOS transaction, workers will not handle the bankcard of a client, withdraw cash from an ATM on behalf of a client or undertake an EFTPOS transaction on behalf of a client.

2.1.16 Hydrotherapy

For clients of all ages who benefit from hydrotherapy, EverAbility provides goal orientated hydrotherapy intervention sessions of up to 60 minutes. These are usually delivered as individualised programs although some group sessions may be available. At their conclusion, all programs are reviewed and outcomes evaluated.

Typically, programs are delivered in public facilities, which are properly managed, maintained, staffed and equipped. For health and hygiene purposes, and to prevent the transmission of infectious diseases, private pools must meet the local regulatory standards.

Prior to the delivery of hydrotherapy programs, all required medical clearances must be received and related medical documentation completed. A physiotherapy assessment will be undertaken, in and out of the pool, for client suitability and program planning purposes.

When delivering programs, workers must conform to all health and safety requirements including:

- worker to client ratios;
 - group programs - dependent on the number of clients, their needs, and the swimming ability of parents/caregivers
 - individual programs – one to one in public facilities and one client to two adults (one being the worker) in private facilities
- training in recognised and accredited Fire and Emergency procedures, Basic Life Support and Pool Rescue;
- be present either in the water or at the pool side for the duration of the clients' presence in the pool;
- not allowing a client into the pool if presenting any contraindications which may affect their safety or that of other pool users;
- immediately removing a client from the pool, or if necessary administer rescue and emergency procedures, if the clients' condition rapidly and seriously deteriorates;
- wear clothing appropriate to the activity in accordance with EverAbility's Workplace Clothing and Presentation Policy; and
- provide clients, where applicable, with pool use and safety procedures.

EverAbility workers will not participate in the dressing and undressing of clients unless it is an agreed client goal and supervised by at least one primary carer or EverAbility colleague. In the case of home-delivered hydrotherapy, EverAbility workers must be provided with adequate change facilities assessed in the initial visit.

2.1.17 Service Provision at the Worker's Home

Workers will not take EverAbility clients to their own home, or to the home of their friends and family.

2.1.18 White Canes

EverAbility provides White Canes to facilitate the independent mobility of people who are blind or have a vision impairment.

Canes and tips may be purchased from EverAbility's Resource Centre, as below:

- anyone purchasing:
 - an identification (ID) cane should be encouraged to participate in an Orientation and Mobility (O&M) assessment. If not agreeable to an assessment,
 - sign a purchase agreement.
 - a replacement ID, long or support cane without input from an EverAbility O&M Specialist and/or without an EverAbility record of previous supply must:
 - show the cane/tip to be replaced, to ensure the sale of the same or commercially equivalent product; and
 - sign a purchase agreement.
- EverAbility has a duty of care towards the safety of its clients to ensure they have access to and appropriate training for the use of a White Cane; exceptions to the above provisions are referred to Program Managers with clinical consultation if needed.

2.1.19 Service Exit

When a client exits the service, or EverAbility is no longer able to provide the services required, EverAbility will:

- be fair and transparent;

- follow due process and uphold the rights of individuals;
- protect the safety and integrity of workers and clients;
- provide all relevant documentation as requested;
- assist in transitioning to new organisation(s);
- provide information about accessing EverAbility services in the future; and
- seek feedback to help inform and improve service exit for others.

2.1.19.1 Planned Exit

Exit planning is an integral part of the service delivery process and is conducted in consultation with the person, and where appropriate the family, carer and any other important people from the person's support network. A planned exit occurs when client goals/outcomes are achieved, or at the completion of a plan. Further information regarding re-entry to the service in the future should their needs or circumstances change is provided.

2.1.19.2 Unplanned Exit

EverAbility promotes the health, wellbeing, safety and security of its clients and acknowledges that sometimes the best outcome for our client is to exit. EverAbility acknowledges that clients have the right to refuse services or leave the organisation, although a 14-day written notice is requested.

A person may have an unplanned exit from EverAbility for a number of circumstances including;

- the client or someone with connections to the client engages in behaviour unacceptable to EverAbility encompassing violence, abuse, aggression, being under the influence of alcohol or any substance that adversely affects behaviour, theft or property damage.
- continued non-payment of fees incurred during service delivery
- the client is unwilling to meet the reasonable conditions required in their support plan, affecting the safe delivery of a service and the health and safety of the workers;
- changes in the client's health, abilities or behaviour result in service needs requiring skills and expertise beyond EverAbility's capacity to deliver.

2.1.19.3 No Response

When a client has not responded to attempts at contact via text or email, the organisation takes the following steps:

- up to three attempts via the preferred contact method (phone, text, email);
- an exit letter providing a two-week period to give the client an opportunity to provide their input or request further assistance.
- the client is informed that if they later decide to resume services, they should contact CET (Client Experience Team) to facilitate the re-engagement process.

2.1.20 Related documents

- Incident Management Policy
- Care and Protection Policy

Policy Management and Review History

Owner	Chief Operating Officer
Approver	CEO
Frequency	2 yearly
Version	v4.0
Date Ratified	November 2023
Next Review	November 2025

Review History:

This policy supersedes - Individual Needs Policy, Decision Making and Choice Policy, Community Participation and Inclusion Policy, Administration of Medication Policy, Behaviour Management Plan for Child Consumers Policy, Accessible Service Policy.

White Cane section added to v2.0

Service Eligibility and Service Exit added to v4.0

- v3.0 2023 (Aug); v2.0 2021; v1.0 2020