

## DELIVERY OF SERVICES POLICY

Policy number	2	Version	2
Drafted by	Merryn Farnsworth	Approved by	09.04.2021 manager
Responsible person	Merryn Farnsworth	Scheduled review date	09.04.2022

### POLICY STATEMENT

This policy provides a minimum set of standards expected from all Life Independence employees, clients and other relevant stakeholders participating in services provided by Life Independence. This policy is designed to provide an overview of the principles, practice standards and tools supporting service delivery.

Service delivery includes initial contact through to assessment, delivery or services and finalisation of services.

### SCOPE OF POLICY

This policy applies to all Life Independence staff or any person acting in a capacity whereby they are taken to be representing Life Independence and its interests.

Failure to comply may result in disciplinary action.

### POLICY PRINCIPLES

- Supplying person centred supports to NDIS Participants
- Protecting the individual values and beliefs of each Participant
- Supporting the right to privacy and dignity
- Supporting independence and informed choice
- Protecting freedom from Violence, Abuse, Neglect, Exploitation and Discrimination
- Each Participant is provided with the most appropriate support to meet their individual goals, needs and preferences
- Each participant will be actively involved in the development of their support plans which will reflect the needs, requirements, preferences, strengths and goals of each individual participant
- Support plans will be regularly reviewed
- Each Participant is provided supports without interruption

# LIFE INDEPENDENCE

[www.lifeindependence.com.au](http://www.lifeindependence.com.au)

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- Services are delivered with transparent governance and operational management systems in keeping with the size and scope of the service
- Identifying and managing risks to ensure safe service delivery
- Delivering quality service with a commitment to continuous improvement
- Ensuring all Participant information is managed in a way that is identifiable, accurately recorded, current and confidential. That this system is easily accessible to the participant and appropriately utilised by relevant workers.
- Ensuring that Participants are aware of how to make complaints or provide feedback to the service and encouraging Participants to do so if required
- Ensuring any feedback or complaints received are dealt with in a timely and effective manner
- Ensuring that should any incident occur it is acknowledged, recorded, responded to, managed and learnt from
- Ensuring Participant's needs are met by workers who are competent in relation to their role, hold relevant qualifications if required and who have relevant expertise to provide person centred supports.
- In the event that a worker absence or vacancy occurs a suitable replacement will be found to enable service to continue without interruption which will take into account the personal preference of each Participant

## PROCEDURES

- The specifics of each support will be discussed and agreed to with each Participant to ensure that they meet each individual needs and goal.
- Participants will be encouraged to continue to contribute the ongoing development of their supports. This can be done either verbally, in writing or through the service website.
- Support plans are to be reviewed at least every 6 months to ensure they still meet the needs of the Participant and work towards continuous improvement or service and achievement of Participant goals.
- Life Independence is to ensure that appropriate workers are available at times to suit Participants before scheduling supports. All workers will be competent to perform their role and if additional training or qualifications are required to facilitate this, Life Independence will arrange for the worker.
- In the event of an absence a replacement worker will be found to ensure continuity of supports in keeping with each Participants personal preferences
- If a worker is deemed unsuitable for a particular Participant, this will be recorded in the businesses online client management system
- During the intake process, Participants will be made aware that in the event of an absence from a worker a suitable replacement will be found. Wherever possible Participants will be given the opportunity to meet with any suitable replacements to ensure they meet their specific needs and preferences.

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- Any applicable need or preference of a Participant will be provided to their workers prior to the commencement of service to ensure the Participant is provided with services consistent with their individual needs and preferences.
- Should a Participant not wish to work with a particular staff member for any reason this will be documented and a suitable replacement will be found.
- Where changes and interruptions are unavoidable, alternative arrangements are made with the Participant, explained in appropriate detail and agreed to by the Participant
- Any identified risks are to be reported to management and recorded in the Hazard/Risk Register. All risks are to be minimised wherever possible.
- All client records are to be maintained using the system CareMaster. Management will have full access to this system and Participant records. Support workers will have limited access allowing them to access the relevant details of the Participants they work with and their rosters. Additionally the ability to enter case notes and incident reports can be done using this system via the CareMaster App.
- Participants will be informed how they can provide feedback or make complaints during the intake process. This information is available on their Service Agreements and it will additionally be verbally explained that they can provide feedback or make complaints directly to management or via the service website.
- Should an incident occur, an incident report must be made by the Support Worker. Management will then record the incident in the Incident Register and respond to the incident. Further training to staff could result if it is deemed necessary to minimise the likelihood of the incident re-occurring. Outcomes will also be recorded in the Incident Register.

## **SERVICES OFFERED & ASSOCIATED COSTS:**

The below services are available through Life Independence and can be accessed by any NDIS funded Participant should it be accounted for as part of their NDIS Plan. If you are unsure if a particular service is available to you please contact either Life Independence or the National Disability Insurance Agency directly on 1800 800 110 or [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au). Should you decide to engage in services with Life Independence the specific costs will be outlined to each individual prior to service as part of the Service Agreement provided to each individual Participant prior to service commencement.



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### SERVICE TYPES:

#### Core - Assistance with Social, Economic and Community Participation

##### Participation in Community, Social and Civic Activities

Item Number	Item Name	Unit	Cost
04_104_0125_6_1	Access Community, Social And Rec Activities - Standard - Weekday Daytime	Hour	\$55.47
04_103_0125_6_1	Access Community, Social And Rec Activities - Standard - Weekday Evening	Hour	\$61.05
04_105_0125_6_1	Access Community, Social And Rec Activities - Standard - Saturday	Hour	\$77.81
04_106_0125_6_1	Access Community, Social And Rec Activities - Standard - Sunday	Hour	\$100.16
04_102_0125_6_1	Access Community, Social And Rec Activities - Standard - Public Holiday	Hour	\$122.51
04_590_0125_6_1	Activity Based Transport - Social, Economic and Community Participation Supports	Kilometer	\$0.85
04_104_0125_6_1	Provider Travel Labour Costs	Hour	\$55.47
04_799_0125_6_1	Provider Travel –Non-Labour Costs	Kilometer	\$0.85
04_049_0125_1_1	Establishment Fee For Personal Care/Participation	Once off charge where applicable	\$554.70

#### Core - Assistance with Daily Life

##### Daily Personal Activities - Assistance with Self Care Activities

01_011_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Daytime	Hour	\$55.47
01_015_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Evening	Hour	\$61.05
01_002_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Night	Hour	\$62.17
01_013_0107_1_1	Assistance with Self-Care Activities - Standard - Saturday	Hour	\$77.81
01_014_0107_1_1	Assistance with Self-Care Activities - Standard - Sunday	Hour	\$100.16
01_012_0107_1_1	Assistance with Self-Care Activities - Standard - Public Holiday	Hour	\$122.51
01_011_0107_1_1	Provider Travel – Labour Costs	Hour	\$55.47
01_799_0107_1_1	Provider Travel –Non-Labour Costs	Kilometer	\$0.85

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## **WITHDRAWING SUPPORTS**

Participants will be supported to understand how to withdraw from services should they choose.

Should a Participant wish to withdraw from services for any reason they are required to give 1 months notice. This can be written or verbal. Similarly if Life Independence wish to cease service with a Participant they must provide 1 months written notice to the Participant.

Service can be ceased immediately by either the Participant or Life Independence if either party breaches the terms of the Life Independence Service Agreement.

Access to required supports by the Participant will not be withdrawn or denied solely on the basis of a dignity or risk choice that has been made by the Participant.

## **SUPPORTING POLICIES**

- Life Independence Code of Conduct
- Life Independence Anti Discrimination Policy
- Life Independence Customer Service Charter
- Life Independence Governance Policy
- Life Independence Complaints Policy
- Life Independence Risk Management Policy
- Life Independence Information Management Policy
- Life Independence Incident Management Reporting Policy
- Life Independence Staff Recruitment Policy
- Life Independence Service Agreement

## **GUIDING LEGISLATION:**

The National Disability Insurance Scheme Act, 2013