

Policy: 3.3	Individual Outcomes, Service Planning and Co-ordination
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Policy Statement:

As the key stakeholders at ODEEP, the family/carer is supported to exercise choice and control over the design and delivery of the services and supports they access through ODEEP to ensure that each individual has outcomes that are reflective of their personal needs. ODEEP respects the views of family and carers in the planning and decision making process.

ODEEP is committed to using a strengths-based and family-centred approach to case management to support families to identify the individual needs of their child and family, and to develop goals that will promote their independence and achieve optimal well-being and social participation.

Record of policy development

Version	Date approved	Date for review
Version 1	9 April 2019	May 2020

Responsibilities and delegations

This policy applies to	This policy applies to the ODEEP staff and the families.
Specific responsibilities	This policy is developed by the Manager and reviewed by ODEEP staff and Board of Directors. It is communicated and implemented by the Manager and staff.
Policy approval	ODEEP Manager

Policy context – this policy relates to:

Standards	NDIS Practice Standards and Quality Indicators 2018
Legislation	NDIS Act 2013 Disability Services Act 1993 Carers (Recognition) Act 2010
Organisation policies	Cultural Safety and awareness Policy Client Rights and Service Charter Policy Decision Making and Choice Policy Interagency Service Co-ordination Policy Personal Records and Privacy Policy Feedback and Complaints Policy Service Access Policy Conflict Of Interest Policy Staff Support and Supervision Policy Professional Development Policy Participation and Inclusion Policy Child Protection Policy

	Privacy, Dignity and Confidentiality Policy Family Centred Practice Policy
Forms, record keeping, other documents and References	ECIA Code of Ethics NDIS Code of Conduct ODEEP Family Charter Feedback and Complaints Brochure and Client User Forms The Role of the Key Worker Document Best Practices Principles in ECI Routines Based Interview Procedure NDIS Progress Review Meeting Procedure and Reports Family Surveys www.inclusionnow.org.au Progress for Providers: Checking your progress in delivering personalised services: Helen Sanderson and Associates Australia and NDS 2001

Procedures:

Clarifying role and responsibilities

- The Key Worker is the case manager for children 0 – 7 years at ODEEP.
- The ODEEP Manager and Practice Manager will ensure that parents/carers are informed and understand their rights and responsibilities. The Key Worker communicates to the family the role and responsibilities of the Key Worker Role.

Service Planning and Co-ordination

Each child and family's service provision is planned for and co-ordinated based on the individual needs and goals of the child, taking into account their strengths, interests, formal and informal support network, current level of functioning and family priorities.

Service planning and co-ordination is undertaken when a family requests ODEEP to provide early intervention or therapy services for their children. This may occur when new families are referred to the service and there is capacity to begin service provision. This may also occur following NDIS plan reviews and when the family notifies ODEEP that a new plan has been approved.

The ODEEP Manager and/or Practice Manager will make a mutual time with new and/or existing families to begin the service planning and co-ordination process. This meeting is called the Individual Family Service Planning Meeting and is a compulsory process prior to service provision. If the child is being supported by an NDIS plan the goals outlined in the plan are reviewed with the family and priorities are discussed.

In collaboration with the family an ODEEP Services and Support Plan / Individual Family Support Plan is created, outlining the services and supports in which the family wishes to purchase at ODEEP through the NDIS plan funding, which reflects the individual needs and goals of the child.

The Services and Support Plan, as well as the Individual Family Support Plan, encompasses both family choice and preferences with an agreed service model that upholds the values of family-centred

practices and best practice early intervention, including the team around the child approach. The families cultural and diversity preferences are taken into account when forming the Individual Family Support Plan and families are treated with dignity and respect whilst ensuring that their rights are upheld and the understanding that they play a pivotal role in their child's early intervention. If the family wishes to engage a key worker, ODEEP works with the family and other professionals to identify a suitable key worker.

Families are informed that they can use an advocate during the Individual Family Support Planning Process and information is made available regarding external advocacy services. Families are also encouraged to include any key stakeholders in this meeting or a support person throughout the process.

During this process a service agreement is developed with the family which outlines the services and supports to be included in the child's services provided by ODEEP and other relevant information (as outlined in the service access, demand and capacity management policy). Any associated risks that may arise during the provision of services are discussed and documented and if needed further discussion or planning may need to be undertaken to reduce the risk to the child, family or staff of ODEEP. In the event that ODEEP cannot provide the services and supports due to the complexities of the child/family needs as well as ODEEP staff experience and training, the family will be referred to other appropriate agencies as well as the NDIS Plan Partners.

The family are given the opportunity to outline the services they are currently accessing, if previously enrolled in ODEEP, and have the opportunity to provide feedback on how these supports are or are not meeting their needs. Families have the right to request a change in service provision or staff member and this can be negotiated with the manager creating the service agreement. The ability of ODEEP to fulfil the service provision being requested by the family is then discussed.

Following the creation of a Service Agreement and Individual Family Service Plan, families are encouraged to read through the agreements and both the family and ODEEP representative sign off on them. Any amendments requested are made before the agreements are signed and both the family and ODEEP retain a copy of the agreement for their records. Families are provided with key policies, such as the privacy and cancellation policy and a feedback / complaint brochure as outlined in the agreement.

Families must agree at this stage to provide a copy of the child's relevant NDIS goals to ODEEP which will be addressed through service provision or therapy services and these are stored confidentially on the child's electronic file at ODEEP.

At the commencement of a family's service agreement, the ODEEP Manager/Practice Manager will advise the Key Worker and all relevant ODEEP staff that a new service agreement has commenced. The family's Key Worker will review the Service Agreement and Individual Family Service Plan, the child's NDIS goals and funding plan to commence services as agreed. It is the role of the Key Worker to monitor the use of the child's plans and how services are being utilised to address the child and family goals.

The outcomes of the service agreement over the agreed time will be documented and shared with families in various ways. The Key Worker and ODEEP staff members are responsible for regularly reviewing the Individual Family Service Plan with families to ensure all goals are being addressed over

the course of the plan. The broad NDIS goals will be broken down into smaller, measureable goals and families and ODEEP staff will work together on a plan to achieve these goals in children's everyday environments and routines. These goals will be measured, evaluated and recorded on the child's session notes that are emailed to the family at the completion of each session.

Families preferences, literacy abilities and communication styles will be considered in regards to the provision of session notes and these can be adapted to suit individual families. Families will be consulted when evaluating their child's goals and have the opportunity to provide feedback on their child's outcomes.

ODEEP staff will also provide, on request of the family, a progress report towards the completion of the plan outlining the progress children have made in achieving their NDIS or agreed goals. Other reports relating to a child's progress on their current goals can be provided at any time within the Service Agreement on request by the family.

Individual outcomes for children and families are regularly discussed during ODEEP's supervision processes and ODEEP staff can access support and information from their team to assist families and children to fulfil their individual goals. Professional development is provided to regularly improve the use of evidence based practices to improve the individual outcomes of children and families enrolled at ODEEP.