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## **Provision of Supports Policy Statement**

Nesian Point (NP) recognises that all participants have the right to non-discriminatory and equitable access to a service, in line with the stated and funded purpose of our organisations goals.

This process is undertaken on the basis of relative need and available resources.

We celebrate and respect the cultural and linguistic diversity and ensures its services are accessible by all identifiable groups in the target population within our region of operation.

This policy provides direction to our staff to enable them to consistently implement entry for service access processes that are fair, equitable and non-discriminatory.

## **Policy Scope**

This policy relates to all staff of Nesian Point, and they are required to consider and address compliance with these procedures, work instructions and relevant forms.

At each stage of support provision we prioritise participation and involvement of participants and their family members or advocates in decision making on key service delivery processes such as individual goal planning and support needs.

This policy covers relevant decision making participant's rights and responsibilities and the expressed wishes of the participant receiving support.

Entry into our service is dependent on our capacity to meet the support needs of the potential participant with available resources.



## **Provision of Supports Policy**

This policy provides guidelines for how our services and supports are provided.

All participants have the right to services and support that:

- are person-centred
- respect individual values and beliefs
- respect privacy and dignity
- promote independence and informed choice
- are free from violence, abuse, neglect, exploitation or discrimination.

Nesian Point is committed to:

- providing each participant the most appropriate supports that meet their needs, goals and preferences
- providing supports in a safe environment, free from identifiable risks
- ensuring participants own money and property is secure and that they can use funds as they choose
- storing, monitoring and administering prescribed medication in a safe manner
- preventing medication errors or incidents

## **Access to Supports**

Nesian Point recognises that all participants have the right to non-discriminatory and equitable access to our services, in line with the stated and funded purpose of our organisations goals.

This process is undertaken on the basis of relative need and available resources.



Nesian Point celebrates and respects the cultural and linguistic diversity and ensures its services are accessible by all identifiable groups within our region of operations.

This policy provides direction to our staff to enable them to consistently implement entry for service access processes that are fair, equitable and non-discriminatory.

Our documented process outlines the participation and involvement of participants, families and where required their advocates in decision making on key service delivery processes such as individual goal setting and meeting their support needs.

Our entry to service process is guided by the following documents:

- **Participant Intake Flow Chart FC1**
- **Referral Register R2**
- **Participant Intake Form C1**
- **Participant Orientation Checklist C10**
- **Referral Form C14**
- **Service Agreement**
- **Support Plan**
- **Consent Form C11**

We are committed to providing quality services to enhance the lives of participants and maximise their opportunities for positive life outcomes, in line with their individual Service Agreement and Support Plan.

We acknowledge that some external service providers, community groups or agencies may refer a participant to our service.

Nesian Point will apply this policy to these referrals and this is supported by ensuring all levels of management and staff understand, comply with, and apply the intent of this policy.

Nesian Point monitors this process on an ongoing basis by applying a defined service entry criteria consistent with the stated service model. This maintains a consistent approach to how we determine service priority on the basis of relative need and the available resources to support the participant's individual needs.



The Director and Operations Manager ensure that our documented entry and exit processes are implemented in a fair, equitable and consistently applied manner.

This includes:

- making entry and exit information available to those who use our service in appropriate formats such as easy read and in a timely manner.
- ensuring that entry procedures as defined by agreements for the service are made available in appropriate formats to the needs of both current and potential participants who may use our service.
- where Nesian Point is unable to provide a service, where possible information about or referral to alternative service options are provided.
- information about Nesian Point and its services are made accessible to all identifiable groups within the regions we operate and considers their cultural and language needs

The Director undertakes the assessment of each potential participant's support needs during the initial referral / intake process to identify the level of support required prior to entry.

This assessment process will ensure the safety and well-being of each potential participant that may be supported by our staff.

Prior to service entry the Director completes and documents a basic risk assessment as part of the **Participant Intake Form C1**. This process encourages and supports the involvement of the potential participant and their family or advocate.

The Director also includes in the service entry process all opportunities, to maximise the engagement of the participant in the decision-making process, providing a copy of our **Providing Feedback, or Making a Complaint Easy Read ER6**.



A key part of this process is supporting the participant's right to provide feedback or complain and have resolved complaints about service delivery without fear of repercussions.

This information is made available in appropriate format to suit the needs of the potential participants via easy read documents and our website. This information can include:

- **Rights & Responsibilities Statement C15**
- **Code of Conduct Easy Read ER1**
- **Participant Meeting Easy Read ER3**

The Director and Operations Manager are responsible for the review of processes and systems as part of annual reviews. This will include where possible input from participants using our services helping to ensure that all staff are meeting policy and procedure expectations

### **Management of Nesian Point Support Services**

Our support management processes includes participant screening, comprehensive assessment process, support planning where the Director, or Operations Manager will:

- match available resources, such as support staff to the needs of the participant.
- provide a single point of contact for participants that require a complex range of support services
- verify that consent was received for assessment and services and is recorded in the participant's file
- review the participant's referral information and confirm eligibility and suitability for our service to deliver the required support.
- contact the participant and arrange a suitable time for a comprehensive assessment.
- ensure representatives identified by the participant, such as family, advocate and carers, participate in the assessment if necessary.



- carry out the assessment as per Nesian Point's policies and procedures and base the assessment on the participant's needs and current circumstances.
- review the relevancy of the Support Plan through regular contact with the participant and other representatives involved in the wellbeing of the participant.
- develop a Support Plan that includes a plan of action that meets the participant's needs, requirements and aspirations. The Support Plan development process may include the following information:
  - participant information, e.g. personal and health details, cultural and spiritual requirements, sexual orientation, Aboriginal and Torres Strait Islander status
    - details of the participants support network e.g. family, friends
    - participant goals
    - advocate details
    - interpreter requirements
    - consent forms
    - strategies to develop, sustain and strengthen independent life skills
    - medical information, including conditions, doctors, medications, use and management
    - risks to participant and staff, including management of the risk if required
    - any financial budget requirements
    - a copy of the participants NDIS Plan, service agreement and funding arrangements
    - details of the participant's involvement in any planning and decision-making process

The ongoing support review is an essential element in the provision of focused and relevant supports, occurring at various points in the support planning and implementation process.

Reviews depend on the needs of the participant or family; urgency and complexity of the participants or family's needs; and changes in family circumstances.



## **Support Planning**

Nesian Point has policies and procedures in place to ensure effective and individually focused participant Support Plans are developed.

These Support Plans will be based on the participants support needs, goals and their individual circumstances.

The information gathered during this process will inform the content of each Support Plan.

Every participant of Nesian Point must have a Support Plan developed in consultation with the participant and or their advocate if required. These Support Plans are created to meet the needs, strengths and goals of the individual participant, taking into account the least restrictive service provision possible.

The Director will conduct reviews of each participant's Support Plan as individual circumstances change or at least every six (6) months. These reviews and resulting changes will involve the participant and or their advocate. The participant and or their advocate may request a Support Plan review at any time.

The Director will work with the participant to develop the initial Support Plan on entry to the service.

This initial Support Plan will clearly outline the following information:

- participant goals
- outline of the participants support needs derived from the initial intake and or referral form
- the types of services that Nesian Point will provide
- relevant information on service providers who are engaged with the participant
- any further relevant information that may impact on participant support services including the negotiated Service Agreement





The Director will complete the draft Support Plan with the participant and or their advocate. Once the assessment meeting is complete the Director will provide the completed Support Plan to the participant and or their advocate for their agreement.

This document should then be signed by all parties with a copy provided to the participant and a copy kept on the participants file.

The Director will schedule a support plan review with the participant in approximately six (6) months time. If there is any significant changes to the individual participant's circumstances a review may take place sooner to address these changes.

The review will involve looking at the participants existing support needs and changes that may involve the supports being provided by Nesian Point.

Support Plan reviews may be held to:

- determine if the support provided by Nesian Point are meeting the current needs of the individual participant
- assess if participant goals are being supported by staff
- evaluate the supports currently being supplied against the participant's strengths, needs, goals and aspirations
- consider previous assessments and determine if any more are required
- reassess the participant, using the relevant assessment tool
- re-evaluate using evidence gathered during work with the participant
- make decisions relevant to the participant; ensure all parties are informed
- review participant goals
- record any changes to a Support Plan in the participant's file
- assess the need to change the service agreement



The Director will seek general feedback about the participants support delivery, undertake a review of the current support plan, any changes to the participants goals, funding and feedback from relevant staff.

The Director will review each Support Plan in conjunction with the existing Service Agreement.

The participant and or their advocate will work with the Director to outline the participants updated goals, strengths, community links achievements, strengths and what strategies and modifications should be included within the revised Support Plan.

The revised Support Plan is reviewed, signed and dated by the Director, the participant and or their advocate.

A copy of the plan is provided to the participant and the Director will place a copy in the participants file.

This Support Plan supersedes all previous Support Plans, but copies of all previous Support Plans must always be kept on the participants file.

## **Service Agreements**

Nesian Point works with participants to develop and implement a Service Agreement that is individually designed to meet their personal circumstances and needs.

A Service Agreement is a written agreement between Nesian Point and a participant which defines their terms of the supports to be provided. The Director will follow the documented process within the **Service Agreements Flow Chart FC14**.

Our service agreement, process must ensure that each participants understands what supports are being provided, the cost of the supports, responsibilities of Nesian Point, their responsibilities, how long the agreement goes for and how it can be changed and how they make use of a dispute resolution process if required.



The Director provides oversight on which supports provided by Nesian Point requires an agreement to be in place prior to commencing participant support activities.

The Director works with each participant to explain what they can expect from Nesian Point, develop and documenting the supports that best suit their individual needs.

At all points of the Service Agreement process we discuss decisions with participants and where required their advocate / family members about how Supports are provided to meet their needs, how and when this agreement can be / will be reviewed.

During this process we will treat participants with courtesy and respect, set expectations on around their responsibilities and provide information on how they provide feedback or raise any concerns with the supports being provided.

The Director will keep clear records on the supports provided to participants, any discussions or meetings and supporting documents.

The Director will develop and document a schedule of supports detailing:

- how participant supports are to be provided
- types of support to be provided
- cost of participants supports and total value of services to be provided

The schedule of supports will be updated to reflect any changes of support.

The Service Agreement will have sections outlining:

- The purpose of the Service Agreement & key terms /definitions
- Start and end date of the Service Agreement
- Parties of the agreement & their contact details
- Signatures and dates from all agreement parties



- Rights and responsibilities of both the participant and Nesian Point
- Termination of service or Service Agreement process
- Support service bookings, including consent for the creation of service bookings
- The participant complaints, grievances and conflict resolution process
- Service Agreement cancellations, including temporary service breaks
- Payment terms, including identifying how the provider will receive payment for supports delivered & GST exemption
- The processes regarding how the participant authorises what supports are provided
- Privacy, indemnities and risks

The participant and or their advocate / family member will be provided a copy of their agreement signed by the participant and the Director.

Where this is not practicable, or the participant or their advocate / family member chooses not to have an agreement, a record is made within their file of the circumstances under which the participant did not receive a copy of their agreement.

The Director will communicate pricing updates and associated processes with the participant and or advocates / family members being notified by letter of any changes to pricing.

Nesian Point will ensure any changes in pricing are communicated to participants allowing a minimum of 14 days notice.

Our service delivers supported independent living supports to participants the Director will document the arrangements for each participant.



The documented arrangements will outline the party or parties responsible and their roles where required for the following matters:

- How Nesian Point will work with participants when they have concerns about the dwelling to develop and implement strategies to address identified issues
- How we manage potential conflicts involving participants and or staff
- The Director will continue to monitor changes to each participants circumstances or support needs How these changes are to be communicated, actioned and documented
- When participants are in a shared living model the Director will oversee how vacancies will be filled, taking into account each participant's right to have their needs, preferences and situation taken into account
- The Director will monitor and document behaviours of concern which may put participants or support staff at risk. Identified risks and strategies to minimise or eliminate these risks will be documented with clearly defined actions, responsibilities and timelines will be implemented and reviewed as needed until participant supports are secure.

A copy of this information will be provided to the participant and or their advocate / family member.

The participant's records including all Service Agreements will be held on file for 5 years.



## **Responsive Support Provision**

The purpose of this policy is to ensure that every participant has access to responsive, timely, competent and appropriate supports that meet their needs, desired outcomes and goals.

Nesian Point will ensure staff are trained appropriately and act professionally when developing supports that empower the participant to achieve their needs, goals and aspirations.

All services and assessments are developed and delivered in collaboration with the participant and their family, carer or advocate.

All participants, family members, representatives or advocates must be included in any decision-making process, selection of strategies or activities, and approve all aspects of their Support Plan.

Support management will consist of delivery, monitoring, review and reassessment.

Reasonable efforts will be made to match the participant's support worker requirements to our available support workers.

Nesian Point will collaborate with all participant stakeholders, and only share information with the consent of the participant.

Our support workers will consult with the management team to ensure that we meet individual needs.

We will ensure that only appropriately trained staff will work with the participant. The process of support worker allocation will incorporate a skill and knowledge review of a potential support worker.

## **Exiting the Service**

When the participant's needs begin to exceed Nesian Point resource capacity, or should the participant change to another service provider, the Director or their delegated staff member will undertake this process.



The **Participant Exit from Service Flow Chart FC2** and **Participant Transition Plan C16** will be used to guide this process.

Continuous access to Nesian Point supports depends on the availability of adequate funding within the participants NDIS plan.

Nesian Point understands that the purpose of defining the service exit process is to enable participants to exit our service as required, and to ensure that the participant is supported during this process.

Our exit processes and related documents provides direction for Nesian Point management & staff considering the exit of a participant from our service.

Exit procedures will be fair, transparent, follow due process, uphold the rights of participants and protect the safety and integrity of Nesian Point staff, participants, programs and services.

Participants have the right to terminate their service provision and any time, and this decision will not prejudice future access to the service.

We will collaborate with other services to enhance exit/transition planning to meet people's needs where appropriate.

Where Nesian Point may not have the capacity to provide a potential or existing participant the necessary and required supports we will assist them with information to find suitable services elsewhere.

Nesian Point has a clearly defined exit process through which a participant leaves a specific support or service arrangements.

The Director or Operations Manager clearly documents the exit process, at which point, a participant leaves Nesian Point, no longer requires our support or transfers to another external service provider.

Participants have the right to exit from our service at any time giving the required notice period as stated within the approved Support Plan.



The ceasing of support to the participant will be implemented by our service should the participant:

- Relocate outside our area of operation
- The participant requests an end to their service support
- A change of the participants needs are assessed are outside the scope of Nesian Point's ability to deliver.
- Nesian Point is unable to provide the required support services safely due to work health and safety legislation and/or duty of care requirements.
- A lack of resources within Nesian Point results in our not being able to meet the participants support needs as outlined in the agreed support plan.

Participant service exit is identified by Nesian Point or participant notifies their intention to terminate support services. With the consent of the participant, where possible the participants' advocate and or family members will be involved in exit planning and follow-up arrangements to ensure continuity of care.

The Director will contact the participant and /or advocate to discuss the exit process. This discussion will include why the exit process is being undertaken, timeframes and include the use of the **Participant Exit from Service Form C18** and the **Participant Transition Plan C16**.

The Director will confirm the participant's needs and concerns about the exit and how they will be supported during the process.

Any discussions or information supplied to the participant as part of this process will take into account their communications needs and may include easy read documents or other suitable communications.

If this is a decision to exit the participant is taken by Nesian Point, information is provided to the participant and or advocate on why this decision has been made and how they can appeal this decision if they wish to undertake this option.





The Director will complete the **Participant Exit from Service Form C18** and the **Transition Plan C16** to guide the process and assess risks to participant exiting. This plan includes a table that contains any identified issues or risks and strategies to minimise these issues or risks.

If no risks are identified the Director will support the participant to undertake the **Participant Exit Survey C12**.

The Director will provide advice & support, send relevant referrals to other service providers, identify and record any ongoing follow-up issues, actions and timelines within the **Transition Plan C16**.

Information will be provided relating to returning to Nesian Point as a participant at a later date if required. This information will also be provided to the nominated advocate, family members and other service providers that may be involved in follow-up.

If transition risks are identified during this process the Director will work with the participant to respond to and minimise these risks so that they can be managed throughout the exit process.

All participants will be invited to complete a **Participant Exit Survey C12** upon exiting our services and will be offered the opportunity to have an informal interview with the Director.

Prior to the participant's exit from Nesian Point the participant and family members or advocate if nominated by the participant will review the outcomes of the service and support provided.

The Director will take this opportunity to inform the participant of ongoing follow-up arrangements or tasks related to the transition.

Feedback secured through this process from the participant and /or their advocate about the support services provided by Nesian Point will be used as part of the organisation's continuous improvement planning.

The Director will complete the **Participant Exit from Service Form C18** during this process to ensure a standardised process for all participants.

The participant file is updated with the relevant documents and a file note including the exit process discussions and what follow-up actions are required, allocated responsibilities and associated timelines.



Once all actions are finalised the non active participant file are securely stored for future reference if required.

The participants file will be held for 5 years.

### **Output & Other Documents**

1. Participant Intake Flow Chart FC1
2. Participant Exit from Service Flow Chart FC2
3. Participant Support Planning Flow Chart FC4
4. Service Agreements Flow Chart FC14
5. Referral Register R2
6. Code of Conduct Easy Read ER1
7. Participant Meetings Easy Read ER3
8. Participant Intake Form C1
9. Participant Profile C5
10. Daily Sheets C6
11. Participant Personal Inventory Form C8
12. Service Agreement
13. Support Plan
14. Participant Orientation Checklist C10
15. Consent Form C11
16. Referral Form C14
17. Rights & Responsibilities Statement C15
18. Participant Transition Plan C16
19. Participant Notification of Support Person or Advocate Form
20. Participant Exit from Service Form C18



## **Relevant Policies & Procedures Legislation and Practice Standards**

- NDIS Code of Conduct Rules 2008
- NDIS Quality & Safeguarding Framework
- Rights & Responsibilities Policies & Procedures
- Support Provision Environment Policies & Procedures

## **Key Contact**

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

## **Approvals, Updates and Reviews**

Date of approval: 15/4/2022

Last updated: 14/4/2022

Date of next review: March 2023

Signature of Director: