

# Core Module Manual

Full Care Lifetime

## DIVISION 3 - PROVISION OF SUPPORTS

### ACCESS TO SUPPORTS POLICY AND PROCEDURES

To provide the participant with the dignity of risk where our team respects each individual's autonomy and self-determination (or dignity) in making choices. The assessment process will provide relevant, reliable and valid data that assists in identifying a participant's strengths and care needs.

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 a good quality of life and independence.

#### POLICY

The Director or their delegate must seek eligibility information from the participant before commencing any assessment process. Full Care Lifetime will provide the participant with entry criteria and inform them of the associated costs. Easy read documents are available to inform participants on the 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.

Full Care Lifetime will be supported to understand what circumstances supports can be withdrawn. Supports will not be withdrawn or denied solely on the basis of the dignity of risk choice that has been made by the participant.

Assessments must be undertaken before the commencement of the Full Care Lifetime's service. Staff is required to determine if an interpreter is needed prior to the start of 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 the Participant's Support Plan.

#### PROCEDURE

##### Access to Supports

- The Director will inform the participant of the eligibility criteria to access our support services and the associated costs for each service. Eligibility criteria for our NDIS services include that the participant currently holds an NDIS Plan that lists access to our registration groups.
- The Director will determine if the participant requires our Easy Read documents that inform them of their rights, their voice in the development of their Service Agreement, how to complain 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 is able to supply the participant's services in the manner that the participant requires.

##### Reasonable Adjustment

An NDIS Plan is devised by the NDIA to address participant's reasonable and necessary supports. During the Full Care Lifetime's assessment process to develop the participant's support plan, the Director or their delegate will consult with the participant, family and advocate to make reasonable adjustments to the participant's support delivery environment. Any modifications must be discussed and negotiated with all

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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 changes support the participant's health, privacy, dignity, quality of life and independence.

### Withdrawal of Services

Full Care Lifetime will not withdraw or deny supports based solely on the dignity of risk made by the participant, however Full care lifetime may withdraw supports if any of the following occur, is also provided to the participant in the service agreement

- 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 Full Care Lifetime
- 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 Full Care Lifetime and the participant, family or advocate.
- Payment for support and/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 14 days.

Full Care Lifetime will always work in the best interest of the participant to achieve a safe transition to a new provider of services (see Transition and Exit Policy and Procedures)

Upon termination of the Service Agreement by either party Full Care Lifetime will take steps to ensure:

- The cancellation of service has been reported to the National Disability Insurance Agency.
- All services that have been provided under the terms of the Service Agreement have been claimed.
- The participant has alternative support solutions in place for their safety and wellbeing

### Assessment Principles

- Assessment tools utilised 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 enable a balance against the participant's abilities and their need for support.
- Service agreements acknowledge support needs, abilities to foster independence and the Participant's goals.

### 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. For example, an interpreter and information in the service user's language are sourced for service users who are culturally and linguistically diverse.

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- Ensure that the Easy Read documents are available.
- Contact Director to arrange an interpreter.

During the assessment process, Staff will inform the Participant of their rights and responsibilities, including the following information:

- How information is collected and used.
- Privacy and confidentiality considerations.
- Opt-out options to data collection.
- The complaints and feedback process.
- Their Advocacy options.
- The organisation's Information-sharing requirements.

The assessment is designed to meet the participant's health, privacy, dignity, quality of life and independence needs. Information is recorded in the participant's records for future reflection. Once the assessments are completed, they are reviewed by the Director.

### Responsibility for Assessments

- Only trained professionals can conduct assessments of the participant. Director 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.