

# Service Management Policy



A R A L U E N

Imagining and achieving better lives

## Scope

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

## Policy Statement

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This document outlines the process for accessing and ceasing Araluen's Home and Living and Community Participation. 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 and provided with appropriate supports. Araluen will work diligently with each new participant and their family or significant others 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.

Araluen will support participants to make informed decisions about their supports, home environment, living arrangements and service delivery using supported decision-making approaches tailored to each person's communication style, preferences and decision-making needs.

Araluen recognises each participant's right to dignity of risk and will support informed decision-making by discussing the potential benefits and risks of available options while respecting participant preferences wherever possible.

## Application

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- Araluen's '[Intake Procedure Checklist: SIL](#)' 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

Person responsible: The General Manager Support Services

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## Step 1: Eligibility

To be eligible to receive support services from Araluen: Home and Living and Community Participation individuals must:

- Have a disability
- Be able to fund supports or be registered under the National Disability Insurance Scheme (NDIS) to receive SIL, other Living Options and or Community Participation

And

- Have support needs which are within the nature and scope of the SIL, Other Living Options, Positive Behaviour Support and or Community Participation

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 Support Services: Home and Living and Community Participation services in a variety of ways, including:

- **phone:** (03) 8457 3136
- **email:** [intake@araluen.org](mailto:intake@araluen.org)
- **website:** [www.araluen.org](http://www.araluen.org)

Araluen's Home and Living and Community Participation team representative (normally Senior Manager or delegated person) will manage all initial enquiries related to Araluen's support services. During initial enquiry discussions, the aim is to:

- Determine if the participant is eligible to receive the requested services:
  - SIL and Other Living Options
  - Community Participation
  - Positive Behaviour Support

from Araluen.

- Establish what the person's needs are and explain more about the services Araluen provides.
- Gain an understanding of the person's approved funding /financial capacity to meet the costs of requested service taking into the consideration the service model: i.e. Group based support, 1;1 Support, Active or Inactive overnight Support
- Inform the participant whether Araluen's services have any vacancies or not.

- Ask whether the individual would like further information about Araluen's services or would like to meet to discuss them in more detail.

## **Recording Enquiries**

Enquiries must be recorded within Araluen's Enquiry Register. Participants or their support person can record this information by completing the form, or the representative from the support services team member can complete it with them: [Intake Enquiry Form](#)

## **Step 3: Meet and Greet**

When a participant would like to progress from their initial enquiry, they will be invited to attend a meeting with the Home and Living and or Community Participation Senior Manager. At this meeting, participants will be asked questions about their personality, preferences, abilities, and support needs. We encourage participants to bring someone to support them and to provide additional information if they choose. The purpose of the meeting is to:

- Create an opportunity for participants to ask questions or clarify information.
- Allow Araluen to get to know the person and determine how support could be provided.
- Ensure Araluen have enough information to develop an accurate quote for SIL or Support Accommodation services.

Intake assessments will consider risks relating to abuse, neglect, exploitation, bullying, conflict between residents, social isolation, community safety and other safeguarding factors that may affect the participant or others living in the home.

## **Safety Issues**

Where safety or safeguarding concerns are identified, Araluen will work collaboratively with the participant, their supports and relevant professionals to identify strategies that may enable safe service provision before alternative decisions are considered. In rare circumstances where safety issues cannot be resolved, Araluen may not be able to provide service.

## **Step 4: Quoting for required supports**

Quotes require a lot of information about a person's support needs and are usual under pinned by the person's approved funding based on what NDIS consider to be reasonable and necessary supports. A copy of a participant funded roster, or care is required for all SIL supports. Community Participation will require an understanding of the type and level of funded supports the participant requires to support the development of a quote. In summary the quote will summarise:

- The supports needed to meet that person's needs.
- When it will be delivered.
- How much it will cost.

### **Authorising Quotes**

The quote needs to be reviewed by the person and their supports. Once approved, they need to sign an 'Authorisation to Submit form. This acts as evidence that Araluen has worked collaboratively with people to develop the support service quote (Home and living and or Community Participation) and that they are reflective of people's individual needs.

### **Planning Meetings**

The quote and Authorisation to Submit form will be sent to the National Disability Insurance Agency (NDIA) for approval

Annual support outcomes reports can be made available upon request

At this planning meeting a NDIA planner, the participant, their supports, will discuss the quote and determine if the requested funding amount can be approved. If an Araluen representative is required to attend the meeting, a request for support is required.

### **Step 5: Completion of Intake Documents**

Once a quote is approved by the NDIA, the Support Services Manager will work with the person to complete a Service Agreement. /Program of support. The Service Agreement outlines the conditions of service provision, the individual's responsibilities and obligations, Araluen's responsibilities, and the support to be provided.

Service Agreements 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's Code of Conduct

### **Consent Forms**

Consent forms must be provided and explained to participants before services start. Consent forms outline the way in which Araluen will collect, store, and use participants personal

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information to provide the best and safest supports possible.

Participants will be supported to understand their Service Agreement in a manner suited to their communication preferences. For SIL participants, information will be provided regarding how service arrangements interact with housing or tenancy arrangements, including that access to housing is not contingent upon receiving supports from a particular provider.

### **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 prefer to 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. We may request an updated healthcare plan and have it signed by the appropriate healthcare professional.

Araluen will work with participants to identify and maintain important relationships including family members, friends, advocates, guardians, nominees and community connections that contribute to the participant's safety, wellbeing and quality of life.

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**

Approximately 30 days after service commences, the Support Services representative Manager will contact:

- The participant and their supports - (family/guardian/significant other)
- The service Practice Leader/Support Service Manager
- The support workers who support the participant

The Manager 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.

### **Service Review**

A service review is where a participant, their supports, Araluen employees and any other relevant people collaborate to discuss if the past year being supported by Araluen has met participant expectations, goals, needs and preferences. Key purposes of this annual service review meeting include, but are not limited to:

- Planning for a specified period of time- for example the next twelve
- Ensuring all support documentation is current.
- Providing participants with the policies outlined in Step 5 to ensure they remain aware of their rights.
- Discussing and beginning a new quote.

A review meeting can be requested by a participant or their supports at any stage however Araluen will complete annual service reviews. Upon request Araluen can also provide an annual support outcome report

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 will be provided opportunities to discuss and influence matters relating to their home environment including shared living arrangements, household routines, use of communal spaces and support delivery arrangements.

Annual service reviews will include discussion of whether the participant feels safe at home, relationships with co-residents, visitor arrangements, satisfaction with household routines, choice and control, supported decision-making, informal supports and community participation.

### **Shared Living Arrangements**

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Araluen recognises that participants living in shared homes have the right to be involved in decisions affecting their home environment. Participants will be consulted regarding prospective co-residents, significant changes to household arrangements, use of shared spaces, visitor arrangements, household routines and practices, and emergency planning and preparedness.

For shared living arrangements, Araluen will consider participant goals, preferences, communication styles, support needs, lifestyle factors and compatibility with existing residents. Existing residents will be consulted prior to decisions regarding new residents moving into a shared home. Consultation will occur in a manner suited to each participant's communication needs and decision-making preferences.

## **2. Ceasing and Transferring Services**

In the event that participants wish to stop receiving Araluen's support, staff will work with them to ensure a smooth transition. Should a person wish to cease or change supports, Araluen requests advanced notice to support comprehensive transition planning.

Details of all service exit, transfer and amendment must be recorded in Araluen's Service Exit & Amendment Register by the Support Services Manager <https://forms.office.com/r/bQgbkD4Bib>

### **Ceasing Service Criteria**

Prior to ceasing services due to behavioural, safety or compatibility concerns, Araluen will demonstrate reasonable efforts to implement support strategies, safeguarding measures, specialist consultation and collaborative problem-solving where appropriate.

A person may stop receiving Araluen services for a number of reasons or circumstances including:

- Relocation to an area outside Araluen's area of service delivery;
- 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;
- Compatibility concerns in a shared living arrangement that cannot be resolved after reasonable efforts to consult, safeguard and support affected participants;
- 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;

## 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.
- An email or 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, including if the suspension relates to funding.
  - 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 Practice Leader, Manager and General Manager with the participant and their support network. The Practice Leader and Manager will outline issues or concerns about continuing service.
- The Practice Leader, 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 residents, or staff, then a decision to cease supports can be made at this time in consultation with the General Manager, Support Services.
- The General Manager, Support Services in consultation with the Chief Executive, 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 cessation of supports, they should be made aware of right to submit a complaint to the NDIS Quality & Safeguards Commission at [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

## Related Documents

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- NDIS Practice Standards
- Supported Independent Living Service Agreement
- Intake Procedure Checklist: SIL
- Fees and Charges Policy
- Araluen's Support Plan Review procedure

## Review and Authorisation

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This policy will be reviewed every two years. The General Manager Support Services and Senior Manager Home and Living and Senior Manager of Community Participations in collaboration with the Quality Team will be responsible for reviewing and where necessary updating this policy.