



Policy Title	Provision of Support Policy				
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Policy Owner	Compassionate Care WA - Clinical Process and Compliance				
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1. POLICY STATEMENT:

- 1.1. The goal of CCWA is to guarantee that
 - 1.2. Every participant has access to the best support suited to their requirements, objectives, and preferences.
 - 1.3. Every participant contributes actively to the creation of their own support plans.
 - 1.4. Support plans are reviewed on a regular basis and take into account the goals, preferences, needs, and strengths of the participants.
 - 1.5. Every participant knows exactly what kind of support they have selected and how it will be given.
 - 1.6. To achieve their needs, desired results, and goals, each participant has access to services that are responsive, timely, competent, and appropriate.
 - 1.7. Every participant goes through a well-organized and seamless transfer to or from the provider.
 - 1.8. Every participant receives support in a setting that is safe and suitable for their requirements.

2. SCOPE

- 2.1. CCWA offers all services and support in accordance with this policy.
- 2.2. It is the responsibility of all contractors, volunteers, and employees, whether they are permanent, temporary, or casual, to make sure that everyone is aware of the obligations stated in this policy.
- 2.3. Implementing the pertinent systems, processes, workflows, and other strategies mentioned in the relevant procedure is the duty of the relevant individuals listed in the column corresponding to a procedure defined in this policy.

3. PURPOSE OF THE POLICY:

- 3.1. This policy aids CCWA in implementing the risk management NDIS Practice Standard, as do the policies, procedures, and associated documentation included in related documentation.

4. NDIS QUALITY INDICATORS:

- 4.1. By implementing this policy and the pertinent systems, processes, workflows, and other tactics mentioned in this policy and the accompanying documentation, CCWA hopes to demonstrate each of the following quality indicators:
 - 4.1.1. Obtaining Assistance
 - 4.1.1.1. Clearly specified and recorded are the supports that are provided, as well as any access or entrance requirements, including any related expenses. Each participant receives this information in a language, communication style, and terminology that they are most likely to grasp.
 - 4.1.1.2. Reasonable modifications are implemented and overseen in the support delivery setting to guarantee that it fulfills its intended function and supports each individual's independence, privacy, dignity, quality of life, and health.
 - 4.1.1.3. Each participant is supported to understand under what circumstances support can be withdrawn. Access to support required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.
 - 4.1.2. Services Agreements with Participants



- 4.1.2.1. Collaboration occurs with each participant to develop a services agreement that establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached.
- 4.1.2.2. Each participant is supported to understand their services agreement and conditions using the language, mode of communication, and terms that the participant is most likely to understand.
- 4.1.2.3. Where the services agreement is created in writing, each participant receives a copy of their agreement signed by the participant and the provider. Where this is not practicable, or the participant chooses not to have an agreement, a record is made of the circumstances under which the participant did not receive a copy of their agreement.
- 4.1.3. Assist in planning
 - 4.1.3.1. Work is done with each participant's network of support and with their cooperation in order to provide an efficient assessment and create a support plan. To guarantee that the assessment and the support plan take into account the participant's needs, support requirements, preferences, strengths, and goals, appropriate data and access are obtained from various sources.
 - 4.1.3.2. Appropriate solutions to address known risks are established and put into action after each participant collaborates on the completion of a risk assessment and documentation for their support plan.
 - 4.1.3.3. To make sure risks are appropriately managed and adjustments made as needed, periodic evaluations of the efficacy of risk management techniques are conducted with each participant.

5. DEFINITION OF TERMS:

- 5.1. Bluebird Homecare Pty Ltd., ABN 55 625 827 974, is the parent company of Compassionate Care WA.
- 5.2. Participant refers to a CCWA participant, which may include an NDIS participant.
- 5.3. Key management personnel refers to Paul Lloyd Hersey, Catherine Suva, and other important managers who occasionally work at Bluebird Homecare.
- 5.4. CCWA maintains a registry of laws, rules, regulations, and recommendations called the Legislation Registry.
- 5.5. Services and support provided to you by other service providers are referred to as "other support services."
- 5.6. In the NDIS, "personal support" refers to the category of support known as assistance with daily personal activities.
- 5.7. Plan refers to the written plan that the National Disability Insurance Agency or its designee (such as your local area coordinator) created in collaboration with you and on your behalf.
- 5.8. The policy register refers to the database.
- 5.9. Catherine Suva is the principal.
- 5.10. Subject to a significant risk factor is defined as a participant who is alone at home, is not receiving other support services from another provider that entail routine in-person interactions with the participant, and at least one of the following criteria is met:
 - 5.10.1. According to the participant's plan, the participant doesn't regularly or at all have face-to-face interactions with friends, family, or other well-known individuals;
 - 5.10.2. The participant has little to no physical mobility without the help of another person.
 - 5.10.3. The participant employs tools to help them move around physically or to enable them to do so.
 - 5.10.4. The participant's ability to communicate with others is restricted or nonexistent without the help of another individual; or
 - 5.10.5. The participant makes use of technology, such as a phone or other device, to allow or facilitate communication with others.
- 5.11. A worker is any employee of Bluebird Homecare, whether they are employed by the company on a long-term, temporary, or casual basis, as well as the principal.



6. GENERAL GUIDELINES:

6.1. Access to Support:

- 6.1.1. Result: Every participant has access to the best resources available to suit their requirements, objectives, and preferences.
- 6.1.2. The following signs must be shown in order to accomplish this goal:
 - 6.1.2.1. The available supports and any requirements for admittance or access (including any related fees) are specified and recorded in detail. Each participant receives this information in a language, communication style, and terminology that they are most likely to comprehend.
 - 6.1.2.2. Each participant's health, privacy, dignity, quality of life, and independence are supported, and the setting in which the support is delivered is suitably modified and monitored.
 - 6.1.2.3. Every participant receives assistance in understanding the conditions under which support may be discontinued. The participant's dignity of risk decision alone will not be the reason for denying them access to the supports they need.

6.2. Availability of Support:

- 6.2.1. In order to be eligible for Bluebird Homecare's services or assistance, prospective participants need to
 - 6.2.1.1. Be a disabled individual of a certain age for whom CCWA is authorized to offer services in accordance with its NDIS registration;
 - 6.2.1.2. Reside close to Bluebird Homecare's operational center;
 - 6.2.1.3. Be requesting assistance from CCWA regarding a service or support that CCWA offers; and
 - 6.2.1.4. Possess a private funding source or an individualized government funding source (i.e., they are an NDIS participant).
- 6.2.2. CCWA shall make sure that information regarding the following is given to a prospective participant who wishes to use services or supports:
 - 6.2.2.1. CCWA services and assistance;
 - 6.2.2.2. The cost or price of every support and service;
 - 6.2.2.3. Any requirements for admission, access, or eligibility with regard to each service and support;
 - 6.2.2.4. The conditions that allow for the withdrawal of support (support information).
- 6.2.3. Any potential participant wishing to access services or supports will be communicated with by CCWA, and the company will take a personalized, person-centered approach to meeting their needs. This strategy will include helping the participant access support information in a language, communication style, and terms that they are most likely to understand, such as by assigning bilingual staff or an interpreter.
- 6.2.4. CCWA guarantees that every individual requesting its services and support will undergo an evaluation based on:
 - 6.2.4.1. The criteria for entry and access that are outlined in this policy, as well as in the policy statement and the processes that follow;
 - 6.2.4.2. The organizational ability and resources to fulfill the participant's needs and meet their goals in addition to providing the services and supports that the customer requests;
 - 6.2.4.3. An open and transparent procedure, to the extent that it is practically possible, for determining a prospective participant's eligibility, entry requirements, and Bluebird Homecare's ability to satisfy those needs;
 - 6.2.4.4. Non-discriminatory eligibility requirements, admission rules, and policies with regard to age, gender, sexual orientation, race, culture, religion, handicap, or other identifiers, according to relevant law, this policy, and associated policies.
 - 6.2.4.5. Any conditions outlined in the NDIS Registered Providers Terms of Business.



- 6.2.5. In order to identify and minimize any barriers that would prevent it from being fit for purpose and to otherwise ensure that each participant's health, privacy, dignity, quality of life, and independence are supported, CCWA will review and discuss the support information and proposed support delivery environment with each potential participant, as well as any family, caregivers, chosen community, or advocate that the participant directs us to.
- 6.2.6. Reasonable adjustments to the support delivery environment are being made and monitored by CCWA to ensure it is fit for purpose and each participant's health, privacy, dignity, quality of life, and independence are supported.

6.3. Product and Service Contracts

- 6.3.1. CCWA will work with each participant to create a written service agreement that outlines expectations, describes the supports that will be provided, and details any terms that may be associated with the provision of services, along with an explanation of the rationale for these terms.
- 6.3.2. The terms of the services and supports schedule, which is a component of the services agreement, will receive special attention.
- 6.3.3. CCWA will use terms, communication styles, and language that the participant is most likely to grasp in order to help participants and their support system understand their service agreement and conditions. Examples of these include
 - 6.3.3.1. Provide assistance if needed or upon request from multilingual staff or an interpreter service; and
 - 6.3.3.2. Setting up an advocacy service to help when needed or as asked.
- 6.3.4. CCWA will make every effort to guarantee that all service agreements are in writing and that a copy of each agreement is given to each participant, signed by both the participant and Bluebird Homecare. In the uncommon event that it is not possible to prepare a written service agreement, the participant's information file contains a record of the relevant conditions of the service arrangement as well as the circumstances and justifications for not creating a written agreement.

6.4. Support Planning

- 6.4.1. CCWA will ensure that participants receive services that are planned, designed, and delivered around their individual circumstances, needs, and preferences.
- 6.4.2. CCWA'S support planning process will place the participant and other members of the support network at the center of the participant's plan and is designed to assist them to build capacity to have as much control as possible over the planning, implementation, and review of the participant's plans, supports, and services.
- 6.4.3. A collaborative assessment of the participant and their individual circumstances, needs, support requirements, preferences, strengths, and goals, as well as the terms of their plan, is used to develop the participant's support plan. With consent from the participant, information from the NDIA (or other government agencies) as well as other support providers to the participant informs the assessment and the support plan.
- 6.4.4. The participant's support plan is developed through a collaborative assessment of the participant's unique circumstances, needs, support requirements, preferences, strengths, and goals, in addition to the plan's conditions. The assessment and the assistance plan will be informed by data from the NDIA (or other government agencies) and other sources of help, with the participant's cooperation.
- 6.4.5. CCWA will ensure each support plan is reviewed annually or earlier in collaboration with each participant, according to their changing needs or circumstances. Progress in meeting desired outcomes and goals is assessed at a frequency relevant and proportionate to risks, the participant's functionality, and the participant's wishes. Where progress is different from expected outcomes and goals, work is done with the participant to change and update their participant support plan.
- 6.4.6. Where appropriate, and with the consent of the participant, information on the support plan is communicated to family members, carers, other providers, and relevant government agencies.

6.5. Service Agreements with Participants

- 6.5.1. Result: Every participant is fully aware of the supports they have selected and how they will be delivered.
- 6.5.2. The following signs must be shown in order to accomplish this goal:



- 6.5.2.1. A service agreement that outlines expectations, describes the supports to be provided, and details any conditions tied to the delivery of supports—along with the rationale behind them—is developed in collaboration with each participant.
- 6.5.2.2. The language, communication style, and phrases that each participant is most likely to grasp are used to help them understand their service agreement and conditions.
- 6.5.2.3. A copy of the written service agreement, signed by both the provider and the participant, is given to each participant. A record of the reasons why the participant did not receive a copy of their agreement is kept in cases where this is not feasible or when the participant decides not to have one.
- 6.5.3. Where the provider delivers supported independent living supports to participants in specialist disability accommodation dwellings, documented arrangements are in place with each participant and each specialist disability accommodation provider. At a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters:
 - 6.5.3.1. How a participant's concerns about the dwelling will be communicated and addressed;
 - 6.5.3.2. How potential conflicts involving participant(s) will be managed;
 - 6.5.3.3. How changes to participant circumstances and/or support needs will be agreed and communicated;
 - 6.5.3.4. In shared living, how vacancies will be filled, including each participant's right to have their needs, preferences and situation taken into account; and
 - 6.5.3.5. How behaviors of concern which may put tenancies at risk will be managed, if this is a relevant issue for the participant.
- 6.5.4. Service agreements set out the arrangements for providing supports to be put in place in the event of an emergency or disaster.

6.6. Responsive Support Provision

- 6.6.1. CCWA will provide services and supports that are based on contemporary evidence-based best practices with a strong focus the person-centered approaches.
- 6.6.2. CCWA will ensure its participants' rights and best interests are protected and the support strategies used are planned, documented, and reviewable, based on the least intrusive options and reflect contemporary, evidence-based best practices and funded and legal requirements.
- 6.6.3. Unless otherwise agreed in the services agreement, links are developed and maintained through collaboration with the participant's other service providers to share information and meet the participant's needs.
- 6.6.4. Reasonable efforts are made to involve the participant in selecting their workers, including the preferred gender of workers providing personal care supports.
- 6.6.5. Where a participant has specific needs that require monitoring and/or daily support, CCWA will ensure workers are appropriately trained and understand the participant's needs and preferences contemporaneously in accordance with the service access procedure set out below.
- 6.6.6. In compliance with the service access procedure outlined below, CCWA will make sure staff members are suitably trained and have a contemporaneous understanding of the participant's needs and preferences when a participant has special needs that call for monitoring and/or daily support.

6.7. Transitions to and from the provider

- 6.7.1. CCWA will ensure planned transitions by a participant to or from it are facilitated in collaboration with each participant and their support network when possible in accordance with documented procedure. Risks associated with the transition are identified, documented, and responded to accordingly.
- 6.7.2. Outcome: Each participant experiences a planned and coordinated transition to or from the provider.
- 6.7.3. To achieve this outcome, the following indicators should be demonstrated:



- 6.7.3.1. A planned transition to or from the provider is facilitated in collaboration with each participant when possible, and this is documented, communicated and effectively managed.
- 6.7.3.2. Risks associated with each transition to or from the provider are identified, documented and responded to, including risks associated with temporary transitions from the provider to respond to a risk to the participant, such as a health care risk requiring hospitalization.
- 6.7.3.3. Processes for transitioning to or from the provider (including temporary transitions referred to in subsection (2)) are developed, applied, reviewed and communicated.

6.8. General

- 6.8.1. CCWA will support potential participants' right to complain and provide feedback about any aspect of their access to and the provision of support that is important to them and for them, their family, and carers.

7. PROCEDURES:

- 7.1. The following processes, which aim to make clear the basic concepts of the policy and to clarify the roles and duties of the principal, workers, key management staff, and other parties, support the policy.
 - 7.1.1. The Support Information Accessibility Procedure is the responsibility of the principal and key management personnel.
 - 7.1.1.1. Make sure that participants and prospective participants may access supporting information about the services and supports that CCWA provides by making sure that:
 - 7.1.1.1.1. Both the **Participant Information Booklet BH-P-CC-032-02** and the **Participant Information Booklet (Easy Read) Policy BH-P-CC-031-02** contain the supporting information.
 - 7.1.1.1.2. A person who has received the necessary training in the service access process described below promptly responds to all questions from a prospective participant; and
 - 7.1.1.1.3. CCWA treats everyone who inquiries about its services and supports in a fair, honest, moral, and nondiscriminatory manner.
 - 7.1.1.2. In compliance with the service access procedure below, CCWA will offer support in the language, manner of communication, and terminology that the participant is most likely to comprehend.
 - 7.1.2. Access, entry, and assessment of eligibility procedure (Service Access Procedure), including in respect of transitions to Bluebird Homecare
 - 7.1.2.1. People responsible: Principal and Key Management Personnel
 - 7.1.2.2. To access the services of Bluebird Homecare, a proposed participant or family member, carer, advocate, or member of the proposed participant's chosen community must first make a request for service.
 - 7.1.2.3. Requests for service can generally be made in the following ways:
 - 7.1.2.3.1. Phone or email request; or
 - 7.1.2.3.2. A general inquiry via the CCWA website;
 - 7.1.2.4. In either case, the principal or someone suitably trained in this service access procedure will endeavor to make contact with the enquirer via telephone in a timely manner.
 - 7.1.2.5. After obtaining support and services from Bluebird Homecare, the potential participant's provisional eligibility to receive services and support from CCWA will be determined.
 - 7.1.2.6. A participant will be provisionally eligible to receive services and support from CCWA if they:
 - 7.1.2.6.1. Be a person with a disability of an age for which CCWA is permitted to provide services pursuant to its NDIS registration;
 - 7.1.2.6.2. Live proximately to CCWA'S base of operations;



- 7.1.2.6.3. Are seeking to be assisted by CCWA in relation to a support or service that CCWA provides? And
 - 7.1.2.6.4. Have a source of individualized government funding (for example, they have a plan) or have a source of private funding.
- 7.1.2.7. The following documents will then be sent or emailed to the participant (and/or the person that made the inquiry) for completion in order to gather further information in relation to whether the participant will be eligible to receive supports and services from Bluebird Homecare:
 - 7.1.2.7.1. **Privacy and Dignity Policy BH-P-CC-023-02**
 - 7.1.2.7.2. **Consent Agreement Form BH-F-CC-005-04**
 - 7.1.2.7.3. **Participant Information Booklet/Client Information Booklet Policy BH-P-CC-032-02**
 - 7.1.2.7.4. **Participant Information Booklet (Easy Read)/Client Information Booklet (Easy Read) Policy BH-P-CC-031-02**
 - 7.1.2.7.5. **Participant Intake Form BH-F-CC-034-02**
- 7.1.2.8. In the event that a prospective participant switches from another service provider to Bluebird Homecare, the following will happen:
 - 7.1.2.8.1. Get permission from the participant, their family, or caregiver to speak with the NDIA and other service providers (such as any support coordinator) to go over or gather information about support requirements, plans, and schedules. Gain an understanding of their objectives to help with the development of a transition and to find out if the NDIA can offer the services that are needed.
 - 7.1.2.8.2. Discuss the participant's NDIS Participant No., date of birth, and NDIS help plan—or the component of the plan that pertains to the help that CCWA has been hired to provide—with the participant, their family, or caregiver.
- 7.1.2.9. If, during the initial telephone conversation, it is evident that the call recipient may need support to understand the support information, the participant has responded that they need support in a **Participant Intake Form BH-F-CC-034-02**, or they are otherwise from a CALD background, the potential participant (or the person that made the inquiry) will be informed that an interpreter service, bilingual staff, or other forms of assistance to assist them to understand the support information can be made available.
- 7.1.2.10. The participant will also be informed that they may have an advocate of their choice to assist with planning and that CCWA can assist them to access an advocacy service (including an independent advocate).
- 7.1.2.11. If an interpreter service or bilingual staff is required, CCWA will offer the potential participant information and assistance in relation to organizing the same.
- 7.1.2.12. If it appears from the initial telephone conversation that the participant is likely to meet the provisional criteria, arrangements will be made for the participant, their family members/carers, and other significant people in their support network to meet with the principal or other qualified representative of CCWA to discuss a potential engagement. This may take place at the participant's home or another venue agreed to by all parties.
- 7.1.2.13. At the meeting, the principal or a qualified representative of Bluebird Homecare, the participant, their support network, and any other person(s) in attendance to assist the participant to understand the support information (such as an interpreter) will:
 - 7.1.2.13.1. Talk about the objectives of the participant, the supports and services they have asked for, and various choices for providing care (such as depending on the plan of a possible participant);



- 7.1.2.13.2. Talk about the data that CCWA received from the prospective participant, including the data in the participant intake and privacy consent forms, as well as any additional data spoken during the discussion;
 - 7.1.2.13.3. Talk about what the participant expects from the proposed support delivery environment. Find out if they think that reasonable modifications should be made to make it functional and to support each participant's independence, privacy, dignity, quality of life, and health.
 - 7.1.2.13.4. Go over the situations in which assistance may be discontinued, and
 - 7.1.2.13.5. Work together to develop the suggested parameters of a service contract, which would be
 - 7.1.2.13.5.1. Based on Bluebird Homecare's standard services agreement; and
 - 7.1.2.13.5.2. Proposes expectations, explains the services and supports to be delivered, and specifies any conditions to be attached to the delivery of supports, including why those conditions are attached.
 - 7.1.2.14. After the meeting, CCWA will undertake any further required checks and review relevant supporting evidence to ensure the participant meets the provisional criteria.
 - 7.1.2.15. Assuming the participant meets the provisional criteria, the principal will make a determination, based on all information obtained and otherwise available to it, if Bluebird Homecare:
 - 7.1.2.15.1. Has the organizational capacity and resources to provide the requested services and supports to the participant; and
 - 7.1.2.15.2. Can otherwise effectively support the potential participant to meet their goals, needs, and expectations in a personalized and person-centered manner.
 - 7.1.2.16. CCWA will then:
 - 7.1.2.16.1. Make an offer to provide support and services to the participant; or
 - 7.1.2.16.2. Advise the potential participant if, based on the principal's assessment, it is unable to provide support or services to the participant and the reasons why.
 - 7.1.2.16.3. If CCWA makes an offer to provide services and supports to the potential participant, CCWA will deliver to the participant a completed services agreement between CCWA (including a services schedule) and the participant based on the **Participant Intake Form BH-F-CC-034-02** and the parties' discussion and collaboration at the meeting with the principal.
 - 7.1.2.17. If the participant understands and is satisfied with the terms of the services agreement, they will be requested to sign the services agreement, and return it to CCWA for execution by the principal and/or other authorized representative of Bluebird Homecare. Upon execution by the principal, the participant will be provided with a fully executed copy of the services agreement, and the terms of the agreement will be binding on both parties.
 - 7.1.2.18. Pertaining to the participant's interaction with Bluebird Homecare, it will be retained in a participant information file. Such data will be retained in compliance with the policy on privacy and dignity.
- 7.2. Support planning procedure.
 - 7.2.1. People responsible: principal and key management personnel
 - 7.2.2. Once a services agreement has been entered into between the parties, work is undertaken by Bluebird Homecare, the participant, and their support network to enable effective assessment and to develop a support plan.
 - 7.2.3. For this purpose, the principal, the participant, and their support network will conduct a planning discussion to create a support plan that reflects the participant's needs, requirements, preferences, strengths, and goals.



- 7.2.4. Appropriate information and access will be sought for this purpose from a range of resources, including the NDIA and other service providers (including any support coordinator), to discuss or obtain support requirements, schedules, and plans, and to understand their goals.
- 7.2.5. If it is evident from prior meetings that the participant and/or their support network may need support in relation to the support planning procedure, the participant, potential participant, and their support network will be informed that an interpreter service, bilingual staff, or other forms of assistance to help them understand the support information can be made available.
- 7.2.6. The participant will also be informed that they may have an advocate of their choice to assist with planning and that CCWA can assist them to access an advocacy service.
- 7.2.7. Where a participant is transitioning from another service provider, the support planning process will also involve the development of a planned transition plan in relation to the transition of supports and services to CCWA from the previous service provider.
- 7.2.8. During the planning discussion, CCWA will:
 - 7.2.8.1. Implement person-centered processes to ensure CCWA develops an understanding of the participant's strengths, likes, dislikes, personal needs, goals, and expectations.
 - 7.2.8.2. Review the plan and any additional reports or attached information, and encourage the participant and their support network to express their needs and wishes and the determination of their specific support.
 - 7.2.8.3. Review the participant's documented goals, assess outcomes, and support the participant and family to refine or identify and document new goals.
 - 7.2.8.4. Ensure CCWA participants' rights and best interests are protected and the support strategies used are based on the least restrictive alternative and reflect contemporary, evidence-based best practice and funded and legal requirements as part of any support planning process;
 - 7.2.8.5. Ensure the supports and services intervene in the life of the participant in the least intrusive way possible with the smallest possible infringement on the participant's rights; and
 - 7.2.8.6. Conduct a participant risk assessment in accordance with the **Risk Assessment Form BH-F-CC-051-02** and **Work Health and Safety (WHS) Risk Assessment Checklist BH-F-CC-011-03**, with appropriate strategies to manage known risks planned and implemented, including strategies to manage any identified risks with respect to a participant that is subject to a significant risk factor, and:
 - 7.2.8.7. Develop a written **Participant Support Plan BH-F-CC-072-03**, **Risk Assessment Form BH-F-CC-051-02**, and **Risk Assessment Form BH-F-CC-051-02** responsive to the expressed support needs of the participant and support network that documents the provision of services and supports by Bluebird Homecare, within available funding and Bluebird Homecare's program and service capacity.
- 7.2.9. Ensure the **Participant Support Plan BH-F-CC-072-03** names all involved in its development, the staff member(s) responsible for providing the supports, contains a review date, and is signed and dated by the participant and, where applicable, parent (or legal guardian), with a signed copy provided to the participant and, where applicable, parent (or legal guardian).
- 7.2.10. Once the support plan has been developed, the participant assessment completed, and appropriate risk management strategies implemented, CCWA will begin delivering the requested services and supports.
- 7.2.11. CCWA will start providing the required services and supports as soon as the support plan, participant assessment, and necessary risk management techniques are finished.
- 7.3. Matching a Worker with a Participant: As part of the support planning procedure and discussion described above:
 - 7.3.1. People responsible: All workers
 - 7.3.2. Recognize the significance of matching the right Worker to meet the participant's needs and achieve their goals.
 - 7.3.3. Consider a number of factors such as personality, language, culture, and skill requirements, and if the participant is subject to a significant risk factor, such risk factor(s).



- 7.3.4. Value the participant's views if they have a preference in respect of one or more worker(s).
- 7.3.5. Do our best to accommodate that preference, noting that Bluebird Homecare's ability to accommodate that preference depends on whether that worker is qualified and competent to meet the participant's needs and achieve the participant's goals based on the participant's personal circumstances and the worker's availability and suitability to assist the participant.
- 7.3.6. We encourage and support you to be involved in the process of matching your needs with the right worker and value your opinion. We can also support you to access an advocate of your choice to support you in this process.
- 7.4. Reasonable adjustments to the support delivery environment procedure
 - 7.4.1. People responsible: all workers
 - 7.4.2. In collaboration with the participant, CCWA will make reasonable adjustments to the participant's support delivery environment to ensure it is fit for purpose and each participant's health, privacy, dignity, quality of life, and independence are supported. This is achieved by
 - 7.4.2.1. Having an understanding that each individual is unique and recognizing our individual differences.
 - 7.4.2.2. Understanding that the participant's support delivery environment and, in particular, their support preferences in respect of their health, privacy, dignity, quality of life, and independence can be influenced by factors including race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.
 - 7.4.2.3. Making reasonable efforts to involve the participant in selecting their workers, including the preferred gender of workers providing personal care supports (to the extent that CCWA employs and engages the preferred gender of worker and such worker is available and capable of providing the required supports).
 - 7.4.2.4. Providing a safe, positive, and nurturing support delivery environment.
 - 7.4.2.5. Utilizing an interpreter service or bilingual assessment staff to ensure the support delivery environment supports the participant's health, privacy, dignity, quality of life, and independence and is otherwise fit for purpose.
 - 7.4.2.6. Meeting the participant to gather information about the participant's background (including cultural background), individual needs, unique history, life experiences, and personal choices may impact their ability to engage with any services and supports and how, as a result, we may sensitively respond and could reasonably adjust the support delivery environment.
 - 7.4.2.7. Respecting, promoting, and upholding the participant's rights and responsibilities, including to responding to and supporting each participant's right to practice their culture, values, and beliefs while accessing support, as well as the other rights set out in the **Diversity Policy BH-P-CC-030-02**.
 - 7.4.2.8. Where supports are provided in the participant's home, work is undertaken with the participant to ensure a safe support delivery environment in accordance with the **Work Health and Safety Policy BH-P-CC-020-04** and **Work Health and Safety (WHS) Risk Assessment Checklist BH-F-CC-011-03**. This includes, where relevant, work being undertaken with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries.
 - 7.4.2.9. Where the support delivery environment includes the participant's home, respect the privacy, dignity and cultural significance of different spaces in the home.
 - 7.4.2.10. Understanding the cultural/language needs of our participant's family and carers, where they are involved, in particular respecting the social structure of the Aboriginal and Torres Strait Islander communities and how this may impact on the service delivery environment.
 - 7.4.2.11. Listening intently to what the participant and, where appropriate, their family, friends, and chosen community have told us about their needs and wishes and the reasonable adjustments to the support delivery environment they would like to see.



- 7.4.2.12. Using person-centered thinking, planning, and approaches when making reasonable adjustments to the support delivery environment to reflect the above considerations.

7.5. Special requirements for workers subject to a significant risk factor and receiving personal support

- 7.5.1. People responsible: principal and key management personnel

- 7.5.2. For each participant receiving personal support that is subject to a significant risk factor, during the term of their services agreement:

- 7.5.2.1. Not allow personal support to be provided by a sole worker to a participant unless CCWA has:

- 7.5.2.1.1. Assessed whether the participant is subject to a significant risk factor; and
- 7.5.2.1.2. Has entered into a written service agreement with the participant (which may be in the form of this agreement); or
- 7.5.2.1.3. Has prepared a proposed version of a written service agreement (which may be in the form of this agreement) to enter into with the participant and has made all reasonable efforts to enter it with the participant and provided a copy of it to the participant.

- 7.5.2.2. Document its assessment of the risk factors the participant is subject to in the **Risk Assessment Form BH-F-CC-051-02**, including whether the participant is subject to a significant risk factor;

- 7.5.2.3. As soon as reasonably practicable after completing the assessment, provide a copy of the **Risk Assessment Form BH-F-CC-051-02** to the participant.

- 7.5.2.4. Place a copy of the **Risk Assessment Form BH-F-CC-051-02** in Bluebird Homecare's file relating to the participant;

- 7.5.2.5. As soon as practicable after CCWA becomes aware of any change in circumstances that may have a significant impact on the provision of personal support to the participant:

- 7.5.2.5.1. Update the assessment to take account of the change.
- 7.5.2.5.2. Provide a copy of the updated assessment to the participant; and
- 7.5.2.5.3. Place a copy of the updated assessment in Bluebird Homecare's file relating to the participant.

- 7.5.3. Ensure:

- 7.5.3.1. The supervisor of the worker assisting the participant (or an independent person) is engaged to, as far as practicable, visit the participant's home to undertake in-person supervision of the worker,

- 7.5.3.2. The frequency at which the in-person supervision of the worker must occur is agreed upon with the participant and set out in the services agreement, including the means by which CCWA workers and staff are expected to communicate with the participant.

- 7.5.3.3. The supervision includes (as far as practicable) face-to-face communication with the participant in their home at an appropriate frequency, which is documented in the services agreement.

- 7.5.4. To assist in fulfilling monitoring and performance obligations, if providers of other support services are engaged by the participant, engage with those providers who may be involved in providing other support services to the participant in their home or in supporting the participant to access community-based activities by phone, video conference, or in person at the frequency specified in the services agreement.

- 7.5.5. Ensure:

- 7.5.5.1. There is a documented plan for supervision of the worker that is appropriate, having regard to the participant's risk factors, and the plan is implemented.

- 7.5.5.2. All of Bluebird Homecare's key management personnel receive regular reports in relation to the care and skill with which personal support is being provided to the participant by the worker, with the regularity of the reports being appropriate having regard to the participant's risk factors; and



- 7.5.5.3. Appropriate action is taken by Bluebird Homecare, without any unreasonable delay, to address any concerns identified in those reports.
 - 7.5.6. Include the name of the participant on the participants subject to a **Significant Risk Factor Register BH-R-CC-006-03**.
- 7.6. Review of the support delivery environment and support plan procedure
 - 7.6.1. People responsible: principal and key management personnel
 - 7.6.2. Monitoring of any reasonable adjustments made to the support delivery environment will occur contemporaneously with the provision of supports to ensure they remain fit for purpose and that the participant's health, privacy, dignity, quality of life, and independence continue to be supported as the participant's needs change over time.
 - 7.6.3. Periodic reviews of the effectiveness of the risk management strategies undertaken in connection with the participant risk assessment and support planning process will be undertaken to ensure risks are being adequately addressed at the earlier of
 - 7.6.3.1. When changes to the support delivery environment occur, or
 - 7.6.3.2. When a support plan is reviewed.
 - 7.6.4. Each support plan will be reviewed annually or earlier in collaboration with each participant or as required by the **Participant Support Plan BH-F-CC-072-03**, according to their changing needs or circumstances and their progress in meeting desired outcomes.
 - 7.6.5. During the review:
 - 7.6.5.1. Progress in meeting desired outcomes and goals expressed during the support planning process will be assessed at a frequency relevant and proportionate to risks, the participant's functionality and wishes; and
 - 7.6.5.2. Where restrictive intrusions are used in the provisions of services and supports, their continued need in the support of the participant will be assessed, with the aim of continuous reduction or elimination of the need for restrictive intrusions.
 - 7.6.6. Where progress is different from expected outcomes and goals, work is done with the participant and if appropriate, members of their support network, to change and update the support plan. Those changes are recorded in the participant's updated **Participant Support Plan BH-F-CC-072-03** and Participant Information File.
 - 7.6.7. Where appropriate, and with the consent of the participant, information on the updated support plan will be communicated to family members, carers, other providers and relevant government agencies.
 - 7.6.8. Bluebird Homecare's staff should not be "anchored" to the information provided or preferences expressed or needs identified at the participant assessment or support planning stage when conducting a review.
- 7.7. Monitoring and supervision
 - 7.7.1. People responsible: principal and key management personnel.
 - 7.7.2. Monitor the performance of each worker to ensure their performance is consistent with their respective participant's services agreement and the participant's safety and well-being.
 - 7.7.3. For each participant receiving personal support that is subject to a significant risk factor, ensure:
 - 7.7.3.1. The supervisor of the worker assisting the participant (or an independent person) is engaged to, as far as practicable, visit the participant's home, to undertake in-person supervision of the worker.
 - 7.7.3.2. The frequency at which the in-person supervision of the worker must occur is agreed upon with the participant and set out in the services agreement, including the means by which CCWA workers and staff are expected to communicate with the participant.
 - 7.7.3.3. The supervision includes (as far as practicable) face-to-face communication with the participant in their home at an appropriate frequency, which is documented in the services agreement.



- 7.7.4. For each participant receiving personal support that is subject to a significant risk factor, to assist in fulfilling monitoring and performance obligations, if providers of other support services are engaged by the participant, engage with those providers who may be involved in providing other support services to the participant in their home or in supporting the participant to access community-based activities by phone, video conference, or in person at the frequency specified in the services agreement.
- 7.8. Continuity of supports
 - 7.8.1. People responsible: principal and key management personnel.
 - 7.8.2. All reasonable efforts are made to ensure that the same worker (or group of workers) provides services and support to the participant without interruption throughout the period of their services agreement.
 - 7.8.3. Where changes or interruptions are unavoidable (for example, due to leave arrangements), alternative arrangements are explained and agreed upon with the participant.
 - 7.8.4. Refer to the **Business Continuity, Emergency, and Disaster Preparedness Plan BH-P-CC-016-03** for strategies employed to ensure continuity of supports.
- 7.9. Identification of Workers
 - 7.9.1. People responsible: principal and key management personnel.
 - 7.9.2. All workers will be provided with an identification card to be worn on an item of clothing or that is otherwise accessible and can be provided to a participant. The card should have their name and photo printed on it.
 - 7.9.3. All workers should have the identification card while providing support and services to participants.
- 7.10. Withdrawal of Supports
 - 7.10.1. People responsible: principal and key management personnel.
 - 7.10.2. Services and supports provided to a participant may be withdrawn by CCWA if any of the following events occur:
 - 7.10.2.1. The participant ceases to be a person with a disability of an age for which CCWA is permitted to provide services pursuant to its NDIS registration.
 - 7.10.2.2. The participant ceases to live proximately to Bluebird Homecare's base of operations;
 - 7.10.2.3. The participant ceases to have a source of individualized government funding (i.e., they are an NDIS participant) or have a source of private funding or that funding, is otherwise used;
 - 7.10.2.4. The participant's support plan or the services provided by CCWA are no longer able to meet the person's needs or assist in achieving chosen goals;
 - 7.10.2.5. The participant and/or their support network fails to communicate and provide information pertaining to changes to support needs.
 - 7.10.2.6. The participant transfers to another service provider;
 - 7.10.2.7. The participant dies;
 - 7.10.2.8. The participant is unable or unwilling over a period of time to work towards agreed goals;
 - 7.10.2.9. The participant is unwilling to meet the reasonable conditions required in their support plan, and thus affecting the safe delivery of a service to the participant and the health and safety of the staff.
 - 7.10.2.10. The participant is in breach of the terms of the services agreement.
 - 7.10.2.11. The participant fails to comply with the policies and procedures of Bluebird Homecare.
 - 7.10.2.12. Changes to the participant's condition result in the supports or services they require exceeding the skills and expertise CCWA staff can deliver, or they would otherwise require services to be provided that CCWA does not have the capacity to provide.
 - 7.10.2.13. There has been no contact between the person and CCWA for a period of 2 months;



- 7.10.2.14. The participant and/or family member/carer engages in behavior that is unacceptable to Bluebird Homecare, such as violence, abuse, aggression, theft, or property damage, or that poses a risk to the safe delivery of a service to the participant or the health and safety of the staff;
- 7.10.2.15. The participant ignores risk management procedures in accordance with the CCWA **Work Health and Safety Policy BH-P-CC-020-04**;
- 7.10.2.16. The participant fails to pay fees due and payable to CCWA by the due date for payment in accordance with the services agreement; and
- 7.10.2.17. Either party gives at least four weeks' notice to the other party in writing in relation to the termination of the services agreement.

7.11. Transition from CCWA procedure

- 7.11.1. People responsible: principal and key management personnel.
- 7.11.2. Ensure that a transition from CCWA occurs in a professional, planned, and collaborative manner in accordance with the **Exit and Transition Form – BH-F-CC-057-03**.
- 7.11.3. Ensure that a transition plan is conducted in close consultation with the participant and, where appropriate, the family, carer, and any other important people from the person's support network.
- 7.11.4. The transition plan shall be documented in writing and include:
 - 7.11.4.1. Information about referral processes or supported introduction to other service providers, community agencies, and organizations, that can offer support and services they require after they have exited Bluebird Homecare; and
 - 7.11.4.2. Any identified risks associated with the transition, and if appropriate, strategies to manage those risk, are planned and implemented.
- 7.11.5. As part of the transition, the participant and their family/carer will be offered the opportunity to participate in an exit interview. It is the choice and decision of the person and/or their family/carer to engage in an exit interview.
- 7.11.6. CCWA will use information from the interview as part of an evaluation and feedback process to improve Bluebird Homecare's services and identify any training requirements for staff of the service.
- 7.11.7. Upon exit, all documentation and information developed and implemented by CCWA will remain the property of Bluebird Homecare.
- 7.11.8. All information in relation to the participant will be retained, secured, and stored in accordance with Bluebird Homecare's **Privacy and Dignity Policy BH-P-CC-023-02**.

7.12. Welcome feedback and identify areas of improvement.

- 7.12.1. Responsible people: all workers
- 7.12.2. Create an environment where all feedback is valued and encouraged, including from participants, workers and others, to identify areas where CCWA can learn and improve its support of participants.
- 7.12.3. Welcome feedback (including anonymously) and promptly deal with any complaints or incidents in accordance with
- 7.12.4. **Feedback and Complaints Management Policy BH-P-CC-009-03** or **Incident Management and Reporting Policy BH-P-CC-008-03** (as applicable).
- 7.12.5. Actively consult with participants to continually improve in delivering best practices in service delivery.
- 7.12.6. Conduct an annual survey of all workers, participants, their support networks, and other stakeholders and ask them to suggest areas for improvement in relation to Bluebird Homecare's application of this policy, including its commitment to best practice service delivery.

7.13. Workers to commit to policy

- 7.13.1. Responsible people: all workers



- 7.13.2. All workers are provided with a copy of this policy in their orientation and induction materials.
- 7.13.3. Under their employment, contractor agreement or binding letter agreement, each worker at CCWA is required to take responsibility for ensuring:
 - 7.13.3.1. Full understanding of the commitments outlined in this policy as well as procedures and other strategies designed to ensure that the principles of this policy are upheld; and
 - 7.13.3.2. Ensuring that the principles and procedures and other strategies within this policy are applied in their daily work.
- 7.14. Train Workers
 - 7.14.1. People responsible: principal and key management personnel.
 - 7.14.2. Train workers to assist them to understand how to apply this policy and these procedures in everyday practice during their induction and as part of ongoing refresher training and/or when processes change.
 - 7.14.3. Train and support workers to identify and report a breach of a participant's rights by any other party.
- 7.15. Communicate in the language, mode of communication, and terms that the participant is most likely to understand.
 - 7.15.1. Responsible people: all workers
 - 7.15.2. To ensure services and supports are responsive to their personal needs, support participants to communicate about their supports and services in a manner that is responsive to their needs and in the language, mode of communication, and terms that the participant is most likely to understand by:
 - 7.15.2.1. Using respectful, open, clear, and honest communication in all professional interactions (e.g., spoken, written, social media).
 - 7.15.2.2. Communicating effectively with participants to promote their understanding of the subject matter of the conversation (e.g., active listening, use of plain language, encouraging questions).
 - 7.15.2.3. Identifying potential barriers to effective communication and making a reasonable effort to address these barriers, including by providing information and materials on how to access interpreter services, and legal and advocacy services.
 - 7.15.2.4. Working with bilingual assessment staff, interpreters (linguistic and/or sign), communication specialists, and relevant advocacy agencies/services that can also assist participant participation, inclusion, informed choice, and control.
 - 7.15.2.5. Encouraging participants to engage with their family, friends, and chosen community if CCWA has been directed to do so.
 - 7.15.2.6. Documenting all material communications accurately, clearly, professionally, and in a timely manner and including them in the participant's information file.
 - 7.15.3. In an inclusive and encouraging atmosphere, Aboriginal, Torres Strait Islander, and all persons from culturally, linguistically, and diverse backgrounds (CALD) are encouraged to obtain services and support in the community.
- 7.16. Making advocacy accessible:
 - 7.16.1. People responsible: principal and key management personnel.
 - 7.16.2. Participants should be encouraged and supported to get legal or advocacy services so they can voice their views on the provision of assistance from CCWA by giving information on how to get these services.
- 7.17. Adoption of policies:
 - 7.17.1. People responsible: the board
 - 7.17.2. Adopt and uphold the relevant policy and documentation, which helps in terms of support planning, responsive support provision, access to supports, service agreements with participants, and transitions to and from the provider's NDIS practice standards. CCWA will showcase the pertinent NDIS quality indicators.



8. RELATED FORMS:

- 8.1. Exit and Transition Form BH-F-057-03
- 8.2. Consent Agreement Form BH-F-CC-005-04
- 8.3. Participant Intake Form BH-F-CC-034-02
- 8.4. Risk Assessment Form BH-F-CC-051-02
- 8.5. Work Health and Safety (WHS) Risk Assessment Checklist BH-F-CC-011-03
- 8.6. Participant Support Plan BH-F-CC-072-03
- 8.7. Significant Risk Factor Register BH-R-CC-006-03

9. RELATED POLICIES:

- 9.1. Participant Information Booklet Policy BH-P-CC-032-02
- 9.2. Participant Information Booklet (Easy Read) Policy BH-P-CC-031-02
- 9.3. Privacy and Dignity Policy BH-P-CC-023-02
- 9.4. Diversity Policy BH-P-CC-030-02
- 9.5. Work Health and Safety Policy BH-P-CC-020-04
- 9.6. Feedback and Complaints Management Policy BH-P-CC-009-03
- 9.7. Incident Management and Reporting Policy BH-P-CC-008-03