



# **Ignite Community Network Delivery of Services Policies and Procedures**

Policy Details	
Policy name	Delivery of Services Policies and Procedures
Policy number	3
Compliance is required by	Employees, Board Members, Volunteers, Ignite Community Network representatives
Addresses National Standards for Disability Services	Standard 1, Standard 2, Standard 3, Standard 4, Standard 5, Standard 6
Next review due	April 2020

# CONTENTS

PAGE

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1	Introduction.....	1
2	Delivery of services policy statement .....	2
3	Accessing and exiting the services.....	3
4	Feedback, complaints and improvement.....	6
5	Privacy and confidentiality .....	8
6	Personal code of conduct .....	10
7	Choice and control policy .....	12
8	Core services.....	15
9	Plan management .....	18
10	Support coordination .....	20
11	Shared management .....	23
12	Family and carers .....	26
13	Cultural competency.....	29
14	Administration of medication .....	30
15	Supervision.....	32
16	Risk and behaviour management.....	34
17	Incident and injury reporting .....	38
18	Training and induction .....	40
19	Record keeping .....	42
20	Drugs and alcohol.....	46
	Appendix 1 – Supporting documents .....	48
	Delivery of services policies and procedures acknowledgement form .....	49

# 1 INTRODUCTION

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## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Ignite Community Network (**the Organisation**) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Organisation will work towards achieving this goal by providing workers with the necessary resources.

Under our obligations to provide a healthy and safe workplace to each individual that enters our workplace, the term '**worker**' is used throughout this document to encompass workers, contractors, visitors, or any other individual that completes work or works from the Ignite Community Network workplace.

## 1.2 PURPOSE OF THE SERVICE DELIVERY POLICY

The purpose of this document is to establish the minimum standards and guidelines that are reasonably practicable for this Organisation to manage the delivery of services. In addition to this document the organisation has established procedures to support the organisational policies.

These standards will provide greater consistency, certainty and clarity across the Organisation to make it easier to understand service delivery duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving service delivery in the Organisation.

## 1.3 DEFINITIONS

At Ignite Community Network we use the term '**Individual**' to describe the person who uses our service and support. This is primarily people with disability who use a service or support that we offer. 'Individual' is used instead of words such as 'consumer', 'client' or 'service user'. This terminology is consistent with the National Standards for Disability Services.

## 1.4 FURTHER QUERIES

Please contact the Ignite Community Network office on **08 6499 9913** or by email at **admin@ignitecn.com.au** if you have any questions regarding policies, procedures and/or review details or if you would like to be involved in the Organisations policy review process.

## 2 DELIVERY OF SERVICES POLICY STATEMENT

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Ignite Community Network and its workers recognise that the delivery of its services is vital to the success of our business. As such we aim to deliver high quality services and continuously improve delivery of services through consultation and feedback from Individuals and their families, workers and the wider community.

Through the co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace
- developing, implementing and monitoring its services
- managing risks in the workplace
- providing information, instruction and supervision.



Colin Alston  
**Chief Executive Officer**

on behalf of **Ignite Community Network**

Date: April 2019

Review date: April 2020

## 3 ACCESSING AND EXITING THE SERVICES

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### 3.1 INTRODUCTION

The United Nations Convention on the Rights of Persons with Disabilities, the National Disability Insurance Scheme Act 2013, and National Disability Strategy promote access, inclusion and choice for people with disability and a focus on their individual needs, goals and aspirations. Ignite Community Network aims to promote these principles within all aspects of policy and service delivery.

Ignite Community Network is committed to providing people with a high standard of service aimed at meeting individual need and promoting a sense of dignity, purpose and security. Ignite Community Network is committed to ensuring that it provides a consistent and transparent approach to all people entering or exiting the service.

Ignite Community Network's access to services is clear, transparent and non-discriminatory to ensure equity and fairness is applied.

### 3.2 DEFINITIONS

**Entry:** Is the process through which a person enters into a specific support or service arrangement with Ignite Community Network.

**Exit:** The point, at which a person leaves Ignite Community Network, no longer requires Ignite Community Network support or transfers to another external service provider.

### 3.3 ENTRY CRITERIA

People who are provided supports and services by Ignite Community Network must have an impairment which:

- Is in the form of an intellectual, physical, neurological, cognitive, psychiatric and/or sensory impairment, or a combination of such impairments.
- Is permanent or likely to be permanent with reduced capacity in one or more activities of daily living such as communication, mobility, decision making, personal care, decision making or social skills.
- The Individual is in receipt of funded services through the Department of Communities, National Disability Insurance Scheme, Insurance Commission of Western Australia, Commonwealth funded programs, Individualised Insurance claims or self-funded.

### 3.4 ENTRY PROCEDURE

- To access the services from Ignite Community Network an Individual or a family member/advocate must first make a request for service and be determined as eligible to receive support.
- Requests for service can be made in the following ways (telephone, email or via social media or the organisation's website).
- An initial face-to-face meeting with the Chief Executive Officer.

From the initial contact the Individuals eligibility will be determined and arrangements negotiated for them, their family members/carers and other significant people from their support network to meet with Ignite Community Network (Family Network Coordinator).

The Family Network Coordinator and Individual will sign the Service Agreement and commence the planning process, this includes the development of the following documents (Person-Centred Plan, Individual Needs Assessment and Consent to Share Information form). The Individual will be provided with a Service Information Pack. The Service Information Pack will outline contact details of the Family Network Coordinator, after hours contact details, Family and Carers Policy and the Feedback and Complaints Policy. In addition, the Individual will be provided with the contact details of the Chief Executive Officer (or delegated authority).

The Family Network Coordinator will identify where, when and how supports will be provided and the team that will facilitate services.

### **3.5 TRANSITION FROM ANOTHER SERVICE**

Where a person is transitioning from school or is transferring from another service provider, Ignite Community Network will seek consent from the Individual and/or their family/carer to contact other providers e.g. school, NDIA or another service to discuss or obtain support requirements, schedules, plans, and person-centred goals to assist in development of a transition. This will support to:

- Determine if Ignite Community Network is able to provide service specific to the Individual's needs.
- Registration requirements of Ignite Community Network.
- Understanding of Individual support requirements.
- Confirm the support budget and restrictions.

### **3.6 WAITLIST**

Ignite Community Network has not developed a waitlist policy and procedure.

### **3.7 EXITING THE SERVICE**

It is the policy of Ignite Community Network to provide Individuals with a non-discriminatory and fair process when they choose to, or are required to, leave the service. Ignite Community Network will provide assistance to Individuals to understand the process for leaving the service.

### **3.8 EXIT CRITERIA**

An Individual may choose to discontinue services at any time. An Individual may leave Ignite Community Network for a number of reasons or circumstances including:

- Relocation to an area outside Ignite Community Network's area of service delivery.
- Where the support schedule and services are no longer able to meet the person's needs or assist in achieving chosen goals.

- Transfer to another service provider.
- Lack of available resources, or funding.
- The death of a person using the service.

### **3.9 PROCEDURE**

At service entry Individuals will be informed of the Service Exit Policy and how to initiate exit procedures. Individuals are fully informed, supported and involved in making the decision to exit the service. All efforts are made, and opportunities explored before the decision to exit is carried through.

When an Individual considers exiting services or ceases to regularly use services, the Chief Executive Officer (or delegated authority) will make telephone contact to discuss the decision to not have services.

Where services are no longer able to meet the needs of the Individual or where another service is identified as more likely to provide a positive outcome for the Individual, and the Individual agrees to exit the service, Ignite Community Network will provide support to achieve a smooth transition.

Individuals are made aware upon exiting the service that they can request to return to the service at any time, and that they will be reassessed according to the Service Entry Policy without fear of discrimination. When the Individual decides to exit the service an opportunity to discuss their level of satisfaction will be provided in an exit survey. Individuals will be asked if they would like to provide feedback thorough Survey Monkey, have a hard copy posted in the mail, or to complete the survey over the telephone.

Where the Individual's consent to exit is not given, Ignite Community Network will account for the reason for the exit. Ignite Community Network may begin service exit processes with an Individual under the following circumstances.

- An inability or unwillingness over a period of time to work towards agreed goals.
- Other Individuals, workers or the Individual involved are at risk of harm.
- Financial requirements are neither negotiated nor met.
- Severe incompatibility with support staff is displayed.
- Dramatic health changes require significantly increased levels of care.

Service exit should only be an option after strategies have been implemented to meet irreconcilable differences. Withdrawal of services by Ignite Community Network to an Individual will be made only after discussion and consultation with the Individual, his/her advocates, family/carer, immediate support staff and Family Network Coordinator.

A service exit report will be completed for people leaving the service. This will include a summary of the person's progress, medical and psychological information obtained from the time of commencement. This report will be filed with the Individual's records and if permission received, a copy will be provided to the referring agency.

## **4 FEEDBACK, COMPLAINTS AND IMPROVEMENT**

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### **4.1 INTRODUCTION**

A Feedback, Complaints and Improvement Policy guides how Ignite Community Network assesses and responds to service complaints, feedback and continuous improvement. Service feedback is vital to the development of the organisation's culture. Feedback supports Individuals and their families to understand how services can be improved in order to ensure the viability, quality and accountability of our service.

Ignite Community Network is committed to providing services of the highest quality. Key to meeting this commitment is using feedback from those who use the services as opportunities to improve the quality of the services provided.

A complaint is defined as any expression of dissatisfaction, however made, about the standard of service, policies, procedures, costs or workers of Ignite Community Network.

Ignite Community Network is committed to ensuring that the complaints are handled in a manner which is fair courteous and respects the privacy of the person making the complaint.

The Feedback, Complaints and Improvement Policy will provide the following:

- Guidance for Ignite Community Network workers who may be required to receive and or address client feedback and complaints.
- Ensure feedback complaints are handled in a manner which is fair, courteous and respectful of privacy.
- Ensure that reasons are provided for decisions made in relation to any feedback and complaint received.
- Ensure all workers are aware of their responsibilities regarding handling feedback and complaints.

### **4.2 PROCEDURES**

There are a variety of options for people to submit a complaint: in writing by writing a letter or sending an email or via the website, or, verbally over the phone.

Ignite Community Network will respond to all concerns and complaints and continuous improvement. Complaints and service feedback are recorded using the feedback template.

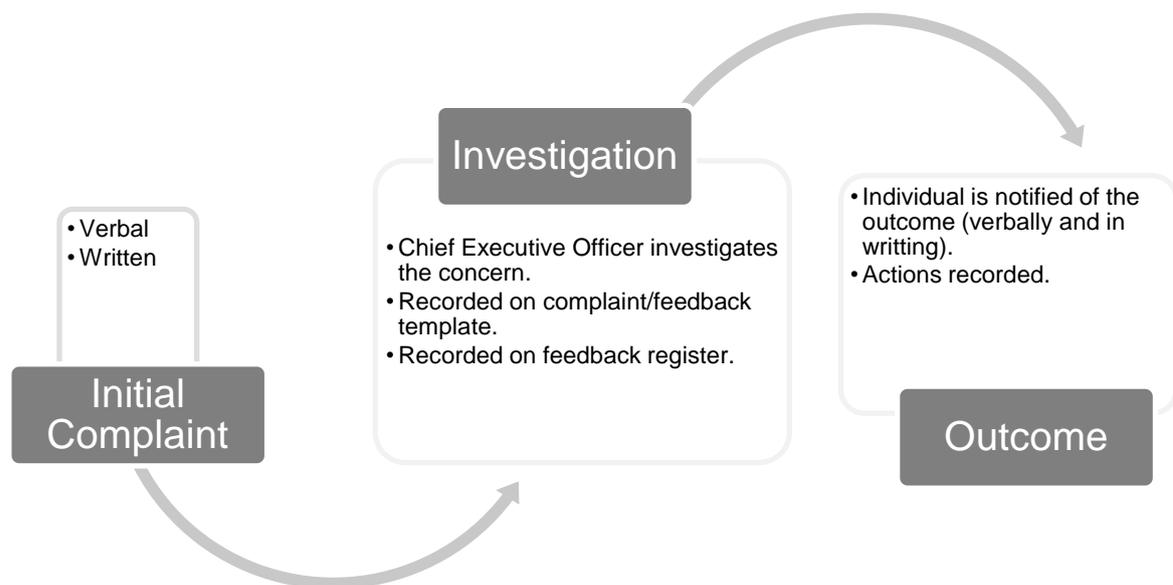
Informal concerns will be reported to the Family Network Coordinator. The Family Network Coordinator will work with the Individual/family to address the concern. Where the concern is not adequately managed the concern will be escalated to a formal complaint.

The Chief Executive Officer is directly responsible to manage all complaints, feedback and continuous improvement.

The Chief Executive Officer will adopt the following procedure when a complaint is reported:

- Respond to the Individual or family member to acknowledge the complaint was received within twenty-four (24) hours of the request.
- Record using the feedback template and register.
- Outline the process to investigate the complaint.
- Contact the Individual once the complaint has been investigated.
- The Individual and other relevant parties will receive a correspondence documenting how the complaint has been responded to and any service improvements that have been put in place as a result.
- Complaints, feedback and service improvements will be recorded to guide the quality evaluation process.

#### 4.3 COMPLAINTS MANAGEMENT CHART



## 5 PRIVACY AND CONFIDENTIALITY

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### 5.1 INTRODUCTION

The legal duty of confidentiality ensures that the Ignite Community Network protect their Individuals against inappropriate disclosure of personal information.

### 5.2 DEFINITIONS

The terms 'privacy' and 'confidentiality' are commonly used interchangeably, however are not identical.

**Privacy** refers to the right to safety and the handling of personal information.

**Confidentiality** relates to information only. The legal duty of confidentiality ensures that the organisation protect their Individuals against inappropriate disclosure of personal information.

Ignite Community Network is committed to the protection of personal information. Maintaining confidentiality will ensure that the Individual's information is protected.

Ignite Community Network maintain confidentiality by:

- Ensuring Individual files are locked and secured.
- Using secure software called ShiftCare as the preferred Client Management System (CMS).
- Support Workers do not tell other people what is in a Individual's file unless they have permission from the Individual.
- Information about Individuals is not told to people who do not need to know.
- Individuals details are not discussed without their consent.
- Adult (18 years of age +) Individual's have the right to keep any information about themselves confidential, which includes that information being kept from family and friends.

### 5.3 PROCEDURES

- Ignite Community Network workers will receive training to how information will be recorded and stored at the time of commencement.
- An Individual's information should never be discussed with friends or relatives in a social setting.
- Material kept in files about an Individual should generally relate only to the service delivery being offered to that Individual and factors that may affect service delivery.
- Confidential documents must be out of sight and reach when in public areas. This includes vehicles.

## **5.4 REPORTING SUSPECTED BREACHES OF PRIVACY AND CONFIDENTIALITY**

Every worker must report suspected breaches of privacy and confidentiality. It is expected that workers will report allegations or legitimate suspicions regarding suspected breaches.

## **5.5 STORAGE**

Ignite Community Network has adopted *ShiftCare* as the preferred Client Management System (CMS). Each worker will have access to the *ShiftCare* database.

*ShiftCare* stores information related to the following:

- An Individuals' contact details (including name, address and contact details).
- Information related to the Individual's disability.
- Documents and Plans.
- Record keeping.
- Serious incident reporting.

Each worker will be provided with a level of access to *ShiftCare* based on the responsibilities of their role. Workers are not permitted to download documents from *ShiftCare* onto an external device. Any information photographed and uploaded onto *ShiftCare* must be destroyed from the device where it was originally captured.

## **5.6 NON-COMPLIANCE**

If an Ignite Community Network worker has breached the Privacy and Confidentiality Policy this may result in the worker receiving formal disciplinary action. This may include a formal warning and or changes to line management/service arrangements.

## **6 PERSONAL CODE OF CONDUCT**

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### **6.1 INTRODUCTION**

This Code of Personal Conduct Policy has been developed to provide guidance to workers to implement ethical work practices. Ignite Community Network is committed to ensure that all workers meet ethical obligations. This policy will guide how the organisation identifies worker requirements to maintain a strong personal code of conduct and the risks to the Individual should the Code be breached.

All workers must practice the following values when representing Ignite Community Network.

- excellent service
- mutual respect
- working together
- creativity
- accountability
- adopting a family environment culture.

### **6.2 PERSONAL BEHAVIOUR**

Every worker has a responsibility to act ethically and with integrity. It is expected that workers:

- Perform tasks in line with the organisations core values.
- Protect vulnerable people from harm and neglect.
- Maintain professional workplace relationships.
- Personal presentation, attitude and conduct is positive, appropriate and professional.
- Report suspected breaches of discipline.
- Ensuring that all relationships with Individuals are professional.
- Maintain confidentiality.
- Ensure safe work practices.
- Do not place Individuals in a situation that is potentially harmful or a criminal offence.

### **6.3 RECORD KEEPING**

Every worker must ensure that all information is recorded and maintained according to the organisation's guidelines. Information recorded must:

- Be objective.
- Related to the concerns related to the Individual's disability or service delivery.

### **6.4 CONFLICT OF INTEREST**

Every worker must ensure that his/her private interests and affiliations do not conflict or appear to conflict the planning or delivery of the Individuals supports and services. Where an actual or perceived conflict of interest is identified it is immediately reported to the Chief Executive Officer (or delegated authority) and actions are taken to remove a potential risk.

This may include changing line management or service arrangements.

### **6.5 REPORTING SUSPECTED BREACHES OF THE PERSONAL CODE OF CONDUCT**

Every worker must report suspected breaches of fellow colleague's Personal Code of Conduct. It is expected that workers will:

- Report allegations or legitimate suspicions regarding suspected breaches of the Code of Personal Conduct or breaches of discipline.
- Know their responsibilities in reporting suspected breaches.
- Maintain confidentiality.

### **6.6 NON-COMPLIANCE**

If an Ignite Community Network worker is found to have breached the Personal Code of Conduct Policy this may result in the worker receiving formal disciplinary action. This may include a formal warning and or changes to line management/service arrangements.

Where serious or criminal breaches occur, this may result in a criminal offence and/or termination of employment.

## **7 CHOICE AND CONTROL POLICY**

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### **7.1 INTRODUCTION**

Ignite Community Network promotes and protects Individual rights including freedom of expression, self-determination and decision-making. This policy guides employees to support Individuals to exercise their rights and have choice and control over their services.

### **7.2 DEFINITIONS**

Dignity of risk – autonomy and self-determination used by a person when making decisions, including the choice to take some risks in life.

Informed consent – voluntary agreement and willing acceptance of a proposition and following action where the person making the decision has appropriate information and capacity to make the decision free of fear or influence.

### **7.3 RELEVANT LEGISLATION AND POLICY**

- Carers Recognition Act 2004
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupational Health and Safety Act 1984 (WA)
- Universal Declaration of Human Rights
- United Nations Convention on the Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Act 2013: Principles
- National Disability Insurance Scheme Quality and Safeguarding Framework

### **7.4 PRINCIPLES**

All employees are expected to be familiar with and apply this policy and its principles in all their actions.

- Ignite Community Network respects the rights of Individuals in exercising choice and control about matters that affect them.
- Collaboration and consultation with Individuals (and key stakeholders where appropriate) promotes and ensures active choice and control in relation to the services.

- Individuals are assumed to have capacity to make decisions, exercise choice, and provide informed consent regardless of their disability.
- Individuals are supported to develop their capacity to make independent decisions.
- Timely information is provided in appropriate formats to support informed decision-making including Individuals' rights and responsibilities.
- Choice includes smaller decisions about everyday living through to more complex consultation on co-design of service.
- Ignite Community Network supports Individuals in a way that is appropriate to their circumstances and cultural needs to maximise Individuals' opportunities to make choices and have control over decisions that affect their lives.
- Ignite Community Network recognises the importance of the Family Network in representing Individuals' interests and promoting choice and control in the planning and delivery of supports.

## **7.5 PROCEDURE**

This procedure explains how Ignite Community Network will implement its policy on choice and control.

## **7.6 PLANNING AND SUPPORT**

Choice includes choices about what to eat, what to wear, what to do and other decisions that all other people make on a daily basis. Individuals will be supported to make as many decisions and choices related to a typical life as they wish.

Choice includes decision making about which service provider an Individual might buy services from, where and when.

Information will be provided in formats that Individuals understand and prefer. For example, is assistive technology required, do materials need to be translated, are there cultural needs?

Decisions and preferences of each Individual will be recorded in each Shiftcare profile (database) and provided to relevant employees so that they can tailor services to the Individual and to ensure consistency across the service. Refer to file notes for any prior advice on how to best support each Individual exercise choice and control to the degree they wish.

Support must be provided in ways that upholds the Individuals' right to self-determination and decision making and does not limit or influence the decision-making process or outcome.

The amount or type of support required by Individuals to make decisions will depend on the specific decision or the situation. Employees could seek advice from their relevant Coordinator, the Individuals' Family Network or the Office of the Public Advocate when supported decision making may be required.<sup>1</sup>

Where decision making relates to restrictive practices, refer to the Risk and Behaviour Management Policy and Procedure.

Consent is required for each and every decision. Consent on one occasion or about one event does not imply or assure consent for future decisions, occasions or events.

The Individual, or a legally appointed guardian must give formal informed consent for life decisions such as accommodation, medical and dental treatment, forensic procedures, and behaviour support. The Individual, or a legally appointed Administrator, Trust Manager or person appointed under a Power of Attorney must provide formal informed consent for financial matters.

An Individual will be informed that they have the right to change their mind and change or retract their consent. If an Individual chooses to stop using Ignite Community Network services that choice will be respected and supported.

Each Individual has a Service Agreement and a Person-Centred Plan. Individual preferences are included in all plans when it is developed and reviewed. Changes in preferences should be noted as part of routine hand over practice between changes in employees/Support Workers.

## **7.7 RESPONSIBILITY**

Employees are responsible for supporting Individuals to identify who they may wish to be involved in any consultation process such as family members, friends and/or advocates.

Employees are responsible for supporting Individuals to make as many decisions and choices related to daily life. This may include but is not limited to, choices about what to eat, what to wear, what to do and where to go.

The Chief Executive Officer and Coordinators are responsible for ensuring employees have sufficient skills, knowledge and ability to implement the procedure.

The Chief Executive Officer and Coordinators are responsible for encouraging Individuals, family, carers and advocates to support independent decision making, choice and control.

The Chief Executive Officer is responsible for ensuring Coordinators are sufficiently skilled and trained in leading choice and control and demonstrating best practice. The Chief Executive Officer (or delegated authority) is responsible for monitoring the implementation of this procedure.

## **7.8 REPORTING**

Choice and control initiatives or case studies are reported through the annual reporting process and quality evaluation reports.

## **7.9 REVIEW AND EVALUATION**

Ignite Community Network will monitor feedback and complaints to identify opportunities to improve choice and control for people accessing Ignite Community Network services.

## 8 CORE SERVICES

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### 8.1 INTRODUCTION

Ignite Community Network implements core services to support the Individual to plan, facilitate and review their identified goals. All services facilitated by Ignite Community Network are based on the Individual's goals and funded budgets related to the individuals support needs.

### 8.2 DEFINITION

**Core services** are supports and services facilitated by Ignite Community Network support staff to assist the individual to achieve documented goals. Goals are set by the Individual and core services are set in collaboration to achieve identified goals.

### 8.3 CORE SERVICES

Core services will support the Individual with everyday activities. Ignite Community Network will develop a Person-Centred Plan outlining what, how and when supports will be provided. In addition, the Individual will have input into the team who will manage these services. Ignite Community Network will ensure that strategies are flexible and adaptable related to the Individual's disability-related needs and identified goals.

Core services include:

- Assistance with daily life activities
- Assistance with social and community participation
- Independent living skills
- Improved health and wellbeing
- Improved peer relationships and networks
- Improved life choices
- Daily living skills
- Accommodation arrangements
- Employment and employability skills.

## **8.4 SERVICE AGREEMENTS**

Ignite Community Network will manage a service agreement to define the roles and responsibilities of the organisation and Individual in the planning, facilitation and review of supports and services. The service agreement documents the following:

- Definition of Support Staff
- Role of Ignite Community Network Family Network Coordinator
- Cost of supports
- Conflict of Interest
- Cancellation
- Cease of services
- Payment of activities
- Transport
- Feedback and complaints process
- The Organisation's (Ignite Community Network) responsibilities.

## **8.5 PLANNING AND FACILITATION**

Ignite Community Network facilitates several tools to assist with the planning and implementation of supports and services. The following documents are used to guide planning and facilitation of services:

- Person-Centred Plan
- Individual Needs Assessment
- Weekly roster
- Behaviour Management Support Plan

A Person-Centred Plan is completed prior to services commencing. This Plan outlines the Individual's goal's, strategies and review processes, in addition the Plan outlines informal supports, other funded supports, medication requirements and emergency management processes and procedures.

## **8.6 REVIEW OF SERVICES**

The Person-Centered Plan and Service Agreement is reviewed on an annual basis. The review process will document how services have been facilitated and level of achievement toward identified goals. This information will be stored within the Individual's file and used to guide future Person-Centered Plans. The Individual will receive a copy of each review of service.

Where the Individual's goals or situation changes the Individual is required to request for an early plan review.

## **8.7 MARKETING**

Ignite Community Network facilitates a number of tools to market its core services. Core services are promoted through the organisation's website and Facebook page. In addition, Ignite Community Network promotes services through its service brochure and newsletters. To breakdown particular elements of Ignite Community Network's core services the organisation has developed individualised flyers to promote specific core services. In addition, Ignite Community Network promotes its core services through the following forums (exhibitions, advocacy and community reference groups).

## **8.8 TRANSPORT**

Transport is allocated in addition to core supports within an Individual's plan. The transport payment is directed toward travel costs when using a Support Staff vehicle, taxi or public transport. Transport is provided either directly to the Individual or to Ignite Community Network. The Individual will notify Ignite Community Network of who will manage the transport component when signing the Service Agreement. Transport is funded on the basis of activities identified within the Individuals Plan. Transport allocations are set by the relevant funding body. Ignite Community Network and the Individual will identify where, when and how transport will be utilised to deliver supports and services during the person-centered planning process.

Ignite Community Network charges 0.82 cents per kilometer when the Individual is travelling in the Support Staff members motor vehicle. Where the Individual does not receive a transport payment or exceeds the identified budget, the Individual will incur 100 percent of costs related to transport. Ignite Community Network will work with the Individual to modifying services where the Individual has reduced capacity to meet transport charges.

## **8.9 OTHER SERVICES**

Ignite Community Network is able to facilitate other services outside of the Organisations core services. The Individual will identify the service and strategy. Where Ignite Community Network is unable to facilitate particular requested services on the basis of registration requirements Ignite Community Network will identify a provider who is able to facilitate identified supports.

## 9 PLAN MANAGEMENT

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### 9.1 INTRODUCTION

Plan management is a financial process that supports the Individual to manage supports and services in their Plan. Ignite Community Network will provide plan management in conjunction with core services or as a standalone service.

### 9.2 TYPES OF PLAN MANAGEMENT

Ignite Community Network will provide the following types of plan management:

- **Financial plan management** is a service that will enable the Individual to receive supports from non-endorsed providers. Ignite Community Network will manage payment of invoices and generalised management of service strategies.
- **Helping to self-manage** is a service that will enable the Individual to learn the roles, responsibilities and legislative processes to self-manage supports and services.

Financial plan management:

- The Individual will have choice and control as to who will provide supports and services. The Individual will have sole responsibility to identify whether the service meets their support requirements and to provide diligence as to whether the service is the most appropriate for them.
- Ignite Community Network will manage the financial transactions and track budgets. In addition, Ignite Community Network will identify where the service price limits exhausts budgets set by the relevant funding stream.
- Ignite Community Network may request that the Individual contributes toward payment of services where prices exceed set price limits. Where the Individual is unable to provide a co-payment, this may result in a new service being introduced that better meets the needs and price controls.

Helping to self-manage:

- Ignite Community Network will support an Individual to develop the skills to self-manage future supports. The Plan Manager will meet with the Individual to outline the roles, responsibilities, legislation and reporting requirements to effectively self-manage their supports and services.
- Ignite Community Network may continue to manage core supports or financial plan management in conjunction to providing training to determine whether the Individual is able to self-manage future supports.
- The Plan Manager will provide a recommendation during the plan review process as to whether the Individual has the capacity to self-manage supports and services within their plan.

### **9.3 PROCEDURES**

Plan management, in essence, is a financial intermediary function. As a minimum, a Plan Manager is responsible for:

- Receiving invoices (directly from provider or via Individual).
- Claiming from NDIS portal.
- Paying invoices.
- Providing a monthly statement to an Individual including (summary of expenditure and a breakdown of budget totals remaining).

In addition, where the Plan Manager is helping the Individual to self-manage supports, the Plan Manager will provide the following services:

- Explore different budgeting options or scenarios,
- Build their financial literacy,
- Develop self-management capabilities.

### **9.4 SERVICE AGREEMENT**

Ignite Community Network will facilitate a Service Agreement to implement plan management services. Where the Organisation provides other core supports, plan management will be highlighted within the particular service agreement. Where Ignite Community Network provides plan management as a standalone service an individualised Services Agreement will be in place acknowledging the type of service and the roles, responsibilities and functions facilitated by Ignite Community Network.

## 10 SUPPORT COORDINATION

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### 10.1 INTRODUCTION

Support coordination is a process to support Individuals to understand and implement the funded supports within their Plan and link to community, mainstream and other government services. A Support Coordinator will focus on supporting the Individual to build skills, confidence, address issues facing the Individual as well as connecting to providers.

### 10.2 DEFINITION OF SUPPORT COORDINATION

**Support coordination** is a capacity building support to implement all supports in an Individual's (NDIA Participant) Plan. Support coordination aligns all documented supports, including informal, mainstream, community and funded supports. Support coordination assists to plan and develop strategies to address an issue affecting an Individual.

The NDIA has defined three levels of support coordination.

- Support Connection – this support is to build an Individual's ability to connect with informal, community and funded supports enabling them to get the most out of their Plan and achieve desired goals.
- Coordination of Supports – this support will assist Individuals to build the skills they need to understand, implement and use their Plan. A Support Coordinator will work with them to ensure a mix of supports are used to increase their capacity to maintain relationships, manage service delivery tasks, live more independently and be included in their community.
- Specialist Support Coordination – this is a higher level of support coordination. It is for Individuals whose situation is more complex and who need specialist support. A specialist Support Coordinator will assist them to manage challenges in their support environment and ensure consistent delivery of service.

### 10.3 ROLE OF THE SUPPORT COORDINATOR

A Support Coordinator will assist an Individual to increase their capacity within all three levels of support coordination. The level of coordination is based on the Individual's goals, support needs and complexities. Once the Individual's needs are known the Support Coordinator will define the level of coordination and develop an action plan to assist the Individual to achieve their goals.

## 10.4 PROCEDURES

### a) Documentation

Ignite Community Network will complete a Coordination of Supports Action Plan at the completion of the Service Agreement. The Coordination of Support Action Plan will document the following:

- Goals
- Barriers/challenges
- Other community and funded supports
- Informal supports
- Strategies to achieve identified goals
- Implementation timeframes
- Review processes.

Ignite Community Network will provide an initial report (generally 6-8 weeks after signing the service agreement and 4 weeks prior to the end of the plan). The report will document the following:

- Level of achievement of goals
- Strategies implemented
- What worked
- What did not work
- Recommendations.

### b) Conflict of Interest Processes

Where a conflict of interest is identified Ignite Community Network will ensure - where the Organisation manages an Individual's NDIS services - that Support Coordination services are facilitated by an approved team member who is not directly involved in management of the Individual's NDIS supports. To effectively mitigate conflict of interest, Ignite Community Network will adopt the following processes:

- Manage, document and report on individual conflicts as they arise.
- Ensure that the Individual has access to alternative support options.
- Provide access to the Organisations feedback and complaints process (refer to Policy 1 Feedback and Complaints).

**c) Cancellation of Services**

Where the Individual, the Individual's family or the legal guardian formally requests cancellation/cease of Support Coordination services notification is required to be provided in writing. A notification period of 4 weeks will apply. Where ongoing support is required Ignite Community Network will assist to identify can connect with a new Support Coordination provider.

**d) Complaints Processes**

Ignite Community Network values feedback from Individuals, the Individual's families and their guardians. Ignite Community Network will provide access to formal and informal processes and procedures to make a complaint. Complaints can be notified: in writing, by telephone or verbal feedback. All complaints will be treated in line with the Organisations Feedback and Complaints Policy.

The Individual will be provided a copy of the Feedback and Complaints Policy and Guidelines to make a complaint.

# 11 SHARED MANAGEMENT

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## 11.1 INTRODUCTION

Ignite Community Network values the input of Individuals and families in the planning, implementation and evaluation of their supports and services. Where the Individual is connected with the Department of Communities (Disability Services) Ignite Community Network will implement a Shared Management Program to assist the Individual to self-direct their supports and services.

## 11.2 DEFINITION OF SHARED MANAGEMENT

**Shared Management** is defined as support to assist an Individual to self-manage supports and services within the Individuals Plan.

## 11.3 ROLES AND RESPONSIBILITIES

A Shared Management Coordinator will provide guidance to assist the Individual to plan, implement and evaluate their own supports and services. Ignite Community Network provides legislative support to ensure that contractual, human resource and industrial relations standards are maintained. The Shared Management Coordinator supports the Individual with the following:

**a) Ignite Community Network roles and responsibilities:**

- Manage income tax payments to the Australian Tax Office (ATO) for the support staff
- Manage superannuation payments for the support staff
- Setting up payroll for the support staff
- Setting up Workers Compensation policy
- Processing timesheets
- Remitting wages to support staff
- Providing Pay As You Go (PAYG) annual summaries
- Providing you with expenditure statements (as required)
- Contact with you on a quarterly basis. This can be via telephone or face-to-face
- Support with developing safeguards
- Ensuring that National Police Checks have been carried out
- Ensuring that Working with Children Checks have been carried out

**b) Individual roles and responsibilities:**

- Finding and recruiting an Individuals support staff
- Setting out employment conditions. This includes rate of pay, support staff functions and management of staff rosters
- Provide a current Public Liability Policy (where the property is rented the Public Liability Policy is provided by the landlord)
- Forwarding evidence that support staff hold a National Policy Clearance
- Forwarding evidence that support staff hold a Working with Children certificate (where applicable)
- Supervision of support staff
- Ensuring that support staff complete regular timesheets
- Forwarding invoices related to contractors, training and other activities related to support requirements
- Ensuring that support staff have the appropriate level of training
- Ensuring that transport arrangements are discussed with support staff
- Ensuring that supports and services are in line with the grant funding objectives
- Ensuring that supports and services are not illegal

#### **11.4 ADDITIONAL SERVICES**

Ignite Community Network is able to provide additional supports and services to assist the Individual to effectively self-manage supports and services. The following services may be provided by the Shared Management Coordinator for an additional fee. Any additional fees are discussed during the implementation of the Service Agreement. Additional supports may include the following:

- Training of staff
- Respite/emergency support
- Advocacy, consultation and coordination support
- Assistance to employ new supports (this includes writing advertisements and interview support)
- Producing invoices related to transport and services from contractors
- Interface with the National Disability Insurance Agency (NDIA), Criminal Justice System or assistance with tenancy issues

## **11.5 LIMITATIONS**

Ignite community Network will not provide support or comment on matters related to legal advice outside the scope of items specified within the service agreement.

## **11.6 MANAGEMENT FEES**

Management fees are outlined in the Service Agreement. Additional services (as outlined in 10.4) or supports provided by Ignite Community Network staff will incur an additional fee. This will be set out in the Service Agreement process.

## **11.7 SERVICE AGREEMENT**

Ignite Community Network will facilitate a Service Agreement to implement shared management services. Where the Organisation provides other core supports an additional Service Agreement will be established to outline roles and responsibilities of shared management.

## **11.8 REVIEW AND REPORTING**

Ignite Community Network will complete an annual review to determine the effectiveness of the service and highlight any concerns or limitations. Where the Shared Management Coordinator is made aware of a criminal offence or supports utilised outside of the grant agreement Ignite Community Network will notify the government authority who manages the grant.

## 12 FAMILY AND CARERS

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### 12.1 INTRODUCTION

A Families and Carers Policy guides the expectations that Ignite Community Network requests from Individuals, families and carers to ensure that services are delivered safely and in line with the Organisation's mission statement. This policy will apply to workers, Individuals, their families and friends, guardians, and advocates to identify roles and responsibilities.

Ignite Community Network will facilitate a person-centred approach that places the Individual at the centre of decision making, planning and service arrangements. Supports should be provided based on their own wishes, interests, talents, goals and needs which are documented in the Service Plan.

Ignite Community Network is committed to ensure that the physical environment, information provision and service delivery is:

- Culturally appropriate.
- Staff have adequate training.
- Information is available using large text and basic English.

### 12.2 ROLES AND RESPONSIBILITIES

Ignite Community Network will encourage:

- How families and carers can support the Individual in the development of a Service Agreement and Person-Centered Plan.
- Individuals, families and carers to participate in annual review of Service Plans.
- Individuals to exercise choice and control in relation to the goals and strategies within the Service Agreement.
- Who is included within the Family Network.
- The development of roles and responsibilities of the Family Network.
- Individuals, their families and carers to participate in the development and review Organisational policies, procedures and the strategic plan.
- Individuals, their families and carers will be consulted to service feedback and continuous improvement processes.

Individual's and their families will:

- Identify risks that may impact on service delivery (this includes behaviour challenges and medication requirements).
- Report issues that go against the Organisations Code and culture.

- Identify where information is required to be provided in an alternative format that is culturally appropriate.
- Encourage the Individual to lead the development of the Service Plan and reviews.

### **12.3 CULTURAL DIVERSITY**

Workers are to ensure that services are provided with sensitivity to cultural beliefs and practices. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication will be provided with respect to ensure that Individuals, families and carers understand information relating to the service. Information will be provided in alternative formats as required. Please see Language Services Policy.

### **12.4 PROCEDURES**

The Family Network Policy will provide an opportunity for the Individual to exercise choice and control; ensuring that decisions are made in line with identified goals, life changes and direction initiated by the Individual.

Ignite Community Network will establish a Family Network as new person connects with the service. The aim of the Family Network is to bring together key people within the Individual 's family unit along with neighbours, friends and health care professionals (where required) to work with the Individual to deliver a personal and pragmatic service.

Support Staff will communicate with other Individuals within the Family Network to ensure that the Individual's needs are met and issues/risks are identified and addressed in a timely manner. The intention of the Family Network is to act as a conduit to improve communication between key stakeholders and ensure a holistic service for the person.

The Ignite Community Network Service Coordinator will lead the Family Network; this will ensure Support Workers are implementing services outlined within the Individual Plan, while maintaining the Organisations core values. The Family Network will adapt as the person's goals change.

The diagram below indicates key people within a Family Network:



Ignite Community Network Workers will:

- Facilitate greater choice and control for the Individual.
- Support the Individual by working collaboratively with mainstream organisations and community groups.
- Adopt a person-centered approach to recognise clients as Individuals with unique and diverse abilities, beliefs, culture, preferences, aspirations and changing needs.

Parents, guardians and other people identified within the Family Network will:

- Ensure open communication with the Individual and other key members identified within the Family Network.
- Ensure that communication is limited to strategies and information related to service delivery.
- Report any issues related to performance to the Service Coordinator not provide informal feedback.
- Respect the wishes of the Individual.
- Adopt policies and guidelines identified by Ignite Community Network.

## 13 CULTURAL COMPETENCY

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### 13.1 INTRODUCTION

Ignite Community Network understand the necessity of cultural competency. Language services provide accessible, professional and culturally appropriate responses which meet the language and communication needs of individuals who access the service, including people who have difficulty communicating in English or who are deaf, hard of hearing, visually impaired or who have limited literacy skills.

Ignite Community Network is committed to ensure that language services and alternative communication be provided free of charge. Individual's from a cultural linguistic and diverse background will receive the equal rights to access services provided by Ignite Community Network.

### 13.2 PROCEDURES

- Ignite Community Network will ensure that workers have a strong understanding of cultural diversity and strategies to assist with communication and service delivery.
- Workers receive training to support individuals who are Aboriginal, Torres Strait Islander (TSI) or from a Cultural, Linguistic and Diverse (CaLD) background.
- Ignite Community Network will plan for, fund and deliver language services that take into account relevant government policies, legal circumstances and the particular profile and needs of current and potential Individuals.
- Ignite Community Network will ensure Individuals who may not be able to communicate in spoken and/or written English are made aware of their right to communicate in their preferred language.
- Ignite Community Network services will provide interpreter services as identified. This includes communication strategies where appropriate i.e. translated brochures, letters and Person-Centred Plans.
- Where an Individual request for a family member to provide interpreting or translating services, the Organisation will be guided by the Individual. Ignite Community Network will assess how well a person can understand and communicate in English as the first step in identifying the need for an interpreter.
- In assessing the need for an interpreter or translator, workers should be aware that it is not acceptable to simply rely on the Individual or family to request an interpreter as many Individuals may not be aware of their right to request an interpreter.
- The organisation will record relevant information in determining the language prior to entry to the service.

## 14 ADMINISTRATION OF MEDICATION

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### 14.1 INTRODUCTION

Ignite Community Network promote duty of care principles which require workers to maintain a level of competency when reminding, supervising or administering medication. Medications will only be administered by Ignite Community Network workers with the appropriate education and assessed skill level required.

This policy outlines the way in which Ignite Community Network supports Individuals with the administration and management of medication. This policy will apply to workers, Individuals and the wider community to ensure that medication is administered and managed safely.

### 14.2 DEFINITIONS

**Self-Administration** refers to the Individual directing the time and administration of medication with no support or prompting from workers.

**Medication Prompting** refers to prompting or assisting the Individual with self-administration. This may involve reminding and prompting the Individual to take medication or assisting with opening containers were unable due to the Individual's disability.

**Medication Administration** refers to the actual administration of medication and involves storing medication, opening the medication container, removing the prescribed dosage.

### 14.3 PROCEDURES

- Individuals and parents/guardians are to identify where the Individual will self-administer without support, with prompts or have medication administered by Ignite Community Network workers.
- Workers are unable to administer medication without a standard level of training.
- Where workers prompt or administer medication, this is reflected in the Individuals Person-Centred Plan.
- Workers will ensure that consent is signed by the Individual or family (refer to medication consent template) prior to administering medication.
- Workers will maintain a medication log to record when workers are required to prompt or administer medication (refer to medication log).
- Support staff will inform the Family Network Coordinator where issues arise with medication; this includes but not limited to:
  1. Individual refusal to take medication.
  2. Changes in the Individual's behaviour.
  3. Medication past use by date or requires another script.

#### Ignite Community Network Worker Responsibilities:

- It is the responsibility of the Ignite Community Network Support Coordinator to ensure that a copy of this document is available to all workers.
- Workers must ensure that they have read and understood the policy and consider themselves competent to act in accordance with it. If workers are unsure about any part of the policy and associated templates, they **must** clarify the issue or seek further training.
- Any failure to adhere to this policy, if deemed to have been health or life threatening, jeopardised safety or had other serious consequences, could lead to investigation, retraining and, on occasion, to disciplinary action.
- Ignite Community Network is responsible for ensuring that appropriate training and supervision is made available to workers.
- Workers are not authorised to make any decisions about Individual medication and should contact the Family Network Coordinator, guardian and/or treating doctor if they have any concerns about the way an Individual is managing their own medication regime.
- Workers will seek support from the Family Network if the Individual is not managing their own medication administration.
- In the case of an emergency where workers are required to administer medication, they are not to deviate from the instructions that have been prearranged as part of the Person-Centered Plan.

#### 14.4 CRUSHING MEDICATION PROCEDURES

- If medications are to be crushed this must be clearly marked on the Medication Signing Sheet and indicated on the Medication Assistance and Administration Plan.
- If using a glass mortar and pestle to crush tablets - use a paper patty pan in the mortar to avoid cross contamination and clean after every use.
- Tablets should be crushed prior to adding capsule contents.
- Capsules may be opened and the contents added to the crushed tablets.
- Do not sprinkle medications on meals.
- Mix crushed medications in a medicine cup, preferably with pureed fruit or jam. Avoid using yoghurt - some medications should not be mixed with milk.
- Whenever possible the consumer should be upright when taking their medication. Medications should be administered immediately after crushing/altering.
- Administer with sufficient water or other suitable liquid.

## 15 SUPERVISION

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### 15.1 INTRODUCTION

Ignite Community Network endorses the belief that good quality formal and informal supervision, builds on the existing knowledge and skills of its workers by encouraging learning and the development of practice wisdom through reflective practice. This leads to the provision of high-quality innovative services. Supervision is conducted in a manner that maintains respect at all times and confidentiality and privacy wherever possible. Supervision occurs through the line management process

The purpose of this policy and supporting procedures is to provide a structured approach to supervision that ensures that all staff employed by Ignite Community Network have the appropriate support required to provide a high quality service.

### 15.2 AIMS AND OBJECTIVES

Supervision aims to improve the quality and safety of supports and services to better meet the needs and goals of the Individual. The objectives of supervision are to:

- Promote a learning culture through reflective practice
- Assist Support Staff to identify gaps in knowledge and skill
- Promote the acquisition of new knowledge and skills
- Identify opportunities for staff development and support, and,
- Establishing accountability processes to support and refine practices which ensure that the highest quality care is delivered to the individual.

### 15.3 COMPONENTS OF SUPERVISION

#### a) Training and Induction

Ignite Community Network uses the induction program to outline supervision processes. All workers are provided with a breakdown of the supervision program, this includes the roles and responsibilities of the supervisor and supervisee. In addition, supervision requirements are outlined in the Worker Handbook which is readily available on the organisations database (ShiftCare).

#### b) Forms of Supervision

The needs of workers may vary. Depending on the requirements of supervisee several types of supervision will be utilised. Predominantly this will include one or a combination of:

- One to One - an opportunity for workers to discuss progress, issues and concerns related to the Individual(s) who they support.
- Telephone, email, Skype and other social media platforms.

- Other – including on the job training and mentoring.

### **c) Frequency of Supervision**

Support Workers will have informal supervision (telephone, email) monthly and must have formal (face-to-face) documented supervision on a three-monthly basis.

Office Based Workers will have formal (face-to-face) documented supervision on a fortnightly basis. Informal supervision will be available on request of the supervisor or supervisee.

### **d) Role of the Supervisor**

- Helping the supervisee or (team) understand performance targets and goals.
- Ensuring that workers are properly trained for their specific roles.
- Scheduling work hours and shifts.
- Providing real-time feedback on worker performance.
- Where applicable sharing company updates, financial results and new objectives with team members.
- Assisting in resolving emergencies.
- Identifying and resolving workplace problems, including frequent absenteeism.
- Providing reports and activity updates to management.

## **15.4 CONFIDENTIALITY AND COMMUNICATION**

Supervisors are required to report on the operational aspects of supervision (Refer to Supervision Record). Details of supervision discussions remain confidential with the following exceptions:

- Where supervision reveals an issue relating to duty of care to the Individual or the worker.
- Where the supervisor has duty of care concerns regarding a supervisees practice.
- To inform processes such as the annual performance process.

## **15.5 RECORDING SUPERVISION**

It is the supervisee's responsibility to document discussions (refer to Supervision Record). A signed copy of the supervision record should be available to the supervisor and supervisee (as per the Record Keeping Policy).

## 16 RISK AND BEHAVIOUR MANAGEMENT

### 16.1 INTRODUCTION

A Risk and Behaviour Management Policy guides how Ignite Community Network assesses and responds to risks which we will inevitably encounter in managing and delivering services. This ensures that risks are removed, minimised or managed to maximise safety for our workers and clients to ensure the viability, quality and accountability of our services.

This policy will apply to Ignite Community Network's workers, Individuals, their families and other key stakeholders who have direct involvement in facilitating their Person-Centered Plan. Ignite Community Network is committed to the responsible identification and management of risks which may arise during the delivery of services and the general management of the organisation.

### 16.2 RISK AND BEHAVIOUR MANAGEMENT PROCEDURE AND PLANNING

A risk is an event or condition that, if it occurs, could have a positive or negative effect on a worker, client, client family or on their environment.

Identifying and Assessing Risks - Ignite Community Network has a responsibility to promote and protect the rights of workers and clients and to ensure that services improve the quality of an Individual's life. We regularly identify risks to our organisation and services. In doing this, our organisation adopts the following Risk Rating Matrix to assess each risk. A Risk Management Register and Risk and Behaviour Management Plan is used where the risk requires ongoing assessment.

		Impact →				
		Negligible	Minor	Moderate	Significant	Severe
Likelihood ↑	Very Likely	Low Med	Medium	Med Hi	High	High
	Likely	Low	Low Med	Medium	Med Hi	High
	Possible	Low	Low Med	Medium	Med Hi	Med Hi
	Unlikely	Low	Low Med	Low Med	Medium	Med Hi
	Very Unlikely	Low	Low	Low Med	Medium	Medium

### 16.3 RISK AND BEHAVIOUR MANAGEMENT PLAN

A Risk and Behaviour Management Plan documents foreseeable risks acknowledges its impact and identifies consequences should the risk not be adequately managed. The Risk and Behaviour Management Plan documents strategies identifies safeguards and outlines a review mechanism to ensure that risks are managed.

A Risk and Behaviour Management Plan is developed prior to the implementation of a new service. This process will be facilitated by the Family Network Coordinator. The Family Network Coordinator will ensure that Support Workers have the relevant skills and experience to facilitate services and will identify and implement additional training where required.

#### **16.4 FREQUENCY OF RISK AND BEHAVIOUR MANAGEMENT PLANS**

A Risk and Behaviour Management Plan will be developed alongside the Service Plan. All Plans are developed and reviewed annually. Where risks require close monitoring, the review process will be facilitated on a frequent basis to promote effective work practices and to put in place strategies to minimise risks to the organisation and the Individual.

#### **16.5 RESTRICTIVE PRACTICES**

A restrictive practice refers to any type of intervention or practice that restricts the rights or freedom of a person with a disability.

Identifying and assessing restrictive practices:

- Ignite Community Network is committed to recognising, upholding and promoting the rights of all people with a disability and will work toward eliminating the use of restrictive practices. Ignite Community Network will not promote the use of restrictive practices to deliver services and will be guided by specialists where restrictive practices are required.
- Where restrictive practices are in place prior to the Individual connecting with the service or imposed by court order, Ignite Community Network will require that strategies are developed and endorsed by a specialist clinician or behaviour support team.

Ignite Community Network will document:

- What restrictive practices are in place.
- Identification of possible reduction of restrictive practices.
- Identify and implement required resources.

#### **Approval to Implement Restrictive Practices**

Ignite Community Network will maintain the goal to eliminate risks, however where the use of restrictive practices is required, all practices will need to be approved by the Organisation's Board. Once the use of restrictive practices is approved, Ignite Community Network will require that all strategies is documented by a behaviour support clinician and outlined within the Organisations Risk and Behaviour Management Plan.

#### **Reviewing and Eliminating Restrictive Practices**

The Board will review restrictive practice strategies on a three-monthly basis. The intention of the review is to understand the effectiveness of strategies, identify alternative strategies to reduce or remove restrictive practices and to evaluate the impact of the Individual's rights and well-being.

## **16.6 COMPLEX NEEDS – IDENTIFYING AND ASSESSING RISKS**

Complex needs refer to a significant or a combination of circumstances related to an Individual's medical, mental health, physical, sensory and behaviour challenges that combined is considered to be complex.

Ignite Community Network will identify the nature of the needs considered to be complex. The Family Network Coordinator will assess the following:

- What makes the Individual's situation complex?
- The environment and triggers that contributes to complex needs?
- Contributing factors (e.g. combination of the Individual's circumstances)
- Role of mainstream providers.

Complex needs will be assessed through a functional assessment. The functional assessment will be implemented by the Family Network Coordinator and strategies will be documented within the organisations Risk and Behaviour Management and Service Plans.

## **16.7 ORGANISATIONAL RISKS**

An organisational risk is an organisational approach to manage risks and prioritise responses to risks.

Identifying and assessing risks:

- Ignite Community Network aims to promote the safety and wellbeing of workers, clients and their families and the wider community. The Organisation will utilise the Risk Register and Risk Matrix to assess the impact of organisational risks and to develop, implement and review of known risks.
- The Family Network Coordinator will report all potential risks to the Chief Executive Officer. The Chief Executive Officer will maintain the Risk Register to assess the likely consequences should the risk not be adequately managed. The Board will assess the likely impact of risks and will approve strategies to respond to the known risk.

Review of risks:

- The Board will review all risks within an identified timeframe. The intention of the review is to understand the effectiveness of strategies and to evaluate the impact to the whole-of-organisation.

## **16.8 TRAINING**

Ignite Community Network maintains the requirement for workers to have a standard level of training prior to commencing with the Organisation. Support Workers must have a minimum Certificate III in Community Services. The Organisation's induction process will facilitate mandatory training to ensure that all workers have a consistent understanding of the Organisations values, culture, policies and procedures.

Where additional training is required the Family Network Coordinator will schedule and review training as required. In the identification of targeted training the Family Network Coordinator will identify the following:

- Needs of the Individual.
- Level of training for the Support Worker.
- How training will be identified and facilitated.
- Timeline to implement training.
- Alternative strategies should training be unable to be facilitated.

## **16.9 SERIOUS INCIDENTS**

A serious incident can be identified as an incident is where the Individual, worker, family member or member of the public experience serious harm, alleged abuse or a service provision is threatened.

Reporting serious incidents:

- Ignite Community Network will internally report issues to the Chief Executive Officer (or delegated authority). The Family Network Coordinator will ensure that the Risk and Behaviour Management Plan will identify serious incidents and strategies to address the risk.
- When a serious incident occurs, the Chief Executive Officer will report the incident to the Department of Communities. The Chief Executive Officer will document the nature of the incident, interventions and strategies to reduce the likelihood of the incident reoccurring. Additionally, all serious incidents will be reported to the Board.

## 17 INCIDENT AND INJURY REPORTING

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### 17.1 INTRODUCTION

Serious incidents involving services, workers or Individuals will be reported in accordance with the Department of Communities (Disability Services) policies and procedures and the National Disability Standards to ensure they are efficiently and effectively managed. This policy recognises the importance of the health, safety and well-being of Individuals, staff and the public. A standard system of reporting critical incidents will enhance quality service provision and minimise the risk of harm to clients, workers and the public.

### 17.2 DEFINITIONS

A **serious incident** is a traumatic event or situation, either accidental or deliberate, where there is risk of or actual serious harm, injury or death.

### 17.3 PROCEDURES

All serious incidents must be recorded on the Organisation's **Serious Incident Report** and include the following actions:

At the time of the incident

- Contact emergency services as soon as it is safe to do so. Ensure injured and/or traumatised workers, Individuals or members of the public are provided with an appropriate emergency response.
- Support staff inform the Family Network Coordinator immediately. It is the Family Network Coordinators responsibility to inform the Chief Executive Officer.
- Where the serious incident involves suspected criminal activity, the matter must be reported to the Western Australian Police Service, regardless of any issues of consent or confidentiality.
- Inform government agencies, such as funding agencies and the Department of Industrial Relations, in accordance with legislative requirements. More detailed reporting may be required in some circumstances, e.g. where the incident involves a child or an adult with impaired capacity.

Immediately after the incident

- Assist those involved in the incident to contact family or Support Persons to advise them of the situation.
- Provide people who have been exposed to the serious incident with emotional support and practical assistance.
- Assist in providing transport if required.

Following the incident

- Encourage workers or Individuals to seek further assistance if necessary.
- Defuse any issues for workers involved in the serious incident.
- Provide a professional post-trauma counselling service if required.
- Return the worksite to normal operation as soon as practicable.
- Follow up with worker's status at a later date as required (will communicate this information).
- Report to the Department of Communities (Disability Services).

## 18 TRAINING AND INDUCTION

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### 18.1 INTRODUCTION

Induction of workers is a transitional process to welcome new staff and form a solid foundation of support and involvement for all staff. It integrates the provision of information on major facets of the Organisation and is intended to be of value to the new worker and the institution. Ignite Community Network is committed to welcoming new workers and helping them to settle in as soon as possible to enable them to become fully productive and engaged with the Organisation

All workers will participate in a central induction process to outline the Organisations practices, guidelines and framework. At the conclusion of induction training relevant information will be provided (via ShiftCare) for workers to reference to assist to perform work related duties.

### 18.2 CORE OBJECTIVES

The objectives of worker induction are to:

- Provide relevant information, support and welcome to new workers to make them feel valued, confident and comfortable in their new environment and able to contribute fully as soon as possible.
- Complete administrative procedures as soon and as smoothly as possible for new workers to start work and receive pay, as well as comply with relevant legislative requirements such as OH&S responsibilities.
- Enable new workers to understand and achieve what is expected of them during their probationary period of employment.
- Initiate the process of linking new workers with existing staff.

The induction process encompasses five key stages:

- I. Personal/employment details.
- II. Workplace health and safety.
- III. Organisational practice guidelines.
- IV. Human resources.
- V. Delivery of services practices.

### 18.3 RESPONSIBILITIES FOR STAFF INDUCTION

Staff induction is a key factor in establishing good working relationships, setting clear work expectations and requires input from a range of workers. The Chief Executive Officer (or delegated authority) is responsible for ensuring that all workers are properly inducted. The Chief Executive Officer (or delegated authority) may delegate elements of induction to the coordination team to assist with the induction process.

Family Network Coordinators will be responsible for ensuring that workers are aware of their immediate supervisor and have access to mentoring support and training. Family Network Coordinators will outline the elements of supervision during the induction of workers.

All workers will be recorded on an induction register. The register will be held by the Chief Executive Officer (or delegated authority) and recorded within the worker file.

#### **18.4 VALUES TRAINING**

To ensure that all workers have a strong understanding of Ignite Community Network's vision, values and beliefs all staff will be required to attend a mandatory training session. In addition, the training session will provide the Chief Executive Officer (or delegated authority) the opportunity to target specific training including but not limited to:

- Manual handling
- Behaviour management
- Safe administration of medication
- Safe work practices
- Emergency management processes and procedures.

## 19 RECORD KEEPING

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### 19.1 INTRODUCTION

The purpose of this policy is to establish the framework needed for effective records management at Ignite Community Network. This policy provides advice to workers on the creation and use of records, and sets standards for classifying, managing and storing those records.

A good record keeping program is fundamental to the Organisations commitment to administrative transparency and accountability. This policy seeks to ensure that Ignite Community Network's business is adequately documented through the creation of records that are then managed in accordance with best practice.

### 19.2 DEFINITIONS

**Appraisal:** the process of evaluating business activities to determine which records need to be captured and how long the records need to be kept, to meet business needs, the requirements of organisational accountability and community expectations.

**Archive:** the whole body of records of continuing value of an Organisation or Individual. Sometimes called 'corporate memory'.

**Disposal:** a range of processes associated with implementing appraisal decisions. These include the retention, deletion or destruction of records in or from record keeping systems. They may also include the migration or transmission of records between record keeping systems, and the transfer of custody or ownership of records.

**Electronic records:** records communicated and maintained by means of electronic equipment.

**Record keeping:** making and maintaining complete, accurate and reliable evidence of business transactions in the form of recorded information.

**Records:** records information in any form including data in computer systems, created or retrieved and maintained by an organisation or person in the transaction of business or the conduct of affairs and kept as evidence of such activity.

### 19.3 SCOPE

This policy is applicable to all areas and locations of the Organisation. Workers should be aware that electronic documents have the same status as paper documents. Both electronic and paper documents are bound by the same legislative requirements and are subject to the same degree of confidentiality and care.

### 19.4 ROLES AND RESPONSIBILITIES OF RECORD KEEPING

Overall responsibility for records management rests with the Chief Executive Officer. Coordination-level workers are responsible for implementing and maintaining sound record keeping practices within their respective administrative units.

Record keeping is not the province of archivists, records managers or systems administrators alone, but is an essential role of all workers. Every member of staff is responsible for making and keeping such records as may be necessary to fully and accurately record the functions, activities, transactions, operations, policies, decisions, procedures, affairs, administration and management of the Organisation.

Workers are to follow authorised procedures in carrying out records management functions, and must observe security, privacy and confidentiality requirements at all times, in accordance with the Organisation's Privacy and Confidentiality Statement.

Workers are to handle records sensibly and with care and respect so as to avoid damage to the records and prolong their life-span. Smoking, eating and drinking should not occur near or in records storage areas.

## **19.5 CREATION OF RECORDS**

All staff are required to create full and accurate records which adequately document the business activities in which they take part.

## **19.6 CONTROL OF RECORDS**

### **a) Version Control**

Earlier versions (i.e. drafts) of a document may be deleted once the previous versions are no longer needed to create future records. However, drafts that must not be disposed of are those that document significant decisions, reasons and actions and contain significant information that is not contained in the final form of the record. This applies to both paper and electronic drafts.

### **b) Security**

Records must be made accessible to authorised users. Personal information about workers and clients of Ignite Community Network must not be shared with unauthorised personnel.

### **c) Storage**

Records should be stored in conditions that are clean and secure, with low risk of damage from fire, water, dampness, mould, insects and rodents. They should also be kept away from direct sunlight and other sources of light and heat. The storage area should be well ventilated and ideally maintained at a stable temperature and humidity. Records in non-paper formats such as photographs, maps or computer disks require specialised storage conditions and handling process that take account of their specific physical and chemical properties. Irrespective of format, records of continuing value require higher quality storage and handling to preserve them for as long as that value exists.

### **d) Disposal and Destruction of Records**

The Retention and Disposal Schedule provides a listing of routine administration, personnel, accounting and service delivery within the Organisation. Where records are scheduled for destruction this should be undertaken by methods appropriate to the confidentiality status of the records. All records approved and eligible for destruction must be destroyed under confidential conditions. If workers are uncertain of the status of a record, it should be treated as confidential and destroyed under confidential conditions.

Confidential records should be destroyed as follows:

- Paper records must be shredded. They must never be placed in unsecured bins or rubbish tips.

**e) Audit and Review**

All record systems may be subject to audit and review to ensure compliance with legislative requirements and with the requirement of this policy.

**f) Electronic Records**

Electronic documents have the same status as paper documents. Both electronic and paper documents are bound by the same legislative requirements and are subject to the same degree of confidentiality and care. Therefore electronic records are to be managed as an integral and routine part of record keeping.

Electronic records will be archived.

## **19.7 MINUTE TAKING**

**a) Definitions**

- The minute taker is the person responsible for recording notes of the meeting and preparing the Minutes of Meeting.
- A stakeholder is a person who may be interested in the meeting's outcomes.
- An action is a task which should be completed by one of the meeting participants as a result of meeting discussions.
- Apologies are notifications from meeting participants indicating that they are unable to attend the meeting.
- A motion is a formal proposal made by a meeting participant.

**g) Procedure**

- The Agenda specifies what is planned to be discussed at the meeting.
- The Minutes of Meeting specify what actually was discussed and decided at the meeting. The Minutes of Meeting provide a permanent record of the meeting proceedings for future reference.

**h) Taking Minutes of a Meeting**

Record the Minutes of Meeting by:

- taking notes
- typing directly into the computer
- tape recording. Ask meeting participants for their approval before taping any discussion
- people present (tick off on copy of previous Minutes of Meeting)

- apologies
- amendments to previous Minutes of Meeting
- major discussion points and decisions made
- actions to be taken and/or motions passed.

**i) Preparing Draft Minutes of a Meeting**

The minute taker usually prepares the **Minutes of Meeting**. The *Minutes of Meeting* should provide an accurate record of:

- attendance
- apologies
- important points raised at the meeting
- motions
- actions

**j) After the conclusion of the meeting. The minute taker should:**

- Prepare Minutes of Meeting as soon as possible after the meeting.
- Use the Agenda and previous Minutes of Meeting to assist in the preparation.
- Use the Minutes of Meeting template.
- Follow format and numbering (if applicable) from the Agenda.
- Use headings.
- Use the past tense because the meeting has taken place.

Action items should be specific

- What needs to be done
- Who is responsible?
- Task deadlines identified.

**k) Distribution of Meeting Minutes**

The minute taker will provide a draft copy of the meeting minutes to the Chief Executive Officer. The Chief Executive Officer will distribute minutes of the meeting within a week of the meeting (unless the meeting agrees on another date).

## **20 DRUGS AND ALCOHOL**

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### **20.1 INTRODUCTION**

The Organisation is committed to ensuring the health, safety and welfare of all workers and to prevent and reduce harm associated with people being impaired by drugs or alcohol at work.

The misuse of drugs or alcohol by workers can affect their health or safety and that of other workers and members of the general public as well as having adverse effects on work performance, behaviour or attendance at the workplace.

This policy applies to all workers, including contractors.

### **20.2 ORGANISATION'S RESPONSIBILITIES**

Where the coordinator suspects or is informed that an worker may be unfit to perform their duties due to drug or alcohol misuse, it is management's responsibility to assess the risk and take appropriate action. This may include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol to immediately cease work and move away from the work area
- directing any such workers to a medical practitioner nominated by the Organisation for the purpose of undergoing testing to confirm whether the worker is in fact under the influence of drugs or alcohol
- arranging for on-site testing for workers accused of being under the influence of drugs and alcohol
- arranging for transport home for any worker suspected of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines, and
- authorising appropriate assistance for an worker whose performance is affected by drugs and/or alcohol.

Where the worker is deemed to be unfit for work due to the misuse of drugs or alcohol, he or she will usually be required to take leave without pay. In addition, disciplinary action may be taken against the affected worker.

### **20.3 WORKER RESPONSIBILITIES**

Workers are responsible for:

- ensuring they are fit for duty at all times while working
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently
- complying with statutory limits for blood alcohol and drug content while driving any motor vehicle in or in connection with the performance of their duties

- complying with statutory limits for blood alcohol and drug content while operating any machinery in or in connection with the performance of their duties
- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable)
- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job
- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind while at work, nor use the Organisation's resources to do so at any time
- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind, and
- complying with any reasonable request by management, or an authorised tester, to undergo testing and participate in rehabilitation programs in accordance with the Organisation's Policy.

#### **20.4 MEDICATION**

Workers who are using prescription or over-the-counter drugs that may impair their ability to safely and effectively perform their job must notify management immediately.

Where an worker is taking prescribed or over the counter medication, they must question their doctor or pharmacist in regard to the effect, or side-effect, if any, that their medication(s) may have on their ability to perform work safely and efficiently, and their ability to drive (where relevant).

#### **20.5 DRIVING OF A MOTOR VEHICLE**

In addition to obeying the applicable road rules, workers must observe statutory limits for blood alcohol and/or drug content while driving:

- any company vehicle
- to or from work, or
- in the course, or discharge, of their duties.

## APPENDIX 1 – SUPPORTING DOCUMENTS

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Supporting Documentation
Ignite Community Network Individual Share of Information Consent Form
NDIA Share of Information Consent Form
Individual Referral Form
Feedback and Complaints Form/Register
Confidentiality Agreement
Coordination of Services (Service Agreement)
Support Coordination (Service Agreement)
Plan Management (Service Agreement)
Shared Management (Service Agreement)
Progress Notes Template
Person-Centred Plan
Individual Support Needs Assessment
Medication Consent Form
Medication Record Form
Support Staff supervision structure
Support Staff Protocol
ShiftCare Instructions
Supervision Template (Support Staff)
Supervision Template (Office Staff)
Behaviour Management Support Plan
Serious Incident Report Form
Training Register
Meeting Minutes Template
Meeting Agenda Template
Core Services Flyer
Human Resources Policy and Procedure Handbook

## **DELIVERY OF SERVICES POLICIES AND PROCEDURES ACKNOWLEDGEMENT FORM**

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Please complete the **Ignite Community Network Policy and Procedure Acknowledgement Form** (supplied separately) to acknowledge your understanding of your responsibilities under this Delivery of Services Policies and Procedures document.