

<b>Service Delivery Policy</b>			
Policy Area:	Participant Services		
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Policy Context			
Relevant service standards: <ul style="list-style-type: none"> <li>• NDIS Practice Standards: Person Centred Supports</li> <li>• NDIS Practice Standards: Continuity of Supports</li> <li>• NDIS Practice Standards: Risk Management</li> </ul>		Legislation/other requirements: <ul style="list-style-type: none"> <li>• NDIS Act 2013</li> <li>• Disability Act 2006</li> <li>• United Nations Convention on the Rights of Persons with Disabilities</li> </ul>	

## Purpose

The purpose of this policy is to outline the service delivery processes at Distinctive Options.

## Scope

This policy applies to the CEO, Management, all staff and participants of Distinctive Options.

## Policy

Distinctive Options is committed to the development of policies and procedures that support and enhance best practice outcomes for individuals accessing support services from Distinctive Options.

To support this policy, Distinctive Options is committed to service delivery which:

- Focuses on outcomes for participants who access services and supports
- Encourages and supports participants to raise issues and complaints with their services
- Provides leadership to staff on best practice
- Involves participants and staff in continuous improvement in practice
- Uses a best practice approach
- Takes a systemic approach
- Makes evidence-informed decisions on practice improvement
- Engages in collaborative partnerships
- Strives to enhance the self-direction, choice and control of all participants

Distinctive Options has a range of systems and processes in place to support quality service provision. These include:

- Sound governance and management in all aspects of service planning, development and provision
- Clear feedback and complaints systems and processes
- Clear communication to staff, participants and other stakeholders
- Timely and active involvement of participants, families, friends, carers, advocates and staff to review policies, practices, procedures, service provision and planning processes
- Ensuring staff, management and governing bodies are suitably qualified, skilled and supported
- Ensuring all staff have access to the information, training and resources needed to carry out their job functions in an efficient and effective manner
- Assisting staff to understand systems as providing a framework which is consistent in approach to quality service delivery
- Undertaking monitoring, feedback, learning and reflective processes which support continuous improvement, including participating in internal audits
- Annual management review practices

Distinctive Options has a developed set of procedures that ensure a clear and auditable trail of:

- Person-centred approaches and participant involvement and choice in each service provided
- Services provided, who provided them, and which participants received them
- Outcomes at an individual and service level
- Budget and fiscal control
- Effective distribution and management of all resources
- Organisational continual improvement

## **Rights and Empowerment**

Distinctive Options affirms the importance of promoting and upholding human rights for people who use our services, and the commitment to planning and implementing quality service provision in a manner that observes these rights. The organisation is dedicated to supporting its participants to be empowered. Distinctive Options is committed to ensuring that individuals both understand and exercise their rights and responsibilities. The more informed the individual is in regard to their rights, the greater the likelihood that they will be empowered to make informed choices and decisions.

## **Access and Engagement**

Distinctive Options is committed to promoting and upholding the rights of individuals to access the most appropriate service to meet their needs on the basis of eligibility criteria, relative need and available resources. Access to Distinctive Options services is free from discrimination of any kind including age, ability, gender, sexual identity, culture, religion, spirituality or a previous refusal of services.

## **Participation and Inclusion**

Distinctive Options is committed to implementing engagement practices for:

- Promoting and upholding each person's right to exercise choice and participate in decision making and to be supported to actively participate as a valued member of their chosen community
- Inclusion and connectedness to community family, friends, peers and significant others
- Working with the wider community to promote participation and inclusion
- Developing and maintaining meaningful relationships and involvement within the community
- Establishing and maintaining a valued relationship with their family and other significant persons
- Relating to and supporting their cultural, linguistic and religious background

Distinctive Options has measures in place to ensure people exercise choice and control in service delivery and life decisions, where appropriate, including:

- Giving information in appropriate formats to facilitate understanding and therefore inform choice and decision making for people
- Use engagement strategies that are age, culturally and developmentally appropriate in assessment, planning and evaluation to enable understanding of each person's views, needs and wishes
- Use a collaborative approach to choice and decision making, involving family members and significant others, where appropriate

Distinctive Options also has measures in place to ensure people have meaningful participation and active inclusion in their community by identifying goals and pursuing appropriate opportunities/activities.

## **Advocacy and Decision Making**

Distinctive Options believes that people with disability should be empowered to determine their best interests. The organisation is committed to respecting and protecting the legal and human rights of individuals and their right to quality services. To this end, Distinctive Options supports the right of participants to use an advocate of their choice to negotiate on their behalf. This may be in relation to assessment, reviews, complaints or any other communication between the participant and the organisation.

Distinctive Options will work professionally and cooperatively with any advocate or appointed decision-maker. The organisation is also committed to providing participants with advocacy and support when it is requested.

### **Individual Outcomes**

Distinctive Options is committed to ensuring that services used by people are flexible and tailored to each individual's strengths and needs and deliver positive outcomes. Distinctive Options acknowledges achieving individual outcomes requires collaboration between the individual and Distinctive Options to ensure active choice and decision-making. Our focus on individual outcomes includes individuals and Distinctive Options working collaboratively to review progress against planned and measurable outcomes. Families, friends, carers and advocates also play a critical role in planning, delivery and review of individual outcomes, with the individual's consent.

### **Safe Environments**

Distinctive Options seeks to promote an environment where individuals can engage, free from discrimination, exploitation, harm, abuse, neglect, violence and preventable injury.

### **Feedback and Complaints**

Distinctive Options values complaints from people with a disability, families, carers, advocates, service providers and regulators. Complaints are an important source of information and are used to improve our services whenever possible. Distinctive Options promotes an environment where participants and other stakeholders are free to provide both positive and negative feedback without fear or constraint, which will be effectively handled and seen as opportunities for Distinctive Options to continuously improve. No person will be treated with adverse consequences or loss of service due to making a complaint. Distinctive Options encourages complainants to source independent information, support, advocacy, advice and representation if they so wish.

### **High Intensity Support**

As a provider of High Intensity Daily Activities, Distinctive Options recognises that it is obligated under the NDIS Practice Standards to meet all of the requirements laid out in the NDIS High Intensity Skills Descriptors. Distinctive Options will ensure that all workers are aware of, and possess, the skills and knowledge that they should have when delivering complex supports, safely, to NDIS participants. The high intensity daily activities represent some of the highest risks for participants, workers and others. Distinctive Options will ensure extra care is taken to source the relevant skills that are required to provide a high level of support. These requirements are essential to ensure that participants are being provided supports in a safe environment. Specific procedures to manage complex care needs are described in the [High Intensity Daily Activities Procedure](#).

## Participant Risk Management

Distinctive Options is committed to supporting adult participants, children and young people with a disability to pursue an individual lifestyle that will enable full, equal and safe participation as required under the Disability Act, NDIS Quality and Safeguarding Standards and the Child Safe Standards. Dignity of risk recognises that people with a disability have a right to make their own decisions and are entitled to take reasonable risks in their everyday life. At the same time, services are required, as far as practicable, to ensure that all people are safe and not exposed to health and safety risks. The Risk Management Procedure provides staff with a better understanding of the need to manage risks and a structured approach to prevent, minimise, or eliminate injuries or incidents to participants, staff and others before they occur.

In relation to risk management:

- All participants will have a risk assessment completed in their Support Plan
- Occupational health and safety obligations are met in a manner that allows participants to take reasonable risks in their daily lives and without placing staff and others at risk of harm
- Risks are identified, assessed, controlled and monitored to minimise risks to participants and staff as part of a risk management approach
- Participant risk assessment and management are fundamental components of the individual planning process and the health care planning process
- Risk management takes into account the specific cultural, linguistic and religious needs of Aboriginal and Torres Strait Islander participants and those from culturally and linguistically diverse backgrounds
- Risks relating to vulnerable participant groups, particularly children, young people and aged participants, are identified and managed
- Distinctive Options acknowledges that participants living alone are at increased risk and vulnerability where they are dependent on one person/support worker for all of their supports (Sections 73L and 73G of the National Disability Insurance Scheme Act 2013)
- Information and documentation about risk management in relation to individual participants is made available to those persons who need to know because they are involved in supporting the participant, and provided in a language or format that suits their communication needs

## Behaviour Support

Distinctive Options acknowledges the provision of support to participants with an intellectual and/or cognitive impairment brings additional challenges relating to communication, skill development and community participation and engagement. Distinctive Options believes that all behaviour is a form of communication and that any behaviour management strategy must be positively framed, the least restrictive and most dignified option. The term 'least restrictive option' recognises the need to actively consider whether and how service practices limit the rights and personal freedoms of people, and to provide supports in the least intrusive and restrictive way.

## **Restrictive Practices**

Distinctive Options continually works towards the reduction and elimination of restrictive practices. However, Distinctive Options recognises that the use of restrictive practices may be necessary under a worker's duty of care or to preserve the rights and safety of the participant and others. Any use of restrictive practices will be:

- The least restrictive option
- Used for the least amount of time possible
- Used only as a last resort
- Used only to prevent harm to the participant or others

Restrictive practices will never be used:

- As a punishment
- For the convenience of the worker

Restrictive interventions are not therapeutic and represent serious infringements on a participant's human rights. They are intrusive practices used as a last resort to prevent serious and imminent harm to the participant or another person.

Distinctive Options will continually evaluate and review its use of restrictive practices to inform improvement activities.

## **Relevant Documents**

The following procedures are related to this policy:

[Complaints Management and Response](#)

[Service Delivery Procedure](#)