



## **Client Consent for Therapy Policy**

**Version 1**  
9 November 2021

# Contents

Client Consent for Therapy Policy .....	3
1.1. Purpose .....	3
1.2. Scope.....	3
1.3. Outcome and Performance Standards .....	3
1.4. Procedures .....	3
1.5. Policy Review .....	4

### 1.1. Purpose

The purpose of this policy is to ensure Down South Therapy has client consent prior to delivering each therapy service.

*References applicable to this policy are:*

- NDIS Act 2013
- NDIS Code of Conduct
- NDIS Practice Standards 2021

#### Related Documentation

3.04a Consent for Therapy Form

### 1.2. Scope

This policy relates to all Down South Therapy staff, contractors and volunteers representing DST and applies to all therapy services whether direct intervention sessions or client related billable administration tasks.

### 1.3. Outcome and Performance Standards

#### Outcome

Each participant consents to services being delivered prior to the sessions or billable administration taking place.

#### Performance Standards

To achieve this outcome, the following performance standards should be demonstrated:

- (1) Clients give written consent to therapy prior to all therapy sessions taking place.
- (2) Clients give consent to all client related billable administration prior to the work taking place.
- (3) Clients are made aware of and give consent to therapists conducting joint sessions or attending meetings on behalf of their client prior to the event or session taking place.
- (4) Each therapist is responsible for providing clients with enough time to provide consent to sessions or client related billable administration.
- (5) Each therapist is responsible for seeking consent in a manner that is easy for the client to provide and using means appropriate to the client/family's capabilities.

### 1.4. Procedures

The following procedures are to be implemented to ensure that DST meets its policy objective that each participant consents to services being delivered prior to the sessions or billable administration taking place.

#### Down South Therapy will:

- Therapists will send session confirmation reminders by text or email (depending on the clients preferred mode of communication) one week prior to the client's session taking place.
- If a response is not given by the client within in 24 hours, a second message or email will be sent the next day. If no response has been received after 2 days a third and final message will be sent by the therapists to gain consent for the therapy session.
- If after 3 days and three attempts to gain consent for the therapy sessions has taken place,

3.04 Client Consent for Therapy Policy	Version: 1	Uncontrolled Copy	Page 3 of 4
Last Review: 15 <sup>TH</sup> August 2024	Review Period: 2 Year	When Printed	

the therapist will email reception staff who will again attempt to contact the client.

- If no consent is received after the 4 attempts the session will not take place.
- If there are frequent occasions of consent not being received and subsequent sessions being missed, the client may be at risk of losing their therapy timeslot.
- Therapists will use the 3.04a Consent For Therapy Form if requested by the family, which allows the client to give over all consent for therapy sessions on set days and times for a set period of time.
- All attempts will be made to gain consent in a manner that is easy for the client to achieve.
- Therapists will gain consent from the family prior to commencing any client-related billable administration, including discussing estimated time taken and cost of the additional administration with the client eg Equipment Applications, product research, home programs, NDIS End of Plan Reports.
- Therapists will gain consent from the family to conduct joint therapy sessions or attend meetings on behalf of the client, including discussing the cost of attendance and the impact on the clients funding prior to attending the meeting. ie impact on funding if three therapists attend the same meeting.
- DST staff are unable to attend any therapy sessions without consent from the client as detailed above.
- DST staff are unable to conduct any client related billable administration without the consent of the client.
- All consent will be detailed in the client's progress notes.

### 1.5. Policy Review

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.