

# PROVISION OF SUPPORTS OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>PROVISION OF SUPPORTS</b>		
<b>VERSION:</b>	002	<b>DATE EFFECTIVE:</b>	18/10/2022
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	27/06/2024

## SUMMARY

How to set up and plan services that provide tailored and responsive support to people with disabilities, by collaborating with their support network, and using qualified and competent staff.

## PURPOSE

ARC Disability Services Inc. (ARC) operates with a vision that people who have a disability are empowered to reach their full potential, goals and aspirations. This policy sets out a framework covering the provision of supports and how ARC will work collaboratively with Participants and their support network. The intent is to provide services using competent, appropriately qualified staff, who deliver supports that are person-centred and responsive to a Participant's individual needs, desired outcomes and goals.

## SCOPE

This policy applies to all employees, volunteers and participants who access or deliver ARC services.

## IMPLEMENTATION

The provision of supports for Participants in the National Disability Insurance Scheme (NDIS) is subject to regulation by the National Disability Insurance Agency (NDIA) and the NDIS Quality and Safeguards Commission through the provisions of the National Disability Insurance Scheme Act 2013 and its subordinate legislation.

To meet the requirements set out in NDIS Legislation and other associated guidelines, ARC is committed to ensuring the following is undertaken in the provision of supports to ARC Participants:

- All services and assessments are developed and delivered in collaboration with the participant and their family/carer/advocate.
- All Participants, their nominated decision-makers and/or advocates will be included in any decision-making process, selection of strategies or activities, and approval of all aspect of their support plan.
- Reasonable efforts will be made to match the participant's worker requirements to ARC's current support workers, and where a gap is identified, workforce planning will be undertaken.
- ARC will collaborate with all relevant parties, and only share information with the consent of the participant.
- The process of proposing a new support worker to a participant will incorporate a skill and knowledge review which ensures matching of support workers with the required skills and experience.
- In their role ARC coordinators will manage the timely delivery of supports, including ongoing monitoring, review and reassessment of service with the participant and their representatives.
- In considering and managing risk, ARC coordinators will ensure that the least intrusive options are planned, using evidence-informed practices.

## ACCESS TO SUPPORTS

### NDIS ACCESS CRITERIA

The NDIS provides all Australians who meet the access requirements with the reasonable and necessary supports they need to enjoy an ordinary life. There are generally 2 steps involved in accessing supports under the NDIS:

- Making a request to access the NDIS; and
- If access is approved, you, or the person you care for, will become a participant in the scheme and you will have a NDIS plan developed and approved.

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COLLABORATION | COMMITMENT | CREATIVITY | **DIVERSITY** | EMPOWERMENT | FLEXIBILITY | RESPECT | FUN

To access the NDIS you must meet age, residency and disability requirements. You can access the NDIS if you:

- Have a permanent disability that significantly affects your ability to take part in everyday activities.
  - Disability may be intellectual, sensory, physical or resulting from a mental health issue
- Are aged under 65 when you first apply to access the NDIS; and
- Live in Australia and are an Australian citizen or hold a permanent Visa or hold a Protected Special Category Visa.

## ARC SUPPORT ENQUIRIES

As a Registered NDIS Service Provider, ARC primarily delivers supports to Participants with NDIS funding, however, where it is deemed appropriate ARC will also deliver services to non-NDIS participants using alternative funding. This arrangement will be at the discretion of the Chief Services Officer with Participants afforded the same rights and quality of service as a NDIS funded participant.

Each participant who makes a service enquiry with ARC, will be supported through a structured enquiry and intake process. In reviewing a participant's service enquiry, ARC will consider whether it is the right provider to deliver the service, evaluating if we have the capacity and capability to meet the participants needs. In some instances, participants will enquiry about services that ARC does not currently deliver. In these instances, ARC will ensure the participant is provided information on alternative service options that may match their needs.

When assessing a participant's service enquiry, ARC will not discriminate on the basis of the Participant's:

- Sex
- Relationship status
- Pregnancy or parental status
- Age
- Race
- Religious belief or activity
- Political belief and activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Association with or relation to a person identified because of any of the above attributes.

In line with ARC's *Duty of Care Dignity of Risk and the Least Restrictive Alternative Policy*, ARC must safeguard the health and wellbeing of both its employees and Participants, whilst allowing Participants the dignity of risk. In determining ARC's suitability to provide supports to a participant, access to supports will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.

## SERVICE PRICING

The NDIS Pricing Arrangements and Price Limits, and its associated documents, set out the pricing arrangements and price limits that the NDIA has determined will apply to the provision of supports for participants in the NDIS. Price regulation is in place to help ensure that participants receive value for money when they purchase the supports that they need.

In providing participants with quotes for the delivery of services, ARC will adhere to the *NDIS Pricing Arrangements and Price Limits* guidelines or other Agency pricing arrangements and guidelines as in force from time to time. Each participant and/or their nominated decision-maker will be provided with a quote for services, that is aligned with the Participant's NDIS goals, that details the cost of each proposed service.

The quote will clearly outline the:

- Support categories.
- Support items.
- Item numbers.
- Price of support per unit.
- Units quoted.
- Total price per support item.
- Total price for all supports.

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Participants and their nominated decision-makers will be provided the opportunity to freely review any quotes, seek consultation and advocacy support, ask questions and seek clarification. In accepting a quote for services, and the accompany service agreement, the participant and/or their nominated decision-maker agrees for ARC to deliver the service and submit claims for support payment.

ARC will ensure that the Claims and Finance Team remain up to date with NDIA requirements and that a claim request will only be made once a support has been delivered.

## SERVICE AGREEMENTS

Where a quote for services has been provided and accepted, ARC will generate and provide the participant and their nominated decision-maker with a service agreement.

ARC's service agreements will outline the following:

- Parties involved in the agreement.
- The terms of the agreement.
- A summary of the services intended to be provided.
- The responsibilities both parties agree to.
- The method of payment for service.
- The process for variation or termination of the agreement
- General information on feedback, complaints, dispute and privacy.
- The contact details of the involved parties.

Participants and their nominated decision-makers will be provided with the opportunity to freely review and seek consultation or advocacy support in understanding ARC's service agreement. If requested, ARC will ensure this opportunity is supported by access to interpreter services as by ARC's *Preferred Method of Communication Policy*.

Once all parties have agreed to the service agreement, ARC will ensure that the Participant and their nominated decision maker are provided with a copy of the signed agreement. Where this is not practicable, or the participant chooses not to have an agreement; a record will be made of the circumstances under which the participant did not receive a copy of their agreement.

## CANCELLATION OR WITHDRAWAL OF SERVICES

ARC acknowledges that all people with disability have the choice and control to change service providers, or have more than once service provider, and therefore the right to cancel the delivery of selected or all services at their discretion. As part of ARC's intake process, participants and their nominated decision-maker will be provided with ARC's *Cancellation of Service Delivery Under NDIS Policy*. The policy requirements will be communicated to the participant and their decision-maker and an opportunity to ask questions and seek clarification will be provided.

## RESPONSIVE SUPPORT PLANNING AND PROVISION

ARC will conduct a support planning process with each participant to ensure supports are aligned with their individual needs, outcomes and goals. This process will require the completion of documentation that records the participant's information, health needs, support requirements and risk factors. ARC will also coordinate with other service providers or mainstream supports, with the participant's consent, to obtain more information if necessary.

ARC will review the support plan annually and perform an interim assessment to determine if any significant changes are needed. If the plan is still appropriate, the review will be documented, and the plan will be maintained. If the plan requires significant changes, or if it is older than two years, a new plan will be developed.

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ARC recognises the importance of holistic health and wellbeing for people with disability and supports the right of participants to access quality health services. ARC will provide education and information where appropriate to Participants and their families, to support the Participant's access to recommended vaccinations, dental check-ups, comprehensive health assessments and allied health services. ARC where requested and appropriate, will work collaboratively with health professionals to ensure participants receive appropriate and coordinated care.

## INDIVIDUAL RISK

In undertaking support planning and considering risk, ARC will review the following risk factors with the participant and their nominated decision-maker:

- Communication and Cognition
- Medical Conditions
- Ability to participate
- Money Handling and Finances
- Decision Making Capacity
- Mobility and Travel requirements
- Personal Care requirements
- Manual Handling Requirements
- Behaviours of concern
- Ability to undertake household tasks
- Community safety, access and building security
- Disaster and Emergency Management
- Independence
- Swimming ability
- Medication access and assistance
- Mealtime Assistance or Management
- Restrictive Practices

Where risk is identified, work will be undertaken with the participant and their key stakeholders to implement controls, that are the least intrusive or restrictive option, that reduce the risk to the participant and their workers.

Where there exists a degree of singular reliance on ARC services, or a particular support worker, to meet the participants daily living needs; or where the participants health and safety would be affected if services were disrupted, ARC will identify those participants and undertake additional risk mitigation.

## HEALTH MANAGEMENT

If a participant requests or is identified as requiring support with specific health needs, ARC will seek to identify, assess and document the level of risk and support necessary. From this information, ARC will determine what intervention and assessment of needs is required by an appropriately qualified health practitioner.

To ensure quality and safe supports, participants will be assisted to obtain a care plan specific to their health need that details the specific processes, risk management considerations, potential emergency management requirements and actions to be taken. Participants and their nominated decision-makers where possible, and at their direction, will be involved in the assessment and development of these care plans.

As the service provider, ARC will ensure that each worker engaged in specified health supports has the relevant knowledge and training to be able to meet the participant's needs safely and appropriately. This includes access to the participants care plan and any training individual to the participants health needs.

## SUPPORT REQUIREMENTS

ARC will work with Participants and their nominated decision-makers to understand the specific requirements of the supports to be delivered, taking into consideration the identified individual risk and health needs.

Supports will be organised at the participants direction, in line with their goals and NDIS requirements. ARC will ensure that support routines are established and documented according to the participant's wishes and that workers have access to and are familiar with the support routines, requirements and any related care plans.

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As an integral part of support provision, ARC employees are required to document the support provided to participants. These records vary depending on the role and responsibilities of the worker. Examples of records can include

- Coordination notes
- Formal reports
- Direct service case notes
- Health and medication records
- Incident reports
- Behaviour recording forms

These records are vital and assist in documenting and understanding if the participants support and health needs are being met, risk management strategies are working, progress towards outcomes and goals is being achieved, and the early identification of when a participants support needs are changing.

ARC will undertake regular reviews of support requirements, based on the information available and in consultation with the participant and their support network.

## EXIT OF SERVICE

ARC as a NDIS Provider have a responsibility to ensure that all persons exiting our service, where requested, are supported to safely transition to another service provider or are supplied with information on potential and suitable alternative services.

Depending on the circumstance of the participants exit and where consent is given, ARC will provide the participant, their nominated decision-maker and any identified providers, with all related information, care plans, formal reports and any other relevant required documentation.

If the participant's circumstances are complex and/or high-risk, a dedicated transition plan will be developed in collaboration with the participant, their decision-maker, any relevant mainstream supports and the new service provider. The risks associated with the transition of services will be identified, documented and controlled. This plan will be communicated to all involved parties and any concerns reviewed and adjustments made as required.

## RELATED DOCUMENTS

- Business Practices for NDIS Policy
- Cancellation of Supports or Service Delivery Policy
- Duty of Care Dignity of Risk and the Least Restrictive Alternative Policy
- Participant Rights and Person-Centred Support Policy
- Preferred Method of Communication Policy
- Safe Environment Policy

## REFERENCES

- NDIS Act 2013
- NDIS (Support for Participants) Rules 2013
- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators 2021

## AUTHORISATION

This Policy is approved and issued by:



**BENJAMIN KEAST**

Chief Executive Officer

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