



FULL CARE LIFETIME

NDIS POLICIES AND PROCEDURES

MANUAL

MODULE 3

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Module 3: Early Intervention Supports for Early Childhood

Introduction

Early Childhood Intervention (ECI) is a specialised process that provides support and services for infants and young children with disabilities and/or developmental delays, and their families, with the aim of promoting their development, well-being and community participation.

According to Tim Moore, a leading expert in ECI, the goal of ECI is to equip parents and caregivers with the knowledge and skills to provide young children with disabilities with experiences and opportunities that help them acquire competencies to participate meaningfully in key environments.

ECI practitioners work in partnership with families and stakeholders to enhance their skills, knowledge and supports to optimise the child's learning and development, and their ability to participate in family and community life.

Our policy is designed to ensure early intervention and support services are available to children with disabilities and their families when needed, taking a multi-agency approach to provide comprehensive support and meet all of the child's needs. We at Full Care Lifetime ensure that every child participant receives culturally inclusive and family-centred supports, which promote their rights, functional skills, and inclusive and meaningful participation in family and community life. These supports are coordinated through a collaborative team of relevant providers, building the knowledge, skills, and abilities of families and other providers to support the child's development.

THE CHILD

Policy:

Full Care Lifetime ensures that each child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

- all staff members are knowledgeable about each participant's legal and human rights and are able to incorporate these rights into everyday practice.
- implements practices and procedures to manage risk, with a focus on creating a safe environment for children. These practices and procedures are regularly reviewed and updated as required.

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- compliance with all relevant state and territory legislation relating to the reporting of risk of harm to children.
- facilitates the active involvement of the participant's support network in the participant's development. This involves regular communication and collaboration with the participant's family and other relevant support persons.
- alternative arrangements for the continuity of supports for each child participant are explained and agreed upon with them and their family, taking into account their capacity to understand and agree to alternative arrangements. The alternative arrangements are also delivered in a way that is appropriate to their needs, preferences, and goals.

THE FAMILY

Policy:

Full Care Lifetime recognises the importance of providing family-centred supports to children with disabilities and their families. Our aim is to ensure that all families receive culturally inclusive and responsive supports that focus on their strengths, needs and priorities. We strive to work in partnership with families and recognise their expertise and knowledge about their child.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

- families have the opportunity to participate in the development of their child's support plan, and their input is valued and respected.
- take the time to listen to and learn from families to understand their child's unique needs, preferences, and abilities.
- engage in ongoing discussions with families to understand their goals and aspirations for their child, and work collaboratively to develop a support plan that reflects their preferences and learning styles.
- work closely with families to ensure that the support plan is tailored to meet their specific needs and is reviewed regularly to ensure it remains relevant and effective.
- our services are inclusive of all cultures and provide support in a manner that is respectful of family values and beliefs.
- provide information in a range of formats to ensure that families can access the information they need in a way that suits them best.
- families to identify and build on their strengths and will support them to connect with resources within their community that may assist them in achieving their goals.
- encourage families to be actively involved in their child's learning and development and provide opportunities for them to participate in decision-making processes. We will also support families to develop their skills and knowledge in areas related to their child's support needs.

Full Care Lifetime is committed to a family-centred and strengths-based practice that recognises the essential role of families in children's lives. We understand that working in partnership with families and prioritising their choices and goals in planning and intervention is crucial. This approach is based on the best practices for anyone working with children and families, and it

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indirectly contributes to improved developmental outcomes for children by building the self-efficacy of the family. Full Care Lifetime also recognise that family-school partnerships benefit all students, and we support this approach in school settings. Our guiding principles include treating each family with respect, supporting the strengths and needs of all family members, and giving families the opportunity to decide their level of involvement in decision-making. As an NDIS provider, we recognise the crucial role that ECI plays in supporting parents, caregivers, and educators to provide children with experiences that promote their development. We believe that when families, educators, and community partners feel supported and respected, they can better promote a child's social, cognitive, and behavioural development.

INCLUSION

Policy:

Full Care Lifetime is committed to ensuring that each participant accessing our supports is able to engage in their natural environments and actively participate in their family and community life. We believe that the natural environment and community play an important role in the development of each participant and are essential to their well-being.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

- take a holistic approach to assessment and consider the participant's physical, emotional, social and cognitive development.
- promote each child's inclusive, meaningful and active participation in their family life, community life and natural environments. We will work in partnership with families and other support agencies to ensure that each participant has the opportunity to engage with their natural environment and community.
- enable and build upon links with each family's community and other support agencies to ensure that each participant has access to the resources and opportunities available to them. We will work collaboratively with other agencies to identify and address any barriers to community participation.
- promote each child's inclusion through participation in daily routines in their natural learning environments. We will work with families and other support agencies to identify opportunities for participation in everyday activities, such as mealtime, playtime and household chores.
- regularly review our policies and procedures to ensure that they are in line with the latest research and best practice. We will seek feedback from participants and their families to ensure that our supports are meeting their needs and that they are able to engage in their natural environments and participate in their family and community life.

Full Care Lifetime recognises that the Inclusive and Participatory Practice is essential to ensuring that every child, regardless of their needs, has equal opportunities to participate in their family and community life. We understand that children with disabilities and/or developmental delay may require additional support to participate meaningfully in different environments. Inclusion involves the active participation of all children, with and without additional needs, in their family, early

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childhood programs, and community settings. We believe that children benefit from interacting and participating in inclusive settings as it provides greater opportunities for developing friendships. Full Care Lifetime understand that the successful inclusion of a child depends on the attitudes and beliefs of parents, ECEC staff, children, and community members. As an NDIS provider, we recognise that the attitudes and beliefs of community members can be perceived as the most significant barrier to individuals with disabilities' achievement of life goals. We are committed to promoting Inclusive and Participatory Practice and providing the necessary support to ensure that every child can participate in their family and community life to the fullest extent possible.

COLLABORATION

Policy:

Full Care Lifetime is committed to providing coordinated supports to every participant, utilising a collaborative team comprising their family, the provider, and other relevant providers. We recognise the importance of collaborating holistically with various support networks, including allied health professionals like physiotherapists, occupational therapists, and speech pathologists, to facilitate participant development and address their family's needs and priorities. To achieve this, we take a family-centered approach that emphasises cooperation between Full Care Lifetime and the participant's family, ensuring they have full choice and control over the services they receive.

We understand that families need the freedom to choose from a range of service providers to have greater control over the support services they receive through the NDIS. Therefore, we work together in a collaborative and integrated team around the child, involving practitioners and specialised services, such as medical, therapeutic, educational, and developmental experts, to provide the best possible support.

At Full Care Lifetime, we believe that teamwork is essential to achieve positive outcomes for children with disabilities and their families. We adopt effective collaborative teamwork approaches, such as the key worker and Team Around the Child (TAC) models, to provide families with the best possible support. We establish close collaborative links with families and other collaborating providers, coordinating our team around each child, and sharing information, knowledge, and skills effectively.

Finally, we acknowledge the importance of collaboration between supports and services to ensure that transition/exit planning meets the needs of each child and their family. By working together, we can provide the best possible support to every participant and their family.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

- The family has the opportunity to engage a key worker, and if they choose to do so, work will be undertaken with the family and other providers to identify a suitable key worker.
- Close collaborative links are established with the family and other collaborating providers to coordinate the team around each child. This involves regular communication, collaboration,

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and sharing of information, knowledge, and skills to ensure that all providers are working together effectively.

- With the consent of the family, information, knowledge, and skills are communicated and shared between the family, the provider, and other collaborating providers. This ensures that everyone is working towards the same goals and that there is a consistent approach to supporting the child and their family.
- Where relevant, collaboration between supports and services is undertaken to ensure that transition/exit planning meets the needs of each child and their family. This involves working closely with other providers to ensure a smooth transition between services and supports, taking into account the child's individual needs and preferences.
- Regular reviews of the collaborative team's approach are conducted to ensure that it is meeting the child's and family's needs and priorities. Any necessary adjustments are made to ensure the ongoing effectiveness of the team approach.
- The collaborative team approach is a core value of Full Care Lifetime, and we believe that it is essential to achieving positive outcomes for participants and their families.

CAPACITY BUILDING

Policy:

Full Care Lifetime recognises the importance of providing appropriate supports to participants of the National Disability Insurance Scheme (NDIS) that build the knowledge, skills and abilities of the family and other collaborating providers, in order to support the child's learning and development. Therefore, the purpose of this policy is to ensure that all participants receive the necessary capacity building to promote the best possible outcomes for the child. The company aims to achieve this through the implementation of effective coaching and collaborative teamwork practices that build the knowledge, skills and abilities of the child, family, professionals, and community partners. This procedure outlines the principles and practices of capacity building and establishes the necessary framework for providing participants with access to the appropriate supports and services.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

1- Building capacity with the support network in each child's life:

Full Care Lifetime will work with the support network in each child's life to build their capacity to achieve the functional outcomes identified in the support plan. This will involve identifying the strengths and existing abilities of the child, family and collaborating providers and building on them through coaching and collaborative teamwork.

2- Building family confidence:

Full Care Lifetime will build the confidence of each family to understand how their family routines and everyday activities can support their child's development. This will involve using coaching and collaborative teamwork to progressively build the family's capacity to meet the needs of their children and other family members.

3- Building capacity through coaching and collaborative teamwork:

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Full Care Lifetime will build the capacity of the child, family and collaborating providers involved with the child through coaching, capacity building supports and collaborative teamwork. This will involve using adult learning principles to develop the skills, knowledge and abilities of the individuals who spend the most time with the child.

4- Collaboration for improvement:

Full Care Lifetime will undertake collaboration to affirm, challenge and support the child, family and collaborating providers to further develop their skills and improve practice and relationships. This will involve using feedback and learnings from the child, family and other professionals to improve support delivery.

5- Use of feedback and learnings:

Full Care Lifetime will use feedback and learnings from the child, family and other professionals to improve support delivery. This will involve regularly reviewing and evaluating the support provided and making adjustments based on feedback and learnings.

6- Training and preparation:

Full Care Lifetime will ensure that ECI professionals are adequately trained and prepared to work with adults and other practitioners in the consultant's role or as the consultee. This will involve providing training and professional development opportunities to build the skills of ECI professionals in communication and knowledge transfer.

7- Networking and knowledge exchange:

Full Care Lifetime will facilitate networking and knowledge exchange between ECI professionals, families, early childhood educators and other community partners. This will involve creating networks that can be accessed for future opportunities and creating a sustained strengthened service system to support families and children.

Full Care Lifetime recognises that capacity building is crucial in supporting the learning and development of children with disabilities and developmental delays. To achieve this, the company will utilise coaching and collaborative teamwork to build the knowledge, skills, and abilities of the child, family, professionals, and community partners. Full Care Lifetime will regularly evaluate the support provided and make adjustments based on feedback and learning. Professional development opportunities and training will be provided to ensure that early childhood intervention (ECI) professionals have the necessary skills to collaborate with adults and other practitioners. Additionally, the company will foster networking and knowledge exchange to strengthen the service system continuously and provide sustained support to families and children.

EVIDENCE-INFORMED PRACTICE

Policy:

Full Care Lifetime is committed to delivering evidence-informed supports to participants of the National Disability Insurance Scheme (NDIS). The company will ensure that intervention strategies are based on explicit principles, validated practices, best available research, and relevant laws and regulations. Providers will have the necessary information, knowledge, skills, and expertise to

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deliver quality supports to families. The company will also support ongoing professional development and monitoring of practices to ensure that providers maintain their knowledge and skills. Through these practices, Full Care Lifetime will ensure that each participant receives high-quality, evidence-informed supports that meet their needs.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

- intervention strategies used by providers are based on explicit principles, validated practices, best available research, and relevant laws and regulations. We will use evidence-informed practices consistent with recognised standards and guidelines, and we will regularly update their practices to reflect the latest evidence-based research and practice. We also use approaches that are culturally appropriate and sensitive to the needs and preferences of participants.
- appropriate information, knowledge, skills, and expertise are in place to deliver quality supports to families. We will employ qualified and experienced staff who have the knowledge and skills to deliver evidence-informed supports. We will provide staff with access to ongoing training and development opportunities to maintain and enhance their knowledge and skills.
- staff participate in continuing relevant professional development to maintain and enhance their knowledge and skills. We will maintain records of staff training and development activities, and regularly review them to ensure that they are relevant and up-to-date. We will encourage staff to engage in ongoing self-reflection and self-assessment to identify areas for improvement.
- regularly monitor and evaluate our practices to ensure that they are evidence-informed and effective. We will establish processes to collect and analyse data on participant outcomes and satisfaction with supports. The results of monitoring and evaluation will inform improvements to their practices and services.
- regularly review and improve our policies and procedures to ensure that they are consistent with evidence-informed practice. We will consult with participants, families, and other stakeholders to gather feedback and suggestions for improvement. The results of reviews and consultations will identify opportunities for improvement, and changes will be made to our practices and services.

OUTCOME BASED APPROACH

Policy:

At Full Care Lifetime, we are committed to ensuring that every participant receives supports that are outcome-based and goal-focused. This procedure outlines the specific indicators that must be demonstrated to achieve this outcome. We believe that setting clear goals and regularly reviewing progress towards those goals is essential for achieving positive outcomes for our participants. Our supports will be designed to meet the unique needs and goals of each participant, and we will work

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collaboratively with them to identify and achieve those goals. We will regularly review and adjust our supports to ensure that we are making progress towards achieving those goals and that our supports are effective in helping our participants achieve the outcomes they desire.

Procedure:

To achieve this outcome, Full Care Lifetime will ensure:

- collaborate with the child and their family to identify their needs and priorities. We also will ensure that the functional outcomes for the child and their family are based on their needs and priorities. We will identify the skills needed to achieve those outcomes through collaboration with the child and their family.
- document a support plan for each child that describes the interventions and their functional outcomes. The support plan will be developed in collaboration with the child and their family. The support plan will be reviewed regularly and updated as needed to ensure that it continues to reflect the child's needs and priorities.
- that the family is actively involved in the assessment, development, and review of the support plan. We will provide the family with information about the assessment process, as well as the support plan development and review process, and we will encourage the family to provide feedback and suggestions for improvement.
- provide a copy of the support plan to the family in the language, mode of communication, and terms that they are most likely to understand. We will ensure that the family has access to the support plan in an accessible format.
- the functional outcomes support the child's meaningful participation in family and community life. We will work collaboratively with the child and their family to identify opportunities for the child to participate in family and community life. We will provide the child with the necessary supports to participate in family and community life.
- measure, evaluate, and report the assessment, intervention planning, and outcomes for the child and the family in ways that are meaningful to and understood by the family. We will use tools and techniques that are appropriate for the child and the family. We will provide regular progress reports to the family and adjust the support plan as needed.

The outcome-based approach in early childhood intervention (ECI) focuses on identifying the outcomes that parents want for their child and family and the skills required to achieve those outcomes. Practitioners use their professional expertise to help families make informed decisions, and outcomes are measured from a child, family, and community perspective. The approach emphasises the importance of individualised, functional, and meaningful outcomes for the child and family, and the evaluation of the effectiveness of ECI services. The focus is on the impact of the service on the child and family, with outcomes related to social-emotional well-being, knowledge and skill acquisition, appropriate behavior, sustainability of everyday routines, advocacy skills, social support, decreased parental stress, empowerment, and access to community resources. The International Classification of Functioning Disability and Health (ICF) and ecocultural theory provide important frameworks for assessment, intervention planning, and evaluation.

CHILD SAFETY POLICY AND PROCEDURE

Policy:

Full Care Lifetime is committed to providing a safe and secure environment for children in our care. We recognise that children require a high level of protection from harm, abuse, neglect, or exploitation, and we take our responsibility seriously. Our commitment is to create a child-safe culture that ensures the safety and wellbeing of children at all times. To achieve this, we have developed a comprehensive Child Safety Policy and Procedure.

Scope:

This policy applies to all employees, contractors, volunteers, and visitors to our premises who have contact with children in our care. It applies to all programs and services provided by Full Care Lifetime.

Child Safety Policy:

1. Compliance with legal obligations:

Full Care Lifetime will comply with all relevant state and federal laws and regulations relating to child safety, including reporting obligations, criminal record checks, and working with children checks.

2. Creating a child-safe environment:

We will ensure that all facilities, equipment, and resources are safe and suitable for children. We will conduct regular safety checks, including risk assessments, to identify and manage any potential hazards.

3. Recruitment and screening:

We will implement robust recruitment and screening processes to ensure that all employees, contractors, and volunteers who have contact with children have the appropriate qualifications, skills, and experience. We will also conduct thorough background checks, including police checks, and working with children checks.

4. Training and education:

All employees, contractors, and volunteers who have contact with children will receive comprehensive training and education on child safety, including identifying and responding to child abuse, neglect, or exploitation.

5. Reporting and responding to child safety concerns:

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We will have procedures in place for reporting and responding to child safety concerns, including suspected abuse, neglect, or exploitation. We will ensure that all employees, contractors, and volunteers know how to report child safety concerns and understand their legal obligations.

6. Support for children and families:

We will provide support and assistance to children and families affected by abuse, neglect, or exploitation. We will also provide access to appropriate counseling and support services.

7. Confidentiality:

We will maintain the confidentiality of all information related to child safety concerns, in accordance with our legal obligations.

Child Safety Procedure:

1. Reporting concerns:

Any employee, contractor, volunteer, or visitor who has concerns about the safety and wellbeing of a child must report their concerns immediately to the designated Child Safety Officer or Manager. If the concern relates to suspected child abuse, neglect, or exploitation, the employee, contractor, or volunteer must also report their concerns to the relevant authorities, such as the police or child protection services.

2. Documentation:

The Child Safety Officer or Manager will ensure that all reports of child safety concerns are documented, including the nature of the concern, the date and time of the concern, and any relevant details about the child and the alleged offender.

3. Investigation and response:

The Child Safety Officer or Manager will investigate all reports of child safety concerns promptly and thoroughly. They will also take appropriate action to ensure the safety and wellbeing of the child and other children in our care.

4. Communication:

The Child Safety Officer or Manager will communicate with the relevant authorities, including the police or child protection services, as required. They will also communicate with the child and their family, as appropriate, and provide them with information about the support and assistance available to them.

5. Review and continuous improvement:

We will regularly review and update our Child Safety Policy and Procedure to ensure that they are effective in protecting the safety and wellbeing of children in our care.

WORKING WITH CHILDREN POLICY AND PROCEDURES

Policy Purpose:

The purpose of this procedure is to ensure the safety and wellbeing of participants under the age of 18 years who are involved with Full Care Lifetime. It outlines the requirements and steps that need to be taken in the event of suspected abuse, neglect, exploitation, or any form of assault. This policy also aims to provide support to children who experience abuse and to ensure that staff members and volunteers are aware of their responsibilities and obligations when working with children.

Scope:

This procedure applies to all staff members, volunteers, contractors, and anyone else involved in activities or programs that involve participants under the age of 18 years. This policy covers all forms of abuse, including physical, emotional, sexual, and neglect, as well as exploitation. It also applies to all incidents that occur during activities or programs organised or sponsored by Full Care Lifetime, regardless of whether they occur on or off-site.

Procedure:

When working with participants under the age of 18 years, Full Care Lifetime recognises the critical importance of ensuring their safety and wellbeing. As such, it has developed a comprehensive procedure that outlines the requirements and steps that need to be taken in the event of suspected abuse, neglect, exploitation, or any form of assault.

Understanding Abuse:

Full Care Lifetime acknowledges that abuse can take various forms, including physical, emotional, sexual, and neglect. It also recognises that exploitation, such as forced labor or commercial sexual exploitation, can also constitute abuse. To ensure the safety of children, staff members and volunteers need to be aware of the signs and symptoms of abuse, which may include unexplained injuries, changes in behavior, withdrawal, or fear.

Reporting Abuse:

If a staff member or volunteer witnesses or suspects any form of abuse, neglect, exploitation or assault, they must report it immediately. They should report to the relevant authorities, such as the police or child protection services. Additionally, all incidents must also be reported to the designated Child Safety Officer/ Manager within Full Care Lifetime.

Providing Details:

To ensure that the relevant authorities can investigate the incident thoroughly, staff members or volunteers should provide as much detail as possible. This includes the name and age of the child,

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the nature of the incident, the date, time and location of the incident, and any relevant information about the perpetrator. It is important to note that staff members or volunteers should not attempt to investigate the incident themselves.

Support for the Child:

Full Care Lifetime recognises that children who experience abuse, neglect, exploitation or assault need support. As such, staff members and volunteers should provide emotional support, offer medical assistance, or refer the child to counseling or support services.

Confidentiality:

Maintaining confidentiality throughout the reporting and investigation process is crucial. All information related to the incident should be kept confidential and only shared with those who need to know. Staff members or volunteers should not discuss the incident with anyone other than the relevant authorities or the designated Child Safety Officer.

Review and Continuous Improvement:

Full Care Lifetime understands the importance of regularly reviewing and improving the procedure for working with participants under the age of 18 years. This may involve seeking feedback from staff members, volunteers, and participants, as well as reviewing policies and procedures to ensure they are up-to-date and effective in preventing and responding to incidents of abuse, neglect, exploitation, or assault.

In conclusion, Full Care Lifetime is committed to ensuring the safety and wellbeing of participants under the age of 18 years. It has developed a clear and comprehensive procedure for reporting and responding to incidents of abuse, neglect, exploitation, or assault. Staff members and volunteers are trained to recognise the signs of abuse and know who to report to, incidents are reported immediately, and confidentiality is maintained throughout the process. Additionally, support is provided to the child who has experienced abuse, and the procedure is regularly reviewed and improved.

DEFINITIONS

- **Physical abuse:** Physical abuse is the intentional use of force that results in injury, pain, or impairment. This can include hitting, kicking, punching, slapping, choking, burning, or any other form of physical violence.
- **Emotional abuse:** Emotional abuse is a pattern of behavior that involves the use of words, gestures, or actions to undermine an individual's self-worth, confidence, or emotional well-being. Examples of emotional abuse include belittling, humiliation, insults, threats, or isolation.
- **Financial abuse:** Financial abuse is the illegal or unauthorised use of a person's property, money, or assets. This can include stealing money or property, forging signatures, coercing

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someone to sign a will or power of attorney, or using someone's credit cards or bank accounts without their permission.

- **Sexual abuse:** Sexual abuse is any non-consensual sexual activity or behavior, including physical and non-physical acts. This can include sexual assault, rape, unwanted touching, or any other form of sexual exploitation or coercion.
- **Neglect:** Neglect is the failure to provide adequate care and supervision for a person's basic needs, such as food, shelter, clothing, medical care, or safety. Neglect can occur in a variety of settings, including in homes, schools, or care facilities.
- **Social abuse:** Social abuse involves the use of social power to control, isolate, or intimidate an individual. Examples of social abuse can include stalking, cyberbullying, or other forms of harassment or intimidation that involve the use of technology or social media.