

**CS - Access to CODA Inc. Services**

Policy and Procedure

**Dept/Service:** (CO)

Client Support

**Version:8.004042 Issued:6/09/2020**

**Stage:** Issued

### Objective:

To ensure that fair, flexible and consistent processes are applied when supporting new clients to consider access to Colac Otway Disability Accommodation Inc. (CODA) services and that administrative practices are efficient and effective.

To guide the process of assessing a request for service in a timely manner and the Intake procedure is followed through to determine both the viability of and ability to provide a safe, meaningful service to the client. Th declining of a service and referral to other services (where possible) also can occur as soon as possible for the benefit of the client.

To ensure the sustainability of CODA Inc. services under individualised funding packages, including the National Disability Insurance Scheme (NDIS), Transport Accident Commission (TAC) and Department of Human Services Continuity of Support Scheme.

### Scope:

This policy & procedure covers the initial referral to CODA's client services, the consideration of staffing capacity and capability, and other risk-based assessments of the service/s requested, the agreement to provide or decline services and considered continuation of services after a revised plan has been issued by the applicable funding body.

Vacancy management for a CODA owned unit or shared accommodation setting is managed by a different policy and procedure and stream of service within CODA (See SDA related documents).

This policy & procedure is the primary responsibility of the Intake and Assessment Officer and other officers that are involved in the process of 'Intake' prior to the commencement of services and the continuation of services after a revised plan has been issued by the applicable funding body. This will usually include the Operations Manager , the relevant service supervisor/s and administration staff for financial and rostering activity.

### Policy Statement:

CODA Inc. is committed to working in partnership with all stakeholders in achieving their goals and maintaining/increasing independence whilst simultaneously ensuring the ongoing viability of the organisation and the safety and quality of service provision.

Eligibility for service is determined on an individual basis by:

* funding from a body CODA Inc. has an overarching registration with, these currently include: NDIS, DFFH Continuity of Support Program and TAC
* fee for service
* funding from streams CODA Inc. is registered with each funding body to provide
* appropriate staff capabilities and capacity to provide services in a safe manner
* likelihood of achieving funded goals and outcomes
* financial viability of the service, subject to analysis
* the client having an average of four (4) hours funding per week, per year
* the client living within 10 km of the CODA Inc. office if travel to the client is not funded

CODA Inc. will

* respond flexibly to the individual needs of CODA Inc. clients
* maximise the choice and independence of CODA Inc. clients
* assist clients to access services available in their local community
* foster collaboration, co-ordination and integration with other local services
* consider and respect the role of families and other people who are important to the client
* be aware of any additional factors, including gender, cultural or indigenous background or location, which may potentially increase any disadvantage experienced by clients
* ensure people who may want to access service and supports at CODA Inc. have resources available to them via the NDIS, Continuity of Support Program, TAC or other resources
* not discriminate on the basis of age, gender, race, culture, religion or disability in relation to any application for service.

#### Process Steps:

1. **Service Enquiry & Referral**

Service enquiries come from a variety of sources, including people with a disability and their friends or carers, but more commonly, requests are being made by NOIA funded Local Area Coordinators, Support Coordinators or TAC case managers.

An enquiry can be taken by any CODA Inc. staff member, however the request needs to be forwarded to the Intake & Assessment Officer.

Initial details of the enquiry are recorded on the service request register. This detail includes date, name of the client if provided, referrer and their contact details and the service requested. The name of the client is not required at this stage. The details of the service requested are important as

#### Responsibili t ies!Links

!CS - Priority of Access

!Assessment Form (CO­

! Forms)

!CS - Intake Work

!I nstru ction - (CO)

! Client Support

!CS - Intake Work

!I nstru ction - (CO)

! Client Support (Reviewed)

!CS - Priority of Access

!Stat ement Work

!I nstru ction - (CO)

the request may be declined and the client referred . elsewhere as soon as possible. For example, in­ home services required 10 kilometres outside of Colac with no funding for transport to the client can be declined without discussion with the OM or

CEO.

The details of the service requested need to be considered and the relevant supervisor/s consulted regarding current staffing capacity and capability. Any potential risks or other issues need to be discussed with the OM.

If declining the service at this point, the referrer needs to be advised of why and, if possible, another organisation suggested. This information is recorded in the service request register and the details moved to the "Declined" spreadsheet. If the service cannot be provided at the current time due to lack of suitable staffing, the referrer can be advised that the request can be held on a waitlist

\Client Support

and the referrer will be advised if a staff member becomes available. The "Priority of Access" process may be required if there are multiple

individuals waiting for the same type of service.

If the service provision appears to be possible, the Intake & Assessment Officer makes an appointment with the potential client and any supports they would like to attend the meeting. If the service stream allocation is clear at this point, the relevant supervisor should also attend the meeting so that the transfer of relevant information is occurring concurrently. Details of the contact should be noted on the Service Request Register.

The potential client is advised that there are a range of forms to go through, including consent forms and a rough indication of timeframes provided. The Intake pack can be provided to an LAC or Support Coordinator if the potential client would like to complete some forms prior to the meeting.

### Application

The Intake Checklist guides the collection and entry of information into SupportAbility and the overall Intake process.

Any formal documents already provided by the client, case manager, LAC or Support Coordinator should be gathered. This may include the NOIA plan or any written document detailing the plan dates, support type, funding codes and amount of funds to book or the hourly rate to be charged depending on the funding body. Any of the documents can used to evidence a 'Request for Service'. The Intake & Assessment Officer uses

an internal form "Request for Service" to capture any information given verbally or in multiple ways.

Where possible, face to face meetings should occur to document the exact service the potential client is requesting, complete the range of forms

required and clarify any identified risks and potential issues to safe and effective service delivery. The range of separate forms available is to support the collection and retention of information only **relevant to service delivery.**

The forms to be completed include:

### Responsibiliti ILinks

CS - Advocacy 2018 - Easy Read (CO-Forms)



CS - Consent for Information Collection & Release (CO-Forms)

CS - Privacy Brochure Easy Read (CO-Forms)

CS - Request for Service Provision (CO­ Forms)

cs - SPI - Assist Personal Domestic Activities (CO-Forms)

CS - SPI - Assistance with Self-Care (CO­ Forms)

CS - SPI - Community Participation (CO­ Forms)

CS - SPRA - Positive



* + Consent for Information Collection and Release
  + Request For Service
  + Personal Information Form

Support Provision Information forms which may be relevant include:

* + Assistance with personal domestic activities
  + Assistance with Self- care
  + Assistance with Community Participation
  + Short Term Accommodation
  + Supported Independent Living

Other supporting documentation may include:

* + Diversity Support
  + Choice Making Support
  + Financial and money handling
  + Medication support
  + Health Support needs
  + Physical ability support
  + Positive Behaviour support
  + Positive relationships
  + Home safety Checklist
  + Daily Activity
  + Vulnerable Person's Register

The Client informatio pack is provided to the client which includes both general and specific information relevant to the service requested. All packs include information regarding:

* + privacy
  + complaints
  + advocacy

If a client has a cognitive impairment, the

pack includes the pictorial document of "Say No to Abuse & Neglect". If the client is a child, the parent/carer must be advised to look at the document and consider how to discuss the information.

The need for information to be provided in a particular format is passed on to other officers developing documentation.

If the plan is NDIA funded, the goals the client would like CODA to work on must be identified and recorded. The goal/s may be quite broad in the NDIA plan so identification and clarification of short to medium term goals to meet long term goals should occur.

### Responsibiliti

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Behaviour Support Needs (CO-Forms)

CS - SPRA - Significant Health Support Needs (CO-Forms)

## Responsibiliti ili nks



The potential client and/or their supports should be advised of the next steps including:

* + any further information they required to provide such as a 'patient medication sheet', Behaviour Support Plan, VCAT notices etc.
  + any assessments CODA needs to undertake such as a home safety checklist or manual handling assessment,
  + the clarification of any reporting requirements will be made with the Support Coordinator/LAC/case manager,
  + transferal of the information into SupportAbility,
  + the allocation of funds against an agreed roster,
  + the development of a service agreement, and
  + approximately how long it will be until meeting of potential staff and commencement.

**Note:** If the service is a crisis response, some documentation may be provided after commencement at the discretion of the OM and/or CEO. A template of the service agreement can be provided with the advice that the document including the schedule of supports will be personalised and provided as soon as possible.

Commencement of supports may occur before the service agreement is issued and signed. If this occurs, this needs to be noted in SupportAbility.

## Entry of Information in SupportAbility

Client information collected in the various forms is uploaded to Supportability by the Intake and Assessment Officer. This includes:

* + personal information
  + preferred contacts
  + information required for service delivery
  + actions and due dates for any external reporting
  + overarching goals in the Goal tab
  + quarterly feedback dates assigned to the supervisor
  + quarterly goal review dates assigned to the supervisor
  + actions to the Administration Officer, Finance Officer and IT Manager to roster the supports against finance information, make service bookings, draft the service agreement and the support record
  + actions to the supervisor advising they have information to review and refine, including goal strategies.

Risk assessed information and outcomes need to be added as alerts in the warning section of the client's status page. This includes:

* + the requirement of staff to have a WWC if under 18
  + communication needs and preferences
  + cultural support needs
  + specific staffing support skillsets and/or gender
  + any access limitations evidenced by court orders
  + any medication administration training/certificates required to work with the client such as Buccal Midazolam
  + any medical alerts such as allergies, epilepsy
  + any positive behavioural support needs including registered Behaviour Support Plans
  + any OH&S hazards and their controls identified from in-home assessments
  + any other client specific information required to provide supports safely

### Skills sets review and allocation of staff

The Intake & Assessment Officer takes note of any staff preferences expressed by the client, the skills sets required to deliver supports safely and any specialist training required. These needs and preferences are discussed with the service supervisor and the OM. The staff available with the required skills sets are identified and any training sourced and arranged. With the agreement of the client, a minimum of three staff should be selected and receive any specific training. Whilst the client may request one staff member on a regular basis, having to others trained and aware of the service requirements will ensure continuity of service provision in the event of staff planned and unplanned unavailability.

The Intake & Assessment Officer and the Supervisor contact the client to determine and arrange the preferred way/s for the client to meet and vet staff.

1. **Goals, goal strategies and support routines** The goal tab on SupportAbility records the overarching outcomes CODA staff are supposed to

### Responsibiliti \Links

CS - Staff availability for new service request (CO-Forms)

CS - Agenda for Support Planning

support a person to work towards as directed by the person's funding plan.

The goals from a persons' NOIA plan are usually quite broad and need to be refined to actionable support delivery. Supervisors must not change overarching goals. The Intake & Assessment Officer and Supervisor are responsible for consulting with the client/carer/support coordinator and breaking goals down in to achievable goal strategies that supporting staff can work on with the client.

The Intake & Assessment Officer and service supervisor work together to document the agreed goals, agreed support times and routines and other instructions to staff. This information is documented in a Support Plan for the client in the format of thei preference. There are several templates available for a full Person Centred Plan for people who want to plan to this level or simple tempates focusing on one or two service requests. The templates can be changed to meet the requests and needs of the individual. CODA also has access to a community recording studio if the client would like to have their documents in an audio version.

### Responsibiliti ili nk s

Meeting (CO-Forms)



CS - PCP Planning template 1 (CO­ Templates)

CS PCP template 2 (CO­ Templates)

CS PCP template 2 (Not Issued)

Support Plan template 1 (CO-Templates)

Support Plan template 2 (CO-Templates)

Once agreed with and confirmed by the client, the information is added in to Supportability for staff information, as well as a copy of the finalised support plan.

### Further risk assessment activities

Several information gathering activities form an over-arching risk assessment process with the outcomes entered in to the warning section of SupportAbility, however there may be additional activities required generated by the information collected:

* + Any identified risks from an in-home safety checklist need to be discussed with the service supervisor and relevant Health and Safety Representative (HSR). The HSR may need to involve other managers depending on the nature of the identified risk/s.
  + Any requirement of staff to administer medications which have been prescribed to modify behaviour will require the development and registration of a Behaviour Support Plan

(BSP). For NDIA funded clients, the BSP must be written by a registered Behaviour Specialist as defined by the NDIS Quality and

Safeguards Commission after July 1 2019. The carer/support coordinator/LAC may need to

be advised to seek funding via the NDIA plan as soon as possible. Commencement of service may be delayed if there is not enough consecutive hours of support to cover the cost of regular incident reporting.

* + Any indication of behaviours need to be considered and explored in order to inform support strategies and ensure staff capability prior to service delivery.
  + Many parents/carers do not advise of behaviours for a variety of reasons, including that they deal with them everyday without even realising their child's actions need to be identified as a behaviour in the context of funded service delivery. Some risk assessment activities may therefore need to

be undertaken after commencement of service.

1. **Financial and service agreement information** The relevant Finance Officer, Administration Officer and IT Manager work together in the best way practicable to create a service booking in NDIA, an invoicing record for TAC and a roster in SupportAbility with funding allocated. Depending on the complexity of the funding arrangements either process may need to occur first.

### NDIA funding specific actions

For NDIA funded and managed activity, a print out of the NDIA service booking is to be uploaded to SupportAbility. The NDIA is ending plans early and reducing funding available, the print out is evidence of funds available at the time of booking.

The day and time a service is rostered will create changes in funding available and and providers don't usually invoice daily, therefore carer's self­ managing funding and Support Coordinators/LAC's do not always have access to correct/up to date financial information. If there is not enough funding available for the services requested once rostered, the IT/SupportAbility Manager will advise the Intake & Assessment Officer and the officer will follow up

### Responsibiliti ILinks

CS - Client Support Record - Group (CO­ Forms)



CS - Client Support Record generic (CO­ Forms)

CS - Service Agreement Support Doc CH Template (CO­ Templates)

CS - Service Agreement Template - Standard (CO-Forms)

CS - Support Record template ((CO) Home Page Photo/Image)

CS- Service Agreement Easy Read Template (CO-Templates)

### ,Responsibiliti \Links

with the relevant service coordinator/LAC for furthe · advice.

A service agreement for NDIA funded service delivery is developed by the IT or

Administration Officer based on the agreed services and the applicable support categories. The schedule of supports is kept very general at this stage as local NDIA planning activities and reviews are very inconsistent, leading to a high level of participant requests in the local area to 'review of a reviewable decision' and further complaints and multiple plans within a 12 month period and/or large plan gaps.

The generalised service agreement with no end date allows CODA to keep providing and claiming for services without having to regularly request participants and carers to review and sign new documents.

A pictorial service agreement support document should be used if this will be of benefit to the client.

The unsigned service agreement is uploaded to Supportability with an end date of two weeks to denote when the document is expected to be returned by.

The service agreement is provided to the client or their carer for signature. If the service agreement is not returned and/or any representatives choose not to sign (eg someone residing at Colanda Residential Services with an OPA guardian), CODA will still provide services as the acceptance of service is considered acceptance of the service agreement.

A support record is created for use during service delivery. The support record details the service provided on the day, regular time of the support or the time changed, plus the usual invoice line items for this service delivery. This evidences that the service has been provided before it is claimed for and provides invoicing information for the finance team. There are generic versions of the support record available if support needs to commence before an indiviudalised record is developed.

### Commencement of service

The client and their representative/scan be advised of a commencement date when:

* + when the It/Administration Manager and

Finance Officer have advised the Intake and

Assessment Officer the service booking has successfully made, and

* + the supervisor has completed the goal strategies, routine and support plan, which have been agreed with the client, and
  + any specialist training has occurred and the supervisor has been able to allocate staff to the roster, and
  + the service agreement has been returned signed, and
  + the Intake & Assessment Officer has received

all of the essential paperwork.

Any commencement prior to all tasks being completed needs to be approved by the OM or CEO.

The information on the Service Request Register is moved to the Commencement Tab.

The completed checklist is uploaded to SupportAbility and the client file moved to the general client file cabinets.

### Review of services

Where funding body notice periods allow, CODA prefers to have a discussion with the client regarding the progress towards goals over the service provision period. The discussion should include:

* + both enablers and barriers towards attaining goals,
  + the outcomes of any internal assessments,
  + the outcomes from the application of any recommendations from allied health professionals,
  + suitability of staff and their skills sets,
  + proposals for new goal strategies, and
  + other supports that may assist the person to reach their goals.

Annual feedback should be collected during this meeting.

A Review Support Provision report is completed from this discussion and forward to the relevant parties, including the client if they would like a copy.

### Request for continuation of service

The Support Continuation Checklist supports the annual (or as required) review of services, usually

### Responsibiliti \Links

cs -

Participant/Parent/Carer Feedback Form (CO­ Forms)

CS - Review of Support Provision Template ((CO) Home Page Photo/Image)

# cs -

Participant/Parent/Carer Feedback Form (CO-

after a formal plan review with the funding body or if a significant change in services is required.

After a funding plan has been reviewed by the applicable funding body, and the client indicates they wish CODA to continue providing services, the process begins by reviewing all of the documentation gathered during the intitial Intake process and collated during subsequent service delivery, with the client and any representative.

New documents are completed if changes are required.

The Request For Service form can indicate no changes to service delivery after discussion with the client.

Annual feedback should occur a this point if there was no time for a meeting before the plan review.

## Other Information:

**Responsibiliti ili nks**

Forms)



CS - Support Continuation Checklist (CO-Forms)

## Internal Files/Links:

CS - Intake Checklist

CS - PCP Planning template 1

CS - Priority of Access Assessment Form CS - Service Agreement Support Doc CH Template

CS - Service Agreement Template - Standard

CS - SPI - Assist Personal Domestic Activities

CS - SPI - Assistance with Self-Care CS - SPI - Community Participation

CS - SPRA - Positive Behaviour Support Needs

CS - SPRA - Significant Health Support Needs

CO-Forms

CO-Templates CO-Forms

CO-Templates CO-Forms CO-Forms

CO-Forms CO-Forms CO-Forms

CO-Forms

CS - Support Continuation Checklist CO-Forms

CS PCP template 2 CO-Templates CS- Service Agreement Easy Read Template CO-Templates

## Quality Document References:

cs - Intake: Work Instruction -(CO) Client Support **(Not Issued** - Reviewed)

CS - Intake: Work Instruction -(CO) Client Support

CS - Priority of Access Statement: Work Instruction -(CO) Client Support

## References to Standards and Legislation:

**CSS:** Child Safety Stds 2022 4:Families and communities are informed, and involved in promoting

### References to Standards and Legislation:

**NDIS: Provision of Supports**

### child safety and wellbeing

**:3.1 Access to Supports**

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