

Support provision

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Introduction

This policy provides guidelines for how our services and supports are provided.

All participants have the right to services and supports that:

- are person-centred
- respect individual values and beliefs
- respect privacy and dignity
- promote independence and informed choice
- are free from violence, abuse, neglect, exploitation or discrimination.

Applicability

When

- applies to supports and services provided to all participants.

Who

- applies to all employees including key management personnel, full time workers, casual workers, contractors and volunteers.

Regulations relevant to this policy



NDIS (Quality Indicators) Guidelines 2018 (Cth)



NDIS Terms of Business

Our commitment to supports

We are committed to:

- providing each participant the most appropriate supports that meet their needs, goals and preferences
- providing supports in a safe and fit for purpose environment, free from hazards
- In partnership with stakeholders, working toward the prevention of and best management of incidents.

Access to Support

We are committed to ensure:

- supports provided to participants are designed to meet their needs, goals and preferences
- an initial intake assessment will be undertaken at on-boarding to assess individual needs and assist in the identification of appropriate supports and services
- supports available and any associated costs are clearly defined, documented and communicated to participants and stakeholders
- each participant's health, privacy, dignity, quality of life and independence is supported, and reasonable adjustments will be made where appropriate to achieve this
- participants and relevant stakeholders are supported to understand under what circumstances supports can be withdrawn and are supported make decisions about this
- supports will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant

Responsive support planning

We are committed to ensure:

- supports provided are monitored and regularly reviewed to ensure fit-for-purpose
- a collaborative approach including the participant and all relevant stakeholders is maintained through the provision of all planned supports and review process
- support plans are reviewed annually, quarterly or more regularly depending on the participant's needs
- where progress is different from expected outcomes and goals, work is done with the participant and relevant stakeholders to change and update the support plan
- where agreed by the participant, links are developed and maintained through collaboration with other providers in order to fully support the participant and work toward participant goals.

Safe environment

We will always work to maintain a safe support provision environment. We will do this by:

- assessing and managing all risks associated with support provision
- maintaining a culture of continuous improvement within our organisation
- encouraging each participant to provide feedback and ensuring they feel comfortable doing so
- ensuring that each participant has a service agreement that meets the support needs of that participant
- if required, work with other providers and services to:
 - identify and manage risks
 - ensure safe support environments
 - prevent and manage incidents
- keep accurate and up-to-date records.

Participant Money and Property

- support services provided by Therapeutic Link do not require long term holding or safeguarding of participant's money or property
- in the event that that representatives of Therapeutic Link are in possession of participant's money or property, they are only to be used in a manner that is inline with the desires of the participant, with their consent and at their direction
- if a representative of Therapeutic Link finds themselves in possession of a participant's property, efforts should be made to return it to the participant as soon as possible

- any holding of a participant's property for longer than 24-hours will need to be logged in the Participant and Lost Property Register
- representatives of Therapeutic Link are not to provide financial advice to participants, other than what would be reasonably required under the participants plan and/or service agreement

Management of Medication

- although recommendations about the correct management, storage and administration of medication may be included in participant plans, representatives of Therapeutic Link do not directly manage or handle participant medications
- if a representative of Therapeutic Link finds themselves in possession of a participants medication it should be returned to the participant or an appropriate stakeholder