Consultancy v 1.0

Before a consult occurs with a new organisation or client, the following will occur:

Staff will ensure the organisation has up to date WH&S procedures and upon orientation, they are made aware of procedures that will directly impact on their work.

Staff will contact clients if conducting a consultation assessment at home and complete the “Client initial contact form” – See EITR consultancy request form on shared drive. If an NDIS client, the following must occur:

- Check current funding, via the portal
- Date of initial contact is after the organisation registration date and before initial date of visit.
- A current service agreement is completed with the client and an evaluation of service is conducted post intervention. Service agreements and feedback forms are provided in accessible formats and also available on EITR Website.

Quote for service, including travel is completed and sent to relevant contact. If unsure of current needs, a quote for initial assessment is sent and payment options organised before consult occurs.

Evaluation: Client’s service is evaluated by clients completing the client satisfaction feedback form located on our website. Clients are given the opportunity to provide feedback at any time during their service.