

# Service Delivery Models

## A Quick Reference Guide for Clients and Carers

At Therapy Alliance Group we are committed to providing excellent clinical services that help each client to achieve their own unique potential. To do this we tailor our services to different needs, personalities, and family circumstances into a therapy plan. The ways of delivering services and getting outcomes for clients are called Service Delivery Models. Clinicians work together with clients or carers to determine which service delivery model (or combination of models) will work best for the client. Please note that many therapy plans use more than one model.

In this guide, we:

- list the different models
- list considerations that might make a model more or less suitable

Term	Explanation
Allied Health Professional (AHP)	A trained and fully qualified health professional like an Occupational Therapist, Speech Pathologist, or Physiotherapist.
Allied Health Assistant (AHA)	A person who is trained to help and work under the guidance of health professionals. Most of our Allied Health Assistants are also studying to work in allied health jobs.
Direct service	A therapist or assistant provides service directly to a client.
Indirect service	A therapist provides service to the caregiver who interacts with the client.

KEY WORKER MODEL	
<b>What it is:</b> Any mix of services that are planned and led by the main therapist (the Key Worker).	
Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Children 8 years old or younger who need help from more than one health professional.</li> <li>• Other clients who need help from more than one health professional and would do better with care that's planned and implemented by one main therapist (Key Worker).</li> </ul>	<ul style="list-style-type: none"> <li>• Clients who do not need support from more than one therapist/discipline</li> <li>• The family does not want to participate in a Key Worker Model</li> </ul>

## SYNCHRONOUS SERVICES

SERVICES WHERE THE CLINICIAN AND CLIENT ARE WORKING ON THERAPY AT THE SAME TIME

ALLIED HEALTH ASSISTANT (AHA)	
<p><b>What it is:</b> The allied health professional (AHP) sets goals and makes a plan. An assistant (AHA) who was trained by the AHP carries out the plan. The AHP checks the progress, looks at notes, and stays in charge of the treatment.</p> <p>Can be done in person (face-to-face), or through video calls (telehealth) at the same time.</p>	
Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Clients whose goals and needs are not likely to change in the next 12-26 weeks.</li> <li>• This approach is especially helpful for clients who need more face-to-face practice or for those who require services at home but where an AHP can't visit.</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment times may change during the program because our AHAs are university students. If the client has very limited availability, this may not be a suitable service model.</li> <li>• It's also not ideal for clients who need caregiver coaching as the main focus and wouldn't get regular support from an AHP.</li> <li>• Not a good fit for clients who can only attend during very specific times.</li> <li>• More notice to cancel needed than for canceling an AHP appointment to avoid cancellation fees . A HPP is sometimes available for AHA cancelled appointments.</li> </ul>

BLOCK THERAPY	
<p><b>What it is:</b> Face-to-face or telehealth (TeleTAG) sessions for a set and specific period of time.</p>	
Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Clients who need help through a few face-to-face sessions (with clear, short-term goals that can be achieved quickly). A home practice program or telehealth session can offer some guidance when the client is not in regular sessions.</li> <li>• This also works for clients who have seasonal changes in their availability.</li> <li>• Clients with funding concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Block therapy may not be the best way to provide service for clients who need a long time to build trust with their Clinician. Your AHP can assess if this applies to you.</li> </ul>



**FACE-TO-FACE DIRECT THERAPY**

**What it is:** Direct and in-person intervention provided by an Allied Health Professional.

- Individual: the client and their support persons only
- Joint: two clients addressing the same goals together in one session with one therapist.
- Sibling: siblings who are working with the same therapist at the same time

**Who it might work for 😊**

- Clients whose needs change a lot from week to week or who have goals that change quickly.
- Clients who need hands-on help to learn, practice, or use their skills in different situations.
- Clients who need a lot of caregiver coaching as a key part of their support.

**Who it might not work for 😞**

- If traveling to in-person therapy would be too difficult for the client due to costs, time, or transport issues, this service may not be suitable.
- If a client presents with a lot of anxiety, the AHP will need to assess whether telehealth or home practice programs might work better.

**GROUP PROGRAM**

**What it is:**

- live, real-time therapy to a small group of clients, usually four to six people.
- The group is made up of clients with similar goals and abilities, and they can benefit from working together.
- Sometimes, group therapy also includes caregivers (like parents or support workers), who attend the session to learn new skills and knowledge that they can use to support the client.

AHPs will need to use their judgment to decide if a group is right for a client who has a lot of trouble controlling their emotions.

**Who it might work for 😊**

- Groups can be really helpful for clients who have learned new skills in one-on-one therapy and need practice using those skills in different situations.
- Group therapy sessions give clinicians a chance to help clients interact with each other in a safe and supportive way.
- Group therapy can also be for parents to learn new information, get training, and connect with other parents.

**Who it might not work for 😞**

- Scheduling of group programs is less flexible than individual appointments given the nature of the service.

**SCHOOL HOLIDAY INTENSIVES**

**What it is:** Face-to-face or TeleTAG (telehealth) sessions that are done more often over a short period of time, like during school holidays.



Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Clients who need more frequent support to reach their goals.</li> <li>• Clients who can't attend appointments regularly but can come for short time periods, like during school holidays.</li> <li>• May suit clients who need extra help to learn a new skill and then can switch to another service to practice it.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients who have been unable to successfully learn new skills in an intensive block previously</li> </ul>

### SHORT NOTICE CANCELLATION

**What it is:** Clients can sign up to attend a therapy appointment that becomes available on short notice, such as when someone cancels. Clients are contacted by SMS and can take the new appointment on a first-come, first-served basis.

Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Clients and families who have a lot of flexibility and need live, real-time therapy from a health professional.</li> <li>• This might be a good option for clients who have missed several appointments for different reasons and want to catch up.</li> <li>• Might be helpful for clients who want to attend therapy more often than their scheduled visits.</li> </ul>	<ul style="list-style-type: none"> <li>• Families who have trouble with scheduling or getting transport on short notice.</li> <li>• Clients who get upset by unexpected changes in their weekly routines.</li> <li>• Families who can't respond quickly to messages or calls from TAG.</li> </ul>

### STUDENT DELIVERED SERVICES

**What it is:** Direct therapy provided by Allied Health students, with the direct or indirect supervision of a qualified Allied Health Professional (AHP).

- It can be done in person or through live video calls.

Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Anyone who needs help from an AHP and can manage having a different therapist sometimes.</li> <li>• TAG tries to have student services available for most of the year, from April to November/December, but it depends on whether the universities agree to the placements.</li> </ul>	<ul style="list-style-type: none"> <li>• AHPs will need to decide if student-led services are right for a client who finds switching therapists upsetting or confusing.</li> </ul>



TeleTAG	
<p><b>What it is:</b> TeleTAG is when direct services are provided online through video calls or phone calls, where the clinician works with the client or carers in real-time, online. You might have heard it called telehealth.</p>	
Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Not just for rural and remote clients! Works for any client or family with the right equipment and can participate in video conferencing.</li> <li>• Note: It's also great for parent coaching and checking in on Home Practice Programs, even if the client has trouble completing tasks over video.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients with unreliable internet access and/or those who don't have the necessary equipment to participate in videoconferencing.</li> <li>• Clients who need complex, hands-on therapy.</li> </ul>

## ASYNCHRONOUS SERVICES

SERVICES WHERE THE CLINICIAN AND CLIENT ARE WORKING ON THERAPY AT DIFFERENT TIMES

HOME PRACTICE PROGRAMS (HPP)	
<p><b>What it is:</b> Home practice programs are goal-oriented activities carried out by parents or caregivers, with guidance and supervision from the treating therapist to achieve specific therapy goals.</p> <ul style="list-style-type: none"> <li>• This is an indirect approach, where a parent/carer or support worker follows and implements the home program( when the child is not having regular in-person therapy sessions).</li> <li>• Program reviews may happen asynchronously through teleTAG or teleTAG FLEX, or synchronously in person.</li> <li>• Home practice programs work well alongside intensive therapy for learning new skills, followed by programs that help maintain and generalize those skills.</li> <li>• Home practice programs may also be one-off homework activities that are prescribed by an Allied Health Professional in lieu of a cancelled routine therapy session.</li> </ul>	
Who it might work for 😊	Who it might not work for 😞
<ul style="list-style-type: none"> <li>• Clients and families who are ready and able to take on the role of the "main therapist"</li> <li>• Clients who may not be able to come to the clinic regularly.</li> <li>• Clients who have the equipment they need to complete the program.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients and families who are not able to take on the role of "primary therapist."</li> <li>• Clients who do not have the equipment needed to complete a program.</li> </ul>



**TeleTAG FLEX**

**What it is:** TeleTAG Flex is similar to TeleTAG, but services are provided online in a "store and forward" system. In this system, the client and clinician complete their parts separately and at different times. This means the clinician prepares a therapy program as a video or written document and a message is sent and the client completes and replies within a set time frame. It can be done in different ways, including:

- Clients sending copies of files, like previous reports.
- Clients fill out online surveys or checklists.
- SMS messages between clients and AHP's using the clinic's messaging system.
- Pre-recorded videos for clients to watch or review.
- Clients sending recorded videos for the clinician to watch or review

**Who it might work for 😊**

Any client or family with access to the necessary equipment who also has:

- Self-motivation to complete activities and send information without external support.
- Some flexibility in sending information and receiving feedback.
- Goals that can be achieved without the need for real-time coaching or feedback.

This approach can be particularly helpful for working parents or children with limited attention, as it allows for completing treatment activities in smaller, more manageable sessions.

**Who it might not work for 🙄**

- Clients who lack the necessary equipment to participate.
- Clients who need complex, hands-on interventions.

**HYBRID GROUP PROGRAM (some service occurs at the same time and some not at the same time)**

**What it is:** Group therapy that combines events that occur at the same time and some that are at different times. The group leader shares information with clients or caregivers through video or written documents, and there are also real-time, face-to-face session/s either in person or via telehealth. Group therapy can be direct, where a clinician provides services to a group of clients (typically 4-6 clients), or indirect, where services are provided to a group of caregivers (typically 4-6 caregivers).

Groups are made up of clients or caregivers with similar goals and abilities, and the group setting allows them to benefit from peer interactions (either with other clients or other caregivers).

AHPs will need to use their judgment to decide if group therapy is suitable for a client who has significant difficulty with emotion regulation.

**Who it might work for 😊**

**Who it might not work for 🙄**



<ul style="list-style-type: none"> <li>● Group therapy is good for clients who have developed new skills in individual therapy and need opportunities to generalize those skills in a group setting.</li> <li>● Clients can experience safe and supported interactions amongst each other with a clinician leading.</li> <li>● Group therapy can extend to parents and caregivers of clients, offering education and training while also providing opportunities for networking.</li> </ul>	<ul style="list-style-type: none"> <li>● Clients who do not have the necessary equipment to participate may not be suitable for this approach.</li> </ul>
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**HYBRID OUTREACH PROGRAM**

**What it is:** Outreach therapy is provided to areas outside of our regular clinic locations and includes both real-time services (such as face-to-face and telehealth sessions) and components like TeleTAG Flex and Home Practice Programs that do not occur at the same time for clinician and client

An assessment is typically required before starting outreach therapy.

**Who it might work for 😊**

- Any family who cannot find services in their local area that TAG offers through outreach.
- Any client or family who has the right equipment for telehealth and can participate in video conferencing and/or phone sessions.

**Who it might not work for 😞**

- Clients who do not have the necessary equipment to participate may not be suitable for this approach. Speak to us about whether your goals can be addressed under this model.

