

26. Access to Supports Policy and Procedure

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Purpose

Australian Quality Care understand that it's important to provide our participants with the dignity of risk, so our team respects all participant's autonomy and self-determination (or dignity) when making choices.

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

Scope

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

Policy

Management must seek eligibility information from the participant before commencing any assessment process.

Australian Quality Care 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.

Australian Quality Care will be supported to understand the circumstances that supports can be withdrawn. Supports will not be withdrawn or denied solely based on the dignity of risk choice that has been made by the participant.

Assessments must be undertaken before the commencement of the Australian Quality Care's service. Staff are required to determine if an interpreter is needed, prior to the start of an assessment, to ensure that correct data is gained from the participant. 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.

Procedure

Access to supports

Management 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 requires the participant to currently hold a NDIS plan that lists access to our registration groups.

Management will determine if the participant requires our Easy Read documents which outlines 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 be undertaken to ensure that our organisation can supply the participant's services in the manner that the participant requires.

Reasonable adjustment

A NDIS plan is devised by the NDIA to address participant's reasonable and necessary supports.

During the Australian Quality Care's assessment process to develop a Participant Support Plan, Australian Quality Care will consult with the participant, their family and/or advocate to make reasonable adjustments to the participant's support delivery environment. Any modifications must be discussed and negotiated with all parties and recorded in the service agreement. 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.

Withdrawal of services

Australian Quality Care will not withdraw or deny supports based solely on the dignity of risk made by the participant. Our organisation may withdraw supports if:

- The participant fails to do what is required of them, under the terms of their service agreement
- The participant fails to comply with the policies and procedures of Australian Quality Care
- 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 Australian Quality Care 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 no less than fourteen (14) days.

Australian Quality Care will always work in the best interest of the participant 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, Australian Quality Care 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 safety and wellbeing of the participant.

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
- Acknowledgement of the participant's support needs and their ability to foster independence and goals in the service agreement.

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
- Provide the easy read documents, if required
- Contact the support planner to arrange an interpreter.

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

- Collection and use of personal information

- Privacy and confidentiality considerations
- Opt-out options from data collection
- Complaints and feedback process
- Advocacy options
- Information-sharing requirements of the organisation

The assessment is designed to address the participant's health, privacy, dignity, quality of life and independence needs. Information is recorded in the participant's records for future reflection. The Board reviews all completed assessments.

Responsibility for assessments

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

Recording assessment information

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

Provision of Supports



Related Documents

- Australian Quality Care assessments
- Easy Read documents
- Participant Intake Form
- Participant Intake Checklist
- Support Plan

References

- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Privacy Act \(1988\)](#)
- [Work Health and Safety Act 2011 \(QLD\)](#)