

# Service Delivery Policy & Procedure



## Statement

St Giles, ARC Support Services (known as the Organisation hereinafter) is committed to delivering quality services to participants and their families, across Tasmania, with a focus on timely intervention, within our resources.

The Organisation acknowledges and complies with relevant legislation and standards, including the NDIS Practice Standards, to guide the principles and standards of operation and delivery of participant services.

The Organisation operates within the requirements of all relevant Tasmanian and Federal legislation.

## Purpose and Scope

To ensure all employees have an understanding of the standards and expectations surrounding service delivery to participants, when engaged in work related activities and representing the Organisation.

## Definitions and Acronyms

Participant - Any person who engages, participates or accesses supports and/or services from the Organisation.

Employees - People who are paid wages or salary by the Organisation to perform duties.

Staff - People who perform duties as directed by an organisation. Staff include employees, volunteers and contractors.

## Amendments

*This policy will be reviewed and updated on an as-needed basis and input is encouraged from Board members, employees and volunteers to advise the Organisation's Quality Manager of any changes required.*

## Responsibilities

It is the responsibility of Board members, casual, permanent and contract employees, and volunteers to adhere to the Service Delivery Policy at all times.

## Policy

The Organisation has a strong commitment to contemporary evidence based practice, ensuring participant goals are met through an outcomes based approach. A strong supervision and training program ensures appropriately skilled and competent staff.

The Organisation acknowledges that participant's and their families are central to the Organisation's core business. Respectful communication and interaction with participants and families is integral to service delivery, with specific consideration taken to participant cultural, spiritual and religious beliefs.

## Procedure

In the delivery of participant services, the Organisation will ensure:

- participant personal information is obtained with their consent; remains confidential, and is stored in a manner to retain privacy. This includes personal and medical information, photos and videos.
- services occur within a participant-centred and family-centred framework.
- participants are supported in understanding their rights and are encouraged to set and achieve goals, through informed decision making that considers any associated risks.
- the safety of vulnerable participants through implementation of, and monitoring of practices.
- service information is accessible to the community and potential service users, through a variety of formats.
- feedback is sought and welcomed from participants and families as part of the Organisation's continuous quality improvement process.
- clear and transparent referral and intake processes; with individual participant goal setting and negotiation of service delivery to meet individual needs within the Organisation's resources.
- opportunities are sought for collaboration with other services for flexible service delivery to provide best outcomes for participants.

## Service Delivery Policy & Procedure



Service delivery is driven by the Organisation's NDIS Quality & Safeguards Commission Registration and other overarching accrediting bodies including; ISO 9001:2015 Quality Management System and ACIS 2018 Standards. These authorising bodies provide clear operational frameworks, together with the Organisation's Policies and Procedures, which document the operational practices underlying the service delivery.

The Organisation values innovation as it strategically works to monitor its core business, regularly reviews current services and their effectiveness, and identifies service gaps and opportunities to implement new service solutions.

The Organisation respects and acknowledges that there are times where services may need to be cancelled by the participant and or their families, or may be refused. The below outlines the responsibilities of both participants and the Organisation in these circumstances.

### Service Cancellation

The Organisation will comply with all relevant government rulings and legislation, in regard to the management of service cancellation(s).

Where a participant and/or family need to change or cancel a scheduled appointment and/or rostered support shift, the Organisation requires participants and families to provide sufficient notice. Sufficient notice is defined by the respective funding body and outlined within the individualised Service Level Agreement developed and agreed upon with the participant and/or their representative.

The Organisation will take into account the participants need to cancel services, especially those at short notice, and those that are outside of their control (e.g. medical emergency).

Cancellations of rostered support shifts, that arise outside of standard business hours must be phoned through to the Organisation's Support Services Out of Hours number; 0417-117-956.

If prior notice is not given to the Organisation, or the participant is deemed a "no-show" for a scheduled appointment and/or rostered support shift, the Organisation reserves the right to seek payment for service(s) that would have been provided.

In the event that an anticipated staff member has not arrived to a scheduled appointment and/or rostered support shift, notification is to be made to the Organisation within a 24 hour period. This can be done either via phone call or in writing.

### Service Refusal

Participants have the right to refuse services offered. Where this is the case, the Organisation requires the participant to notify the Organisation if services are to be refused and provide reasoning. Refusal of a service will in no way preclude the participant from using services at a later date.

The Organisation reserves the right to refuse on-going services and must provide reasoning to the participant and all involved stakeholders, within a 24 hour period.

Emergency withdrawal of services may occur if there is;

- substantial risk to the participant's safety and well-being due to the inability of the Organisation's to meet the participants needs;
- substantial risk of or an occurrence of serious harm to self and/or others or damage to property; and/or
- substantial risk of or an occurrence of serious physical assault.

### Right to Advocacy Support

Participants have the right to, and are encouraged to access advocacy services, and may choose to be supported by an independent advocate. Brochures detailing how to obtain advocacy services are available. Staff will assist participants to contact advocacy services as required.

## Service Delivery Policy & Procedure



The four Tasmanian advocacy services are:

- Advocacy Tasmania Inc.
- Association for Children with Disability TAS Inc.
- Citizen Advocacy
- Speak Out Association of Tasmania
- *Please see Advocacy brochures for contact details.*

### Service Exit and Re-entry

Where a participant chooses to exit the service, they are treated fairly and respectfully, without discrimination.

- Participants and/or their representatives are fully informed, involved and supported in making the decision to exit the service, and consulted with at all stages of the process to ensure an individualised transition.
- The participant may choose to re-enter the service at any time through completing a new Referral Form as part of the Organisation's Intake process. The Organisation will consider and accept the Referral based on the Organisation's ability to meet the service needs of the participant, which
- includes but is not limited to the type of services/support requested and current capacity of the Organisation.
- The Organisation does not discriminate on the basis of gender, sexuality, ethnic origin, religion, political beliefs, disability or age.

### Relevant Workplace Documents

- Participant Rights Policy
- Participant and Child Protection Policy & Procedure
- Service Planning Policy and Procedure
- Privacy Policy

### Relevant Legislation

- National Disability Insurance Scheme Act 2013
- Disability Services Act 2011
- Disability Discrimination Act 1992
- Australian Human Rights Commission Act 1986