## 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, DHHS 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:

| | Responsibilities | Links |
|---|---|---|
| 1 **Service Enquiry & Referral**<br>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 NDIA funded Local Area Coordinators, Support Coordinators or TAC case managers.<br>An enquiry can be taken by any CODA Inc. staff member, however the request needs to be forwarded to the Intake & Assessment Officer.<br><br>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 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.<br><br>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 | | CS - Priority of Access Assessment Form (CO-Forms)<br><br>CS - Priority of Access Statement Work Instruction - (CO) Client Support<br><br>CS- Intake Work Instruction Work Instruction - (CO) Client Support (In Draft) |

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 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.

## 2 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 NDIA 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

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

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

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

CS - Privacy Brochure Easy Read (CO-Forms)

CS -

collection and retention of information only **relevant to service delivery.**

The forms to be completed include:

- Consent for Information Collection and Release
- Consent for Image Collection
- 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
- Group-based supports
- Travel
- 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 Intake 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.

Request for Service Provision (CO-Forms)

CS - SP - Assistance Pers Domestic Activities (CO-Forms)

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

CS - SP - Community Participation (CO-Forms)

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

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.

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 is noted in SupportAbility.

## 3 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
- 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

## 4 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.

## 5 Goals, goal strategies and support routines

The goal tab on SupportAbility records the overarching outcomes CODA staff are supposed to support a person to work towards as directed by the person's funding plan.

The goals from a persons' NDIA 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 their preference. 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 support plan.

## 6 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.

## 7 Financial and service agreement information

CS - Service Agreement template standard (CO-Forms)

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 with the relevant service coordinator/LAC for further 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 advise of 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.

## 8 Commencement of service

The client and their representative/s can 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.

## 9 Request for continuation of service

The Support Continuation Checklist supports the annual (or as required) review of services, usually after a formal plan review with the funding body or if a significant change in services is required.

CS-Support Continuation Checklist (CO-Forms)

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 Intake process and subsequent service delivery, with the client and any representative. New documents are completed if changes are required or the Request For Service form can indicate no changes after discussion with the client.

## Other Information:

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|---|---|
| CS - Intake Checklist | CO-Forms |

| | |
|---|---|
| CS - Priority of Access Assessment Form | CO-Forms |
| CS - SP - Assistance Pers Domestic Activities | CO-Forms |
| CS - SP - Assistance with Self-Care | CO-Forms |
| CS - SP - Community Participation | CO-Forms |
| CS- SPRA - Health Support Needs | CO-Forms |
| CS-Support Continuation Checklist | CO-Forms |

CS - New Client Information Pack: Handbook -(CO) Client Support

CS - New Client Information Pack: Handbook -(CO) Client Support (**Not Issued** - In Draft)

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

## References to Standards and Legislation:

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|---|---|
| **Part 2 Div 3:** NDIS Part 2 Div 3 Provision of Supports | **:**NDIS Part 2 Div 3 No 19 Access to Supports |