

Life Without Barriers delivers a range of services and programs in accordance with the assessed needs of individuals and communities and the plans developed to meet those needs. The effective, safe and responsive delivery of services and programs ensures that positive outcomes for clients and communities are achieved.

We tailor the delivery of services and programs to the individual context and purpose, and to be consistent with funding and regulatory requirements. We recognise that services and programs must be evidence informed, well designed, of high quality, safe, client and community oriented, and subject to regular review and evaluation.

Effective delivery of services and programs is ensured by:

- developing and documenting services and programs that are evidence informed
- implementing and communicating fair, ethical and transparent eligibility requirements for service participation
- identifying and addressing barriers to service
- managing intake and assessment in an integrated, priority-based manner, and managing demand where it exceeds capacity
- actively engaging clients and communities in needs assessment, planning and design, implementation and exiting of services and programs at the individual and community levels
- documenting, implementing, communicating and reviewing re-entry processes
- providing comprehensive, accurate and timely information to clients about their rights, our complaints processes, how goals will be monitored and reviewed, and support costs so they can make informed decisions, and obtaining informed consent before services are provided
- ensuring that appropriately skilled employees use contemporary evidence-based practice to develop, maintain, regularly review and adapt care plans that include clear measurable outcomes, which reflect realistic client goals and progress towards them
- treating our clients with respect and providing services in a way that recognises and reflects their individuality, rights, choices, culture and spiritual preferences
- ensuring clients are actively engaged in their own health and wellbeing and can make informed choices
- proactively engaging clients and their networks in end of life and palliative care planning, ensuring dignity and client choice is upheld
- identifying, documenting, reporting and responding to incidents and making improvements to services and programs to prevent their recurrence
- monitoring the delivery of services and programs to ensure safety and quality including the identification of appropriate indicators and measures
- ensuring actual or perceived conflicts of interest are disclosed and appropriately managed
- reviewing and evaluating services and programs to ensure intended outcomes are achieved
- actively engaging clients and communities in determining the quality and effectiveness of services and programs
- updating services and programs in line with continuous improvement and evaluation outcomes

Related Policy Guidelines or Documents

- Pillars of Practice
- Person Centred Practice
- Our Values
- Documents related to service delivery models, mandatory reporting, restrictive practices, service evaluation, reflective practice, positive behaviour support and incident management.