

Service Management

Community Participation

Scope

This policy applies to all Araluen Community Participation participants, employees, contractors, and students.

Policy Statement

This policy outlines the process for entering and exiting Araluen's Community Participation services. It also explains Araluen's process for working with existing participants to review the services they receive to ensure they experience the best and safest service possible.

Araluen is committed to ensuring that all individuals who engage with the organisation are treated fairly and respectfully. Supports will be guided by people's individual needs, goals, and preferences, and founded on the expectation that people deserve safe, high-quality services. To achieve this, Araluen asks potential and existing participants to share information with us such as health management and behaviour support plans. Araluen also requests that participants share their NDIS goals, to ensure that services are targeted towards meeting their expectations and objectives.

For participants entering Araluen's services, a detailed process aimed at getting to know each person as an individual will be undertaken. This is to ensure they are matched to the right service. Araluen will work hard with each new participant to understand who they are, what's important to them and how staff can meet their needs and expectations. Due to the comprehensiveness of Araluen's entry process, it may take up to 4-8 weeks or longer for some participants to complete.

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Application

- Araluen's 'Intake Procedure Checklist' should be used in conjunction with this policy, to ensure all relevant information is collected and provided to participants. This checklist should remain in participants files.

1. Intake Process

Step 1: Eligibility

To be eligible to receive services from Araluen, individuals must be:

- 18 years old or over
- Have a disability
- Receive funding from the National Disability Insurance Scheme (NDIS) or be otherwise able to fund supports.

And

- Have support needs which are within the nature and scope of the services Araluen provides.

A participant who has received services from Araluen previously does not automatically qualify for future supports and will need to go through Araluen's intake process in full. There must be capacity available at the service a participant wishes to attend for them to be able to commence service there.

Step 2: Enquiry

People can enquire about Araluen's services in a variety of ways, including:

- **phone:** (03) 8457 3136
- **email:** intake@araluen.org
- **website:** www.araluen.org

Araluen's Support Intake Coordinator (SIC) will manage all initial enquiries related to Araluen's Community Participation services. During initial enquiry discussions, the SIC must:

- Determine if the participant is eligible to receive service from Araluen.
- Establish which service location the participant is interested in and explain more about that service.
- Inform the participant if their choice of service location is at capacity.
- If requested, provide further information about Araluen's other services.

Recording Enquiries

Araluen does not maintain a wait list for our services. Individuals are either informed that services are currently at capacity or can proceed with Araluen's intake process.

Enquiries must be recorded within Araluen's Enquiry Register. Participants or their support person can record this information by completing the form, or the SIC can complete it with them:

<https://app.smartsheet.com/b/form/081f5b7bf3a2459d9e6566366fef1481>.

Step 3: Meet and Greet

When a participant would like to progress from their initial enquiry, they will be invited to attend a meeting at the service they are interested in. The purpose of this meeting is to:

- Take the participant on a tour of the service.
- Introduce them to the service Manager or Practice Leader.
- Create an opportunity for them to ask questions or clarify information.

In attendance at this meeting should be:

- The participant
- Their supports - (family, guardian, advocate etc)
- The Support Intake Coordinator
- The service Manager or Practice Leader

The SIC will be responsible for coordinating meet and greets with Managers and Practice Leaders. Following the meet and greet, the SIC will contact the participant and their supports to:

- Answer any additional questions they may have.
- Ask if they would like to take the next steps towards accessing service with Araluen.

If the participant wishes to proceed, the SIC will provide them with a:

- My Support Plan
- Consent Form

Step 4: Trial Day

After a meet and greet and the SIC follow up conversation has occurred, participants will be invited to attend a Trial Day. The purpose of the Trial Day is to give the participant and Araluen the opportunity to get to know each other in a practical setting, before agreeing to provide or receive services.

Araluen asks that where possible, the individual is joined by an existing support worker or support person for the duration of the Trial Day to ensure support can be delivered safely.

Participants and their supports must bring the following to their Trial Day:

- My Support Plan (pre-filled with key information including any relevant cultural support needs)
- Signed consent form
- Additional key support information (medications, allergies etc)

Throughout the day, the individual will be supported to participate in the activities of their choosing. Staff will support the individual to feel comfortable and safe during their time at Araluen, spending time to get to know them and have regular check-ins.

Support Needs

If any safety issues are identified whilst getting to know a person, Araluen may not be able to provide services to the person until they are resolved. In rare circumstances where safety issues cannot be resolved, Araluen may not be able to provide service.

Equipment used to support a person's mobility may need to be supplied by the person requesting service or their support network. Araluen staff will communicate with the person and their support network about these issues as soon as possible after they are identified.

Determining if Service can be Provided

Following the Trial Day, the SIC, service Manager/Practice Leader, and support workers will determine if Araluen is able to provide safe, high standard service to the participant.

This will be documented in a Trial Day Assessment form completed by the Service Manager, support workers, and SIC. The SIC will be responsible for the completion and management of this assessment.

<https://app.smartsheet.com/b/form/753c28b7986e4432a9703b291b1ea2fa>

In some circumstances, Araluen may not be able to offer a person a service. For example:

- If the type of support required or requested by the person is beyond what Araluen can offer, or more than the person has available in their NDIS plan.
- If the participant refuses to complete Araluen's intake process, for example:
 - Signing a Service Agreement or,
 - Providing key documentation such as health management or behaviour support plans.

- If Araluen is unable to provide suitably skilled and available workers.

In such circumstances, Araluen will explain to the person why service cannot be provided. The participant will also be provided with this information in writing.

Step 5: Completion of Intake Documents

Once it has been determined that Araluen can provide service to a participant, the SIC will organise and send the following documents:

- Intake Service Quote
- Service Agreement
- Programs of Support Agreement

All Intake Documents must be explained to participants in a format they can understand. They must be signed by them or their nominated support person before Araluen can commence service. If a participant is unable to sign their Service Agreement, Araluen must contact them or their supports to confirm that they understand and agree it. A note detailing the action taken by staff should be added to the person's file.

The following policies must be provided and explained to participants when they receive their Service Agreement:

- Privacy and Consent policy
- Rights and Responsibilities policy
- Feedback and Complaints policy
- Incident Management policy
- Conflict of Interest policy
- Araluen Code of Conduct

Further information about Intake Service Quotes, Service Agreements and Programs of Support Agreements can be found within the body of each document.

Step 6: Completion of Support Documents

Araluen will gather all the information obtained about an individual so far and use it to develop a My Support Plan. My Support Plans are documents which describe who people are, what their needs are and how they should be supported by staff.

A participant file will be created within Araluen's client management system, Visicase. Only Araluen employees will have access to participant information. Copies of My Support Plans will also be given to the participant and with their consent, the people who support them.

At this stage Araluen must be provided with any existing healthcare management plans, such as mealtime management, behaviour support or mental health care plans to ensure we are able to support the participant safely and to a high standard.

Araluen will sometimes be audited by an external organisation. They ensure Araluen complies with standards such as the NDIS Practice Standards. These organisations may ask to look at records held by Araluen, such as participant Support Plans. Consent will be requested from participants before this happens.

Step 7: Service Review

30 Day Service Review

Approximately 30 days after service commences, the SIC will contact:

- The participant and their supports - (family, guardian etc)
- The service Manager or Practice Leader
- The support workers who support the participant

The SIC must enquire as to whether the participant is satisfied with the services they are receiving, and that Araluen believe they are able to continue to provide safe, high-quality support. This process will also provide all parties with the opportunity to raise any issues or concerns they have.

On occasion, it may be necessary for Araluen to request additional information from a person which could improve the safety or quality of the services they receive. For example, information related to a person's:

- physical health,
- mobility,
- communication, or
- mental health.

Efforts should be made between all parties to collaborate and solve any issues or concerns together in a timely manner. Where a risk or issue is identified that could prove detrimental to a participant or the staff who support them, it may need to be addressed before further service is provided.

Annual Service Review

An annual service review is where a participant, their supports, Araluen employees and any other relevant people collaborate to discuss if the past year at Araluen has met participant expectations, goals, needs and preferences. It is also a time to plan for the next 12 months and ensure all support documentation is current.

The type of information Araluen requires to be up to date includes:

- Medication and health information
- Behaviour Support Plans
- Any other documentation which explains each person's current needs and how they should be met.

Without this information, Araluen staff may not be able to provide safe services and in some cases, services may be suspended until this information is received. Araluen also requests that participants share their relevant NDIS goals, to ensure that support can be targeted towards their desired outcomes.

A review meeting can be requested by a participant or their supports at any stage prior to the completion of 12 months of service delivery.

Once completed, information collected will be used to update a participants Support Plan and Consent form. Updated Support Plans and Consent forms must be filed in within Visicase in participants files.

Participants must also be provided with the policies outlined in Step 5 at service review meetings, to ensure they remain aware of their rights in relation to the support they receive.

2. Attendance and Absences

Attendance

Participant attendance will be documented daily. Absences will be investigated to ensure the safety of all Araluen participants.

Participants should arrive to their support location no later than 9am to ensure they have enough time to join their activities, and that staff supervision is present. After these times there may be no staff present to greet and supervise the participant on site.

If a participant attends Araluen for a portion of the day, every effort must be made to have the change-over happen during break times (12pm – 1pm). This is to ensure the least disruption to activities and other participants' schedules.

Participant Illness

If staff or a practice leader of a service believes that a participant is too unwell (or becomes unwell during the day) to continue with their usual supports, the notification procedure is as follows:

- Practice Leader to contact their line Manager with relevant details about the participants health issue and their recommendations.
- Practice Leaders must also inform their line Manager of any suspected infectious disease, noted medical issues or major medication changes.

Please note: If, in the opinion of the Practice Leader or Manager, the person requires emergency medical attention, then an ambulance should be called immediately, and the service General Manager notified as soon as practicable afterwards.

If the participant resides externally to Araluen residential homes the service Manager will contact the nominated contact for that participant to discuss the suggested response.

Participant Suspension from Activities Due to Illness

Service Managers will make the initial assessment regarding whether it is appropriate or not for the participant to continue participating in group activities for the day. Practice Leader/nominated contact to be notified of decision and required action by line Manager.

Participant to remain in group activities under observation:

- Day service staff instructed to observe participant closely and document any items of note.
- Practice Leader in residential service or nominated external contact to be advised re issue. Observation/documentation to continue upon return home.

Lines of Delegation

- If a manager is to be absent from duty, then the Practice Leader will be responsible to implement this procedure.
- If the Practice Leader is also absent, they must appoint a delegate. It will be the responsibility of this delegate to follow procedures regarding the notification of the participants illness.
- If the Practice Leader and service Manager are not available on site, phone contact should be made via the 24hr on-call support number.

3. Ceasing, Suspending and Transferring Services

In the event that participants wish to stop accessing Araluen's Community Participation services, staff will work with them to ensure a smooth transition. Where possible, Araluen requests 3 months advanced notice if a person wishes to exit or transfer from their service.

Details of all service exit, transfer and amendment must be recorded in Araluen's Service Exit & Amendment Register by the service Manager:

<https://app.smartsheet.com/b/form/7863959e860a4ee0a65d70b4d9ebee9c>

Ceasing Service Criteria

A person may leave Araluen for a number of reasons or circumstances including:

- Relocation to an area outside Araluen's area of service delivery;
- Where the support schedule and service is no longer able to meet the person's needs or assist in achieving chosen goals;
- Transfer to another service provider;
- Lack of available resources, or funding;
- The death of a person using the service;
- Changes in the person's condition results in the support they require exceeds the skills and expertise Araluen staff can deliver;
- There has been no contact between the person and Araluen for a period of 3 months;
- Ongoing behaviours that have not improved through consultation and support and that impact the safety of the service provided.
- The person and/or family member/carer engages in behaviour which threatens the safety of another participant or staff member such as violence, abuse, aggression, theft or property damage;
- Continued non-payment of service delivery

Ceasing Services Procedure

In circumstances where Araluen is no longer able to sustain the support of a person, the follow process will be followed:

- A suspension of supports may be implemented as soon as is necessary for the health and wellbeing of all participants and staff.
- A letter of suspension of service will be sent to the participant and their support network, outlining:
 - A description of the reasons written in clear measurable terms.
 - A description of the behaviour and the impact of the behaviour on the individual, other people, and the service.
- A meeting will be organised by the relevant service Manager and General Manager with the participant and their support network. The service Manager will

outline issues or concerns about continuing service.

- The Manager and General Manager will consider the responses from the person and their support network, and any plans to rectify the issues. All efforts should be made to maintain the current supports and/or time to explore alternative options prior to any formal decision being made to cease services. If there is a significant risk present to the safety and wellbeing of the participant, other service users, or staff then a decision to cease supports can be made at this time in consultation with the General Manager, Community Participation.
- The General Manager, Community Participation will then decide to either continue service or to give formal notice of ceasing supports to the participant and their support network.

Where a decision to cease services has been made, the participant and their support network should be advised as soon as possible so alternative support options can be arranged. Araluen will offer to provide support documentation to other service providers upon request. Araluen will release the participants NDIS funds from any service bookings held by the organisation once all accounts owed to Araluen are acquitted and final invoices have been paid.

If the participant disputes the exit of supports, they should be made aware of right to submit a complaint to the NDIS Quality & Safeguards Commission at contactcentre@ndiscommission.gov.au

Related Documents

- NDIS Practice Standards
- Araluen's Service Agreement
- Araluen's Intake Service Quote
- Araluen's Programs of Support Agreement
- Araluen's Intake Procedure and Checklist
- Araluen's Support Plan Review process

Policy Review and Authorisation

This policy will be reviewed every two years. The General Manager, Community Participation in collaboration with Support Intake Coordinator, Community Participation Managers, and the Quality Team will be responsible for reviewing and where necessary updating this policy.