

Access to Supports Policy and Procedure

1.0 Purpose

121 Supports Hunter Pty Ltd understands that it is important to provide our participants with the dignity of risk, so our team respects all participants' autonomy and self-determination (or dignity) when making choices.

Our assessment process provides relevant, reliable and valid data to identify a participant's strengths and care needs.

2.0 Scope

Participants contribute to the appropriate and considerate assessment of their individual needs. The support delivery environment is designed to incorporate reasonable adjustments to ensure that the participant's plan and environment are fit for purpose to allow the participant to have a quality of life and independence.

3.0 Policy

The General Manager/Community Engagement Coordinator or their delegate must seek eligibility information from the participant before commencing any assessment process. This information determines if we can support the participant as required in their plan.

Inform the participant of their rights and how we will maintain their privacy and information. 121 Supports Hunter Pty Ltd will provide the participant with entry criteria and inform them of the associated costs. Easy Read documents are available to inform a participant of their right to have a voice in their support requirements.

Participants must be part of the decision-making process with their needs at the core of service delivery and planning. Furthermore, the participants will be given a voice in our policy and practices as they desire.

121 Supports Hunter Pty Ltd will be supported to understand the circumstances in that supports can be withdrawn. Supports will not be withdrawn or denied solely based on the dignity of risk choice the participant has made.

When 121 Supports Hunter Pty Ltd is unable to provide resources to new or existing participants, the General Manager/Community Engagement Coordinator will:

- Identify the lack of resources
- Determine the best option to fill this gap, such as the use of subcontractors, working with a labour-hire company, or referring to another service that has the capacity and NDIS funding
- Inform staff on current actions being undertaken
- Staff to provide options to the new or existing participant, including:
 - Alternative time (if relevant)
 - Use of subcontractor
 - Referral to another NDIS service provider

Before commencing the 121 Supports Hunter Pty Ltd's service, assessments must be undertaken. Staff must determine the need for an interpreter before starting an assessment to ensure that the participant has the correct data. The information obtained during the evaluation, such as areas of independence and identified needs, forms the basis of discussion with the participant to create their support plan.

4.0 Procedure

4.1 Access to supports

The General Manager/Community Engagement Coordinator will inform the participant of the eligibility criteria to access our support services and associated costs for each service. Eligibility criteria for our NDIS services require the participant to currently hold an NDIS plan that lists access to our registration groups. We will review their NDIS plan to determine if synergy exists between the plan registration groups and our registration.

When the General Manager/Community Engagement Coordinator identifies a gap or an issue with support services, the new or existing participant will be provided with options determined by the current situation (see 3.0 Policy).

The General Manager/Community Engagement Coordinator will determine if the participant requires our Easy Read documents, which outline details on the participant's rights, their voice in the development of their service agreement, how to make a complaint and how we will maintain their privacy. An interpreter will be provided if required by the participant.

Assessment will ensure that our organisation can supply the participant's services as required.

4.2 Reasonable adjustment

The NDIA devises an NDIS plan to address the participant's reasonable and necessary supports. During the 121 Supports Hunter Pty Ltd's assessment process to develop a Participant Support Plan, the General Manager/Community Engagement Coordinator, or their delegate, will consult with the participant, their family, or advocate to make reasonable adjustments to the participant's support delivery environment. The reasonable adjustments are made to determine that the service provided is fit-for-purpose and that the change will support the participant's health, privacy, dignity, quality of life and independence. Any modifications must be discussed and negotiated with all parties and recorded in the service agreement.

4.3 Withdrawal of services

121 Supports Hunter Pty Ltd will not withdraw or deny support based solely on the dignity of risk made by the participant. Our organisation may withdraw support if:

- the participant fails to meet their requirements under their service agreement terms
- the participant fails to comply with our policies and procedures
- the participant fails to communicate and provide information about changes to support needs
- workplace health and safety considerations are ignored
- communication has broken down between the 121 Supports Hunter Pty Ltd and the participant, family or advocate
- payment for support or expenses has not been received as per the Service Agreement.

Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be fourteen (14) days.

121 Supports Hunter Pty Ltd will always work in the participant's best interest to achieve a safe transition to a new provider of services (see the Transition or Exit Policy and Procedure).

Upon termination of the service agreement by either party, 121 Supports Hunter Pty Ltd will take steps to ensure:

- cancellation of the service has been reported to the National Disability Insurance Agency
- services that have been provided under the terms of the service agreement have been claimed
- alternative support solutions are in place for the participant's safety and well-being.

During the withdrawal process, our organisation will follow the Transition and Exit Policy and Procedure requirements and ensure that:

- risks are reviewed to ensure the safety of the participant
- supports relevant to the participant are provided (such as the continuation of support services until transfer is arranged, an advocate, and new provider communication)
- clear withdrawal reasons are detailed
- communication strategies are developed with the new provider
- information is shared with the participant's consent.

4.4 Assessment principles

- Assessment tools used are validated or considered 'best practice'.
- The assessor understands and applies the principles of flexibility, validity and relevance to the assessment process.

The assessment process promotes independence, including the following principles:

- determining the participant's abilities and difficulties
- setting expectations to create a balance between the participant's abilities and their need for support
- acknowledging the participant's support needs and ability to foster independence and goals in the service agreement.

4.5 Undertaking assessments

Assessment interview time is negotiated with the participant, family and advocate. The designated staff members are to:

- invite the participant's representative/advocate to be present, if required or desired
- identify any special needs (e.g. provision of an interpreter or information in the participant's first language will be sourced)
- inform the participant of their rights, privacy, reporting mechanisms, communication methods, information management and access to their information,
- provide Easy Read documents, if required
- Contact the General Manager/Community Engagement Coordinator to arrange an interpreter.

During the assessment process, the staff member will inform the participant of their rights and responsibilities regarding:

- collection and use of personal information
- risk assessment processes and strategy development
- privacy and confidentiality considerations
- opt-out options from data collection
- complaints and feedback process
- incident management process
- advocacy options
- how to voice their opinions to management
- information-sharing requirements of the organisation.

The assessment addresses the participant's health, privacy, dignity, risks, quality of life and independence needs. Information is recorded in the participant's records for future reflection. The General Manager/Community Engagement Coordinator reviews all completed assessments.

4.6 Responsibility for assessments

Only trained professionals can conduct the assessment of a participant. The Director will determine and delegate this responsibility.

General Manager/Community Engagement Coordinator staff must:

- review the 121 Intake Referral Form
- arrange for a risk assessment of individual and environment
- gain consent to speak to other professionals, family or carers
- seek input and feedback from the participant
- actively listen to participants and record their input
- work with the participant to determine goals, interests, needs and activities

4.7 Recording assessment information

The assessment is documented in a participant's file and management system. The interview and write-up times must be recorded against the participant in the management system.

Record data such as Participant Intake Referral Form, Participant Intake Checklist, Participant Information Consent Form, 121 Participant Individual Risk Assessment and 121 Home Environment Checklist

5.0 Related documents

- 121 Hazard Risk Assessment Form
- 121 Participant Individual Risk Assessment
- Easy Read Documents
- 121 Participant Intake Referral Form
- Participant Intake Checklist
- 121 Person Centered Support Plan
- 121 Participant Information Consent Form,
- 121 Home Environment Checklist

6.0 References

- Disability Services Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Equal Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021