# Positive Supports Policy

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## Purpose and Scope

We value the clients and their stakeholders using our service therefore, EnableOT aims to promote an environment of fairness, equity, diversity and inclusion for all clients requesting, receiving or exiting services.  In a safe and encouraging environment, we want the person we serve and their stakeholders to be empowered by their experience to meet their goals when using our service.  This policy expresses the way in which we provide services which:

- Are person-centred;
- Respect individual values and beliefs;
- Respect privacy and dignity;
- Promote independence, participation and informed choice;
- Pro-actively discourage violence, abuse, neglect, exploitation and discrimination
- Ensure supports are delivered in line with customer expectations
- Comply with legislative requirements for restrictive practice

## Legislative Requirements

### Disability Discrimination Act 1992:

This Act aims to eliminate discrimination due to disability in employment, access to facilities, provision of goods and services, legislation and promote equality and equity between persons with a disability and ensure they have the same fundamental rights and others within the community.

### NDIS Act 2013 (The Act)

The National Disability Insurance Scheme (NDIS) was developed to enable people with disability to live 'an ordinary life' as others in society do. The associated Act aims to provide for the National Disability Insurance Scheme in Australia, support the independence and social and economic participation of people with disability,  provide reasonable and necessary supports, including early intervention supports, for clients in the National Disability Insurance Scheme launch, enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports, facilitate the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability, promote the provision of high quality and innovative supports that enable people with disability to maximise independent lifestyles and full inclusion in the mainstream community, raise community awareness of the issues that affect the social and economic participation of people with disability, and facilitate greater community inclusion of people with disability.

## Person-Centred Supports

EnableOT provides person-centred supports where the client is at the centre, not the service provider.  We focus on what matters most to the client and their preferred support network.

We do this by:

- Ensuring client is at the centre
- Involving their important support persons to inform and clarify needs and wishes of the client
- Encouraging open partnership between service provider and client (and their support network)
- Promoting a holistic approach to the person where all needs are known and considered

So that:

- The wishes of the client are respected
- The client is encouraged to have a voice regarding informed choices
- We can be flexible to meet the diverse range of needs of each client
- We can assist in the personal development of clients by providing a high density of preferred events that contribute to stated goals and outcomes
- We gain a high level of customer involvement and client satisfaction, and,
- We do it safely – balancing the need for dignity-of-risk and self-determination with duty-of-care considerations

To do this we commit to following the principles:

- We ensure our supports and services are in line with the needs, goals and desires of each client
- We listen to the client and those who know them best to understand what they want for their lives
- We support each client to develop individual outcomes, so we know what success looks like
- We support each client to identify and minimize barriers to success through steps and goals that assist in achieving outcomes
- We ensure our team members are trained, supported and motivated to follow the principles of this policy
- We endeavour to match the client with the team member best suited

**Commonly for EnableOT's client base, the load of information that often comes with commencement of service delivery, is destructive to crucial therapeutic relationship building opportunity as it is experienced as overwhelming. For this reason, we almost always, <u>intentionally</u>, refrain from 'service-delivery speak' upfront, but engage immediately in meeting a primary need and forming a connection with the client. We slowly trickle in key understandings about how EnableOT operations, their rights, options for feedback and other key information in the course of the early delivery of services at a level that is not experienced as overwhelming.** We even do this at the risk of not being paid for initial sessions because the client's capacity for discussions about payment for services is too much for them to handle upfront, or their past experience with service providers makes them wary of providers only interested in their money, not them as individuals.

At the discretion of the clinician involved (who's wage and personal life is directly linked to this decision), we go beyond 'reasonable' in our willingness to adjust to participant needs, such as:

- scheduling out of hours to take advantage of a community participation opportunity or an in-situ capacity building opportunity (such as doing a home visit during a child's evening bedtime to facilitate the transition to a better bedtime routine)
- rescheduling, and rescheduling and rescheduling – to adapt around client's needs to order to gain engagement, trying many different modes and timings
- honouring our client's struggles with effort and energy, by disproportionately carrying the up-front effort to get something crucial underway
- not giving up on a client building a life worth living – not relinquishing our role because someone presents as too hard.

# Diversity, Equity and Inclusion

This policy aims to support and promote an inclusive environment that respects and values the diversity of individual differences of all clients engaged with our services including clients and workers.  Individual differences may include gender, age, language, ethnicity, cultural background, disability, sexual identity or orientation, religion or family structure.

Diversity is an important factor in the success of EnableOT as it helps to foster a culture that is open to all and reflects positive values.  As a service, diversity helps us to promote innovation and creativity as well as build a meaningful connection between our service and the people we support.  At EnableOT, diversity and inclusion are promoted by:

- Fostering an inclusive environment respectful of all cultural backgrounds and beliefs
- Fostering a physical and cultural environment that encourages participation in the community in a meaningful way
- Access to equitable facilities and services as the rest of the community
- Opportunities to socialize and have relationships with their community
- Consulting with the client and their wider support network regarding the unique needs of the client
- Providing supports and services in a way that is culturally responsive

Specifically, we will take a proactive, fair and equitable approach to how we:

- Respect, value and promote individual strengths, needs, goals and aspirations without discrimination or prejudice
- Plan and provide access, services and processes that offer choice and control and promote respect, value, fairness and equity
- Coordinate access to equitable alternative methods for aspects of everyday living including community involvement and communication
- Be inclusive of the stakeholders (natural support network) of the client, and consider these support networks an intrinsic part of service planning and delivery
- Proactively provide and record processes for making informed but impartial decisions regarding choices in their own lives including community activities and relationships
- Proactively provide opportunities for honest feedback, impartial decision making and transparent participation regarding:
- Individual **Client Support Plans** for accomplishing client-desired outcomes
- EnableOT service delivery and management

### Many Cultures

Everyone has a culture, even if it is not always easy to define. Cultures can directly or indirectly influence the emphasis on different values and priorities. Culture identity refers to people's identification with a particular culture and community, including shared beliefs, values, attitudes, behaviours and practices.

Cultural awareness competence includes:

- Awareness of our own cultural worldview
- Attitudes towards and knowledge of different cultural practices and worldviews
- Cross-cultural skills

We apply our knowledge and awareness to a variety of people using our services including:

- People from Culturally and Linguistically Diverse Communities including Refugees and Asylum Seekers
- Aboriginal and Torres Strait Islander People

# Client Support Plan & Client Support Profile

EnableOT is committed to ensuring outcomes for clients are maximised and achieved. One way to achieve this is for clients, or their key supports (if the client is unable or too young) to be involved in the development of living **Client Support Plan** that outlines their goals and the progress towards those goals, but which is constantly updated in the context of what is happening for the client, with the flexibility to add goals, or change focus to more important goals as they arise. This plan is taken in paper format to each appointment and added to, mostly in collaboration with the client, in order to ensure our service delivery is flexible to client needs, but can also be used as a focus tool for those clients whose impairments cause them to jump from goal to goal each week without progress.

**Client Support Profiles** are developed as a result of conversations with each client and primary supports containing key information on how they would like our services to dignify their uniqueness of them as a person, and adapt to their specific needs. It includes:

- absolute considerations (aspects of service delivery that we MUST accommodate)
- 'I hate it whens….'
- Name preferences – including pronouns
- contact preferences (scheduling, location, preferred method of communication, modifications for social environments, additional privacy requests), involvement of others, and frequency of requesting feedback
- significant adjustments for health/illness, and ability/impairment – such as triggers, sensory defensive issues, communication adaptations (language & mode most likely to be understood), specific adaptations to Therapeutic Use of Self particularly indicated by the client's needs, medical emergencies that are possible/likely to occur and the protocols to prevent/manage
- strongly held values/beliefs, principles.
- Important aspects of self to dignify (beyond standard respect for the client as a human being) – cultural/ethnic/sexual and gender identities, what merits and personal characteristics they take pride in, roles/activities/tasks that matter most, relationships that matter most, places/spaces that matter most, community memberships that matter most
- Important future aspirations
- Any preventative health measures that are to be promoted should the opportunity present – vaccination, dental care, medical check-ups, health investigations.
- Baseline risk assessment regarding hazards to them and EnableOT team members – and controls to minimise those risks.
- Emergency/Disaster Care Status – whether their circumstances (capacity, quality and availability of informal and formal supports) means that Enable OT has mandatory responsibilities regarding preparation for, care during, and support after, significant emergencies and disasters. The three categories determine what EnableOT's actionable responsibilities are: Externally Actioned, Variable Need, or Confirmed Need.
- Other Service Providers and Supports involved, and which out of these the Participant has given consent to liaise, and with whom they would like EnableOT to collaborate regarding their care.

The Client Support Profile is used as a guide by all employees working with/encountering the client in order to maximise the quality of our relationship and effectiveness of our service delivery. The person's primary clinician is the person responsible for developing the document and ensuring it is uploaded to **EnableOT NextCloud Server** into the client's folder, and that folder shared for access by others involved.

# Informed Choice and Decision Making

### Consent

Consent is permission by a client or substitute decision maker concerning decision that affect a person's life. Consent is required to be informed and for the person to understand the decision (capacity). When a person has capacity, they understand the facts and choice involved, can weigh up the consequences and are able to communicate the decision.

Some people may need support to exercise their capacity to make decision and increase their skills and confidence in this area. Clients are always assumed to have capacity despite age, appearance, disability, behaviour, language or any other characteristic unless there is professional evidence otherwise.

Some clients are unable to understand information relevant to the decision, retain this information or use it to make an informed decision, or communicate their decision. In this case both informal and formal decision makers may be a substitute. Informal decision makers are not legally appointed by can assist the person in making decisions that are in

their best interest.  A legally appointed decision-maker might be a guardian or responsible person that can make decision for the person.  Formally appointed guardians assist when there is conflict over a decision, if there is a risk of harm to the person or others and a state guardian has been appointed, where there are legislative requirements that must be met.  Information on formal decision-makers should be collected and available to relevant service delivery partners.

A client has the right to make decisions regarding providing information or receiving a service (including but not limited to, disability plans, health procedures, use of images or footage and spending of funding).  For clients that are their own decision-maker.  All decisions must be referred to them, but they may also speak to family, friends, an advocate or research the decision themselves before deciding.  Support to decide must be free from undue influence and a balanced view of the benefits and risk must be presented to the client before a decision is made. Support may include:

- Arranging a supporter or advocate, interpreter or assistive communication tools,
- Providing information that is balanced and does not unduly influence the decision,
- Support of substitute decision-makers where capacity has been diminished but also give the opportunity to allow the client to make decisions as much as their retained capacity allows
- At any time during service provision, allow the client (or substitute) enough time and resources to review their options and seek advice

## Decision-Making

EnableOT will support people using our services to have as much control as possible over all areas of their own lives and everything that affects them.

Overall, determining in each individual case how decisions will be reached that best reflect the wishes and needs of the clients and their stakeholders. Specifically, we will:

- promote day-to-day choices including understanding options, potential consequences, advantages and disadvantages and reaching decisions and recognizing the value in those decisions and in preparation for making major life decisions
- listen to and respect the opinions, decisions and choices of people using services and promote self-reliance by providing only the level of support people need to make their own decisions
- help the person get as much information as possible about a broad range of choices, options, consequences and risks in a form suitable for the person and allow enough time for the person to decide for themselves
- not limit people's choices by what support they think is available – we will always start by listening to what each person wants to do, and then plan what support is needed
- provide communications support so a person using services has every opportunity to make own choices and control how decisions affecting them will be reached
- be aware of, and try to avoid, the potential for staff or stakeholders to unconsciously or inadvertently influence decisions
- be aware that if the decision-maker is a child, or has a guardian or administrator, their parent or guardian/administrator will be involved in decision-making processes
- the person making the decision can have a third person involved in support processes
- if the client cannot express their views, EnableOT will respect the views of people in the person's natural support networks and/or their legally-appointed decision makers such as guardians and administrators
- help a client and their stakeholders if they want help applying to the appropriate legal avenue (such as an Administrative Tribunal) for rulings about who can make decisions on behalf of the person using the service

# Participation

### Community

EnableOT will make sure the client and their stakeholders can be as much part of their communities as they want to be. To do this we will:

- ask all clients using EnableOT services what kinds of community activities they would like to be involved in, and community involvement in the NDIS will also be discussed
- work with the client and their stakeholders, to plan how the client can be involved in community activities
- we will always start by listening to what each person wants to do, and then plan what supports are needed
- coordinate support from various sources such as disability providers or from the client's stakeholders. Support might include physical assistance to get to a community location and take part in the activity, personal care, emotional support, education/training of people running community activities, or any other kind of support that the person, stakeholders and EnableOT think will help them with community involvement
- regularly review, with the client and their stakeholders, how well the service plan and supports are working about community involvement and respond to the feedback in collaboration with the client, their stakeholders and the supports provided

### Participation in Improvement at EnableOT

EnableOT will, at every available opportunity, seek the views of clients and their stakeholders using our services by:

- encouraging informal and formal, both positive and negative feedback on our services, staff and processes
- listening to the ideas of people using our services about how we operate
- inviting input about processes, services and management of EnableOT during continuous improvement reviews, either through formal survey or informal discussions

# Collaboration with Support Networks

EnableOT encourages people using our services to have important others involved - those who support them and have relationships with them in many ways. We encourage these others to be part of each person's connection with EnableOT and consider them, as the person's social environment, to be crucial parts of building capacity and accomplishing the person's aspirations for their life. A coordinated, collaborative approach to service delivery helps facilitate personal development and achieve outcomes related to the client's needs and priorities. We are committed to genuine relationships and valued relationships between support networks and other service providers to contribute to the best outcomes with the client at the centre. This is most important when the client is a child (see Early Childhood Intervention Policy).

We have a particular focus on the value of a client's social environments to be a powerful modality for supporting goal accomplishment. We will often target service provision and intervention with supports (natural and formal) rather than with the client because it is a more powerful and effective approach to take – exponentially improving our capacity to make a difference in the client's life by changing those around them. [The concept being: 'move the sand, to move the water']. Often it is social environments, unwittingly, that serve to inhibit or restrict a client from accomplishing their goals. So we release these impediments and 'magic' naturally happens!

The principles we will follow are:

- Promote open communication
- Ensure collaborative links with wider stakeholder networks are established and maintained
- Manage stakeholder input and ensure decisions made by the support network are supported by choice and control and are acted upon in a timely manner

- Act with professional respect in terms of the importance of the collaborative arrangement
- Ensure qualified resources are available and authorized to fulfil their responsibilities
- Act in good faith to achieve agreed outcomes in the best interests of the client
- Adhere to Australian Privacy principles and best practice when sharing information
- Uphold that any information sharing should be necessary, proportionate, relevant, accurate and secure

Specifically, we will:

- ensure we know who each client sees as their key others (family, friends, guardian, administrator, advocate) when a person first starts using a service and check regularly so we know about any changes to these stakeholders
- provide space on **Service Agreement** forms for both the client and others to record their approval as well as on **Consent Forms** detailing when, how, and what information is provided to others.
- expect and encourage important others to be involved when people make choices about services and communicate with stakeholders as well as giving regular formal reports and involving them in planning meetings
- support the person to source suitable supports – looking for support workers and agencies able to meet the client's needs and willing to collaborate with us and other existing providers in a cohesive manner – such as being receptive to have clinician training to maximise effective support.
- work with external advocacy agencies to assess the need for advocacy, guardianship and alternatives to guardianship and provide information on the client and their stakeholders during referral
- help stakeholders understand the goals and action plans that have been agreed, and ways they might help the client make progress on chosen goals and actions – including approaches to maximise communication, engagement and capacity building.
- understand the broad scope and limits of the authority of guardians and administrators (guardians are not authorised to make financial or legal decisions, and administrators are not authorised to make personal, health or lifestyle decisions) as well as the specific scope of orders about individuals they support
- accept and act on the decisions of the appointed guardian or administrator, as if they were the stated decisions of the client
- where possible and appropriate, EnableOT will work with a broader support network as well as with the appointed guardian or administrator to progress the fullest interests of the client
- if there is any dispute or concern about the decisions or actions of an appointed guardian or administrator, EnableOT will use appropriate channels to report this to the relevant external bodies for them to independently assess the situation

# Graded use of ourselves to effect change

We are aware that a significant portion of our client caseload are people whose impairments sometimes make them struggle with bringing their own effort to action in pursuit of the goal(s) they have articulated to us as important and desirable. We therefore bring 'ourselves' as a clinical therapeutic tool for change – gradually grading up the level of structure and directiveness we offer into the relationship. We develop up intensity slowly, always aiming for the least directive first. We follow the Circle of Security tenet: "Whenever possible, meet the need. Whenever necessary, take charge" (and when taking charge, always be kind). By going slow and building up, we've usually developed such trust and Therapeutic Alliance that the participant doesn't mind, or tolerates the temporary 'take charge' as what is needed to help them the outcome they desire. We always aim to keep it kind, warm and humorous, for the shortest duration and always in attunement with their mental state.

We specifically hone our 'attunement' skills to detect non-verbal indicators of distress, and create safety within the relationship for the client to be candid in their communication with us about how a particular strategy or recommendation is received.

# Continuity of Supports

## Support Changes

EnableOT will have arrangements in place to minimize the risk of cancellation or being unable to provide scheduled supports. Each team member is responsible for managing their daily schedule efficiently to avoid disruption and to ensure specific needs and planned well and met in line with client expectations.

We cannot consistently avoid disruption to continuity of supports as we are a small team, working to maximum capacity with a complex caseload of clients for whom we provide 24/7 crisis support. Sometimes meeting the urgent need for one client means disruption to another. Sometimes crisis come in multiples, leaving an exhausted Practitioner who must recuperate before continuing everday client work or they put their client and themselves at risk. Working any differently with our client group is ineffective as we need to take advantage of in-situ opportunities for capacity building to present (often in crises). Where changes are unavoidable, we will contact the client at the earliest opportunity and openly discuss alternative arrangements and seek the approval and input of the client.

As so much of our work with clients is dependent in the building of a strong therapeutic alliance, it is not easy to exchange one clinician for another into a client's life to ensure continuity in extenuating circumstances (such as the clinician becomes unwell). Most of the time full continuity is not possible. However, we undertake clinical supervision in pairs to ensure that there are always another who is familiar with a client's needs who, if located nearby, can step in. We prepare carefully for periods of time when a clinician is known to be away for a block of time, or is planning to depart EnableOT – grading a reduction or transition in supports to minimise the negative impact.

## Disaster Planning

**Ensuring Daily Living Needs, Critical Health Care and/or Safety**

As part of the completion (and regular updates) of each client's **Client Support Profile**, an evaluation is made of the client's support system, and the likelihood/necessity of EnableOT playing a crucial role in meeting a client's daily living needs, critical health care or safety. Each client is allocated an Emergency/Disaster Care Category as follows, and these are tracked for the entire EnableOT caseload via our **Halaxy** portal using our formal **Client Review** (Initial and Ongoing):

1. Externally Actioned: Barring unforeseen circumstances, this client is either (a) capable-enough to manage emergencies/disasters without additional supports, or are (b) well supported by informal/formal supports who will provide the client with any assistance needed. These supports are highly likely to be on-site or able to reach the client to provide this assistance should it be required. EnableOT's services are not essential to the client's meeting of daily living needs, critical health care or safety in a disaster or emergency situation.
2. Variable Need: when either (a) the client's and their informal support's capacity fluctuates or is in question for the specific type of emergency/disaster and any formal supports involved are infrequent, or (b) EnableOT's services have occasionally been needed to meet the client's daily living needs, critical health care or safety because there has not been a more appropriate support available to do so.
3. Confirmed Need: When the client, nor their informal supports are capable of adequate functioning regarding the preparation, experience and aftermath of emergency/disaster situations, and no alternative formal supports to EnableOT exist in the person's support environment.

For each of these categories there are different expectations for EnableOT's team members regarding supporting a client for general preparation for emergencies/disasters, preparation for an imminent disaster, managing basic survival during, and recovering from the aftermath with the minimum negative impact on client wellbeing and capacity. See below.

These actions are based around the RediPlan document (also in available as an app) developed by the Australian Red Cross – which can be sourced https://www.redcross.org.au/emergencies/resources/. There are variations of this plan that are for Auslan speakers, Easy Read, Elderly, Children etc. The app: https://www.redcross.org.au/emergencies/prepare/get-prepared-app/

EnableOT Emergency/Disaster Actions:
1. <u>Externally Actioned</u>: *Suggested. Not mandatory*
    * General Preparation : If an appropriate opportunity arises that doesn't compromise the primary therapeutic goals, the EnableOT Practitioner can refer the client or their supports to the Australian Red Cross RediPlan options (App or Paper) as a valued resource for effective Emergency/Disaster preparation.

    * Impending Event Preparation : If there is an existing appointment scheduled during the emergency/disaster warning period, the EnableOT Practitioner, whether during that appointment or when contacting to cancel, can check-in with the client or their supports about the preparedness for the impending event and offer any guidance that would supplement that preparedness.

    * During and After Event (Survival and Recovery): If the client's EnableOT Practitioner has the capacity and means to connect, they are encouraged to make contact to provide encouragement, emotional support, and practical assistance to minimise the longer-term impact of the emergency/disaster.

2. <u>Variable Need</u>: *MANDATORY*
    * General Preparation : EnableOT Practitioner ensures that 'someone' (the client, informal supports, formal supports or EnableOT – or all working together), collect the information and follow the preparation steps specified in the Australian Red Cross RediPlan. The EnableOT Practitioner ensures that the completed RediPlan is shared with key parties, and with safe nearby people (such as a safe neighbour).

    * Impending Event Preparation : EnableOT Practitioner checks on the current capacity of the client and their current supports to manage the impending event, and provides additional assistance to familiarise them with the RediPlan elements that apply, and checks preparation steps are being followed. If their capacity at the time indicates questionable ability to manage the imminent event, then additional steps are taken to increase safety. Preparation includes either connecting the client with a nearby person in the event that telecommunication is down during/after the event, or relocating the client to where they would have a reliable person to help. This could include the Practitioner using their own social circle of supports as part of this arrangement should a natural alternative from the client's own social environment not be available.
    IF the assessment of current status indicates that the client and their informal support(s) are likely to be capable to self-manage during the event by following the RediPlan, they are to be given a Best Alternate EnableOT contact (most likely for an out-of-town EnableOT staff member) to phone should they be unable to contact their Practitioner.

    * During Event (Basic Survival): IF the assessment of current status indicates that the client and their informal support(s) are likely to be capable to self-manage during the event by following the RediPlan, and telecommunication systems remain working, the EnableOT Practitioner will keep in reasonable contact with them during the event to ensure they are managing OK, and providing guidance as required. Should the Practitioner, due to a personal need for survival of themselves or their family, be unable to provide this ongoing support, they will (if possible) contact the Alternative EnableOT contact to handover the responsibility for ongoing support to the client to them.
    If telecommunications have dropped out with the Practitioner holding serious concerns for the client's safety, or if during a support call there is an indication or concern of a critical support need (as determined by undertaking a **Dynamic Risk Assessment**) and verbal guidance is insufficient, the EnableOT Practitioner will follow a graded approach to support as follows:
        i. If life-threatening: Contact 000 Emergency Services
        ii. If not immediately life-threatening:
            1. Refer to the client's RediPlan for a best alternate person nearby who, as long as it is safe to do so, can attend to provide practical assistance, or
            2. <u>Only if safe and possible to do so, and is compliant with government (especially emergency services) movement directives, </u>the Practitioner will take action to

attend the client in person and possibly relocate them to where they will be supported and safe (which may include the Practitioner's own safe space).

After Event (Recovery): The EnableOT Practitioner will continue to provide phone/SMS guidance as required to support the client in their recovery efforts, taking action to visit the client if the **Dynamic Risk Assessment** indicates such in-person action is necessary, and it is safe to do so. If telecommunications are down, the assumption will be that the client and their informal supports are following the RediPlan for alternate contacts via whom the EnableOT Practitioner can liaise to assist them manage the next steps for recovery based on the event aftermath.

However, if the EnableOT Practitioner holds serious concerns for the client's safety, or if during a support call there is an indication or concern of a critical support need (as determined by undertaking a **Dynamic Risk Assessment**) and verbal guidance is insufficient, the EnableOT Practitioner will follow a graded approach to support as follows:

    iii. If life-threatening: Contact 000 Emergency Services

    iv. If not immediately life-threatening:

        1. Refer to the client's RediPlan for a best alternate person nearby who, as long as it is safe to do so, can attend to provide practical assistance, or

        2. Only if safe and possible to do so, and is compliant with government (especially emergency services) movement directives, the Practitioner will take action to attend the client in person and possibly relocate them to where they will be supported and safe (which may include the Practitioner's own safe space).

3. Confirmed Need: *MANDATORY*

- General Preparation: EnableOT Practitioner ensures that they, in collaboration with the client, informal supports, and any formal supports, collect the information and follow the preparation steps specified in the Australian Red Cross RediPlan. The EnableOT Practitioner ensures that the completed RediPlan is shared with key parties, and with safe nearby people (such as a safe neighbour).

- Impending Event Preparation: EnableOT Practitioner follows the details contained in the developed RediPlan for who the client is going to be spending the event duration with (their Event Support), and ensures the client, plus their emergency survival and recovery pack go with them.

- During Event (Basic Survival): If telecommunication systems remain working, the EnableOT Practitioner will keep in reasonable contact with the client and their Event Support to ensure they are managing OK, and providing guidance as required. Should the Practitioner, due to a personal need for survival of themselves or their family, be unable to provide this ongoing assistance, they will (if possible) contact an Alternative EnableOT contact to handover the responsibility for ongoing support to the client to them. If telecommunication systems have failed, the EnableOT Practitioner will assume that the Event Support is following all required steps to manage the survival needs of the client while the event is taking place.

- After Event (Recovery): After taking care of their own personal critical recovery needs (the survival of themselves and their family), the EnableOT Practitioner will take what steps they can to support the client in their recovery efforts – liaising with the client and their Event Support ( by phone/SMS if telecommunications remain working or following the alternate communication methods contained in the RediPlan if telecommunications are down) to develop the most appropriate next steps based on the circumstances of the event aftermath. Where possible, the EnableOT Practitioner will take steps to visit the client to provide in-person support if the **Dynamic Risk Assessment** and government emergency directives indicate it is safe and legal to do so.

**Ensuring Continuation of EnableOT regular service delivery**

Typically, the everyday services (excepting crisis calls) that EnableOT provides its clients are not essential to continue during and immediately after an emergency or disaster. In fact, to insist on providing them would potentially compromise the capacity of the client and their informal supports to manage basic survival and recovery needs. Thus, we do not aim for continuity of services, instead, aspire for continuity of care.

The resumption of regular EnableOT services will be based on the advice and instructions of local, state and federal Government, and also the readiness of our client and their supports to resume the capacity building focus of our interventions. In the meantime, crisis support will continue to be provided.

During this 'meantime', EnableOT team members will do whatever it takes, within our capacity, to support our clients back to a state when regular capacity building endeavours can resume.

Sometimes these capacity building services will resume in a modified manner – such as via telehealth instead of in person, depending upon the circumstances.

# Additional Considerations

Each client has the right to access supports free from violence, abuse, neglect, exploitation and discrimination.  Refer to the *Prevent and Respond to Harm Policy* for more information on how ENABLEOT provides a harm-free environment.  The *Service Access Entry and Exit Policy* outlines the specific ways in which we identify the diverse needs of the people wishing to engage our services.

# Review

This policy will be reviewed when required by changes to legislation or when organisation operations require it. Employees and clients may be consulted in relation to any proposed changes.  It is recommended that this policy be assessed at 9 monthly internal review alternating with formal auditing processes.