



BLUEBIRD HOMECARE PTY LTD. ABN 55 625 827 974
POLICIES AND PROCEDURES

Policy Title	Support Independent Living Policy				
Policy Number	BH-P-CC-041-02				
Policy Owner	Compassionate Care WA - Clinical Process and Compliance				
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1. POLICY STATEMENT:

- 1.1. Our dedication to providing person-centered support services is outlined in these rules and procedures, which guarantee the following:
 - 1.1.1. Participants have a say in every decision they make on the support services they get.
 - 1.1.2. There are personal plans in place that precisely outline each person's requirements, preferences, and permission agreements;
 - 1.1.3. service delivery aids in the participant's goal-achieving;
 - 1.1.4. Services are provided with an emphasis on human rights in a way that is moral, courteous, and secure;
 - 1.1.5. Services enhance the quality of life, safety, inclusion, and well-being of those with disabilities.

2. SCOPE:

- 2.1. All employees, contractors, prospective and current participants, their families, and any supporters are covered by this policy and process.
- 2.2. The responsibility of Bluebird Homecare Pty. Ltd. is to protect participants against abuse and neglect in their home, community, and from providers while providing services.

3. PURPOSE:

- 3.1. This policy and process serve as a statement of our dedication to maintaining and safeguarding participant rights.

4. NDIS QUALITY INDICATORS:

- 4.1. In this regard, Compassionate Care WA aims to demonstrate the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:
 - 4.1.1. how a Participant's concerns about the dwelling will be communicated and addressed;
 - 4.1.2. how potential conflicts involving Participant(s) will be managed;
 - 4.1.3. how changes to Participant circumstances and/or support needs will be agreed and communicated;
 - 4.1.4. in shared living, how vacancies will be filled, including each Participant's right to have their needs, preferences and situation taken into account; and
 - 4.1.5. how behaviours of concern which may put tenancies at risk will be managed, if this is a relevant issue for the Participant.

5. DEFINITION OF TERMS:

- 5.1. Abuse is mistreating someone verbally, physically, emotionally, or by not taking proper care of them. As an illustration, consider abuse of a sexual kind as well as any intentional harm.
- 5.2. CALD is an abbreviation for people with different linguistic and cultural backgrounds.
- 5.3. Consent is giving voluntary, knowledgeable, explicit, and up-to-date approval. In other words, a person needs to be free to make an informed decision about whether to consent to the handling of their personal information or not.
- 5.4. Respecting each person's liberty and self-determination to make educated decisions and weigh their own risks is known as the "Dignity of Risk."



- 5.5. Duty of Care: The need to give participants a sufficient standard of care and defense against harm and injury that is reasonably foreseeable.
- 5.6. Personal information is information that has been recorded (audio, visual, and image formats) or opinion that can plausibly be used to determine someone's identity, regardless of its veracity.

6. GENERAL GUIDELINES:

- 6.1. Evaluation and Citation
 - 6.1.1. Compassionate Care WA is dedicated to working in conjunction with a participant who is over the age of eighteen and is considering obtaining supported independent living (SIL) to ascertain whether SIL or other personal care supports are necessary.
 - 6.1.2. Compassionate Care WA acknowledges and accepts that the following factors will be taken into consideration when determining if SIL is appropriate (either by Compassionate Care WA, the participant, their local area coordinator, planner, or support coordinator, as applicable):
 - 6.1.2.1. the objectives of the participant for their future residence and living situation;
 - 6.1.2.2. the assistance a participant requires in order to live as independently as feasible;
 - 6.1.2.3. Should other forms of support—such as specialized living arrangements or personal care assistance—be a preferable choice;
 - 6.1.2.4. Should the participant require one-on-one assistance due to substantial support needs;
 - 6.1.2.5. The assistance the participant is now receiving;
 - 6.1.2.6. If SIL support satisfies the required and acceptable requirements for SIL.
 - 6.1.3. In the context of providing SIL, Compassionate Care WA understands and consents that all NDIS-funded supports must satisfy the reasonable and necessary requirements, which may include:
 - 6.1.3.1. The participant's present circumstances, objectives, and desires
 - 6.1.3.2. The participant's current residence as well as their future housing aspirations
 - 6.1.3.3. The ability of the participant to develop the independent living skills necessary to meet the participant's housing and lifestyle objectives
 - 6.1.3.4. details regarding the participant's ongoing assistance requirements
 - 6.1.3.5. reports or evaluations from occupational therapy
 - 6.1.3.6. Additional relevant data regarding the participant's assistance requirements
 - 6.1.3.7. Any other residence and living choices.
 - 6.1.4. Compassionate Care WA will work with the participant to create a roster of care that details the supports the participant will receive from Compassionate Care if SIL is judged appropriate (by the participant, their local area coordinator, support coordinator, planner, or Compassionate Care WA, as applicable).
 - 6.1.5. Compassionate Care WA will speak with the participant (or their nominee or representative) as part of the consultation phase to find out what kind of support the participant need and to establish the participant's roster of care in compliance with this policy and any applicable guidelines, which may include the provider SIL pack.
 - 6.1.6. Compassionate Care WA will make an effort to guarantee that the care roster offers "value for money" and has been priced in compliance with the Provider SIL Pack and NDIS Price Guide.
- 6.2. Initiation of Service Contract (SIL)
 - 6.2.1. In order to offer the participant supported independent living services, Compassionate Care WA will sign a service agreement or create one.
- 6.3. Signing of the Collaboration Agreement between SDA and SIL, wherein SIL is to be supplied in SDA
 - 6.3.1. Compassionate Care WA intends to enter into an SDA and SIL Collaboration Agreement with SDAP in cases where SIL is to be provided in specialized disability accommodations. This agreement will create and



preserve positive working relationships, efficient referral sources, and support links between SDAP, Compassionate Care WA, and the participant.

- 6.3.2. Compassionate Care WA acknowledges and accepts, in the event that SIL is to be offered in specialized disability accommodation, that:

6.3.2.1. It is the participant's right to select and substitute a supported independent living provider, independent of SDAP's affiliation with Compassionate Care WA.

6.3.2.2. They own the SDA-enrolled dwelling with security of tenure (in accordance with the conditions of the SDA residency agreement signed or created with SDAP), regardless of the choice(s) they make about the provider of their SIL service or other NDIS support in the SDA-enrolled dwelling.

- 6.3.3. Compassionate Care WA will require that the SDA and SIL Collaboration arrangement include the following provisions in cases where SIL is to be offered in specialized disability accommodations, without restricting the terms of the SDA residency arrangement, as between SDAP and Compassionate Care WA:

6.3.3.1. SDAP shall have the authority to create house rules;

6.3.3.2. In compliance with SDAP's policies, SDAP shall handle and resolve any participant concerns regarding the home;

6.3.3.3. If there are any problems that pertain exclusively to the services that Compassionate Care WA is providing, then Compassionate Care WA will be in charge; otherwise, SDAP will handle how any issues involving the participant will be handled;

6.3.3.4. SDAP shall oversee the process of filling open residences, including the right of each participant to have their position, needs, and preferences taken into consideration; and

6.3.3.5. If this is a pertinent issue for the participant, SDAP and Compassionate Care WA will work together to manage how behaviors of concern that can endanger other residents are handled.

6.3.3.6. To meet the needs of the participant, the parties shall, nevertheless, cooperate and discuss with one another in all such circumstances in line with this agreement.

- 6.3.4. To the extent that the SDA and SIL Collaboration Agreement require Compassionate Care WA (rather than SDAP) to:

6.3.4.1. Compassionate Care WA will handle the participant's dwelling-related problems in line with its BH-P-CC-009-02-Feedback and Complaints Management Policy;

6.3.4.2. handle any conflicts that may arise with the participant; and Compassionate Care WA will follow its BH-P-CC-024-02-Conflict of Interest Policy in doing so;

6.3.4.3. oversee the process of filling open positions in SDAP housing, taking into consideration the rights of each participant to have their needs, preferences, and circumstances taken into consideration; Compassionate Care WA will follow this policy in doing so.

6.3.4.4. Oversee the management of problematic behaviors that can endanger other tenants; if this is a pertinent matter for the participant, it will be handled in compliance with Compassionate Care WA's BH-P-CC-020-02-Work Health and Safety Policy, BH-P-CC-014-02-Risk Management Policy, and other pertinent Compassionate Care WA rules.

6.4. All-around cooperation

- 6.4.1. Compassionate Care Western Australia aims to:

6.4.1.1. completely collaborate with SDAP and one another to satisfy the participant's needs;

6.4.1.2. work with SDAP to coordinate efforts; and

6.4.1.3. collaborate closely with SDAP to provide participant support in their SDA-enrolled homes.

- 6.4.2. Before disclosing any information to SDAP, Compassionate Care WA will ask the participant's permission (e.g., regarding the participant and the services provided by each party). In the event that the participant grants this permission, compassionate care WA will actively collaborate with SDAP on matters pertaining to the participant, such as:



- 6.4.2.1. in the event that the participant's accommodations change or the SDA-enrolled home needs to be modified;
- 6.4.2.2. in the event that the participant's actions cause problems for other occupants or the smooth operation of the SDA-enrolled residence;
- 6.4.2.3. in the case of any occurrences, including any allegations of abuse, neglect, or violence.
- 6.4.2.4. Only where it is appropriate and permitted does the duty to communicate and exchange information apply.

6.5. Posting, Notifying, and Filling Positions

- 6.5.1. Compassionate Care WA is obligated to manage tenancies in relation to SDA-enrolled dwellings that become vacant. In such cases, Compassionate Care WA must follow a protocol for declaring, advertising, and filling the SDA-enrolled home that:
 - 6.5.1.1. guarantees that candidates are aware of the process and standards Compassionate Care WA uses to select candidates for open positions;
 - 6.5.1.2. fills the position as soon as effectively as practicable;
 - 6.5.1.3. conforms with the law;
 - 6.5.1.4. records and considers the opinions, inclinations, and requirements of every participant;
 - 6.5.1.5. keeps a close eye on and evaluates the processes, workflows, systems, and other tactics that Compassionate Care WA uses to announce, market, and fill open positions in SDAP's SDA-enrolled homes.
- 6.5.2. When evaluating whether an applicant is qualified to live in the SDA-enrolled home, Compassionate Care WA will look at the following factors:
 - 6.5.2.1. The applicant's eligibility under the law, which includes having enough SDA money in their assistance package, being a current participant in the National Disability Insurance Scheme, and being permitted to reside in the appropriate SDA building category;
 - 6.5.2.2. if the applicant currently resides in one of the other enrolled homes managed by SDAP;
 - 6.5.2.3. the distance between the applicant's family's residence and the SDA-enrolled dwelling;
 - 6.5.2.4. the distance between the applicant's place of employment and the SDA-enrolled residence;
 - 6.5.2.5. the age of the candidate;
 - 6.5.2.6. references supplied by the applicant, if Compassionate Care WA deems it suitable. Unless Compassionate Care WA decides otherwise, applicants must submit one reference from each of the following sources:
 - 6.5.2.6.1. a recommendation from a former agent or landlord attesting to a solid track record of timely rent payments and upkeep of the property;
 - 6.5.2.6.2. a first-hand testimonial from an individual who has known the candidate for a minimum of two years; and
 - 6.5.2.6.3. a character reference from a minimum of two years' acquaintance with the candidate;
 - 6.5.2.7. The applicant's capacity to pay the rent on the house where they are enrolled in SDA;
 - 6.5.2.8. the SDA-enrolled property's size in relation to the applicant's requirements;
 - 6.5.2.9. the opinions, tastes, and requirements of the applicant (such as amenities);
 - 6.5.2.10. any assistance that the applicant requests; and
 - 6.5.2.11. participants who live nearby.

6.6. Management of Complaints and Feedback

- 6.6.1. In the event that a disagreement emerges between Compassionate Care WA and the participant, or if the participant has a grievance concerning Compassionate Care WA's procedures for announcing, marketing,



and assigning a vacant SDA-enrolled residence, or concerning evaluation, Compassionate Care WA will handle the matter in compliance with its BH-P-CC-009-02-Feedback and Complaints Management Policy.

7. PROCEDURES:

- 7.1. The following processes support this policy: they are all vital to accomplishing the goals of this policy, they are not prioritized, and they all interact dynamically and apply to every aspect of Compassionate Care WA.
 - 7.1.1. Evaluation and quote from the primary and senior management staff
 - 7.1.2. Create a roster of care using the NDIA's provider SIL pack after consulting with a participant as follows:
 - 7.1.2.1. The participant's roster of care (RoC) and accompanying documentation must be created using Compassionate Care WA's templates and tools, which are included in the Provider SIL Pack. When determining the kind and extent of support that a participant (such as a participant) needs NDIS funding for, the RoC is an essential tool for participants, providers, and the NDIA.
 - 7.1.2.2. An enhanced RoC tool to solve known concerns and guarantee that provider rates don't surpass ADL pricing constraints is included in the July 2020 release of the Provider SIL Pack. Included are updates to the template and guidance materials.
 - 7.1.3. When attempting to offer the participant supported independent living services, use the Provider SIL Pack to create a roster of care submission:
 - 7.1.4. The following documents are part of the SIL Provider Pack:
 - 7.1.4.1. SIL Provider Pack User Guide (DOCX 2.7MB)
 - 7.1.4.2. Template for SIL Provider Roster of Care Submission (DOCX 75KB)
 - 7.1.4.3. XLSX 909KB Provider SIL Roster of Care Submission Tool Example
 - 7.1.4.4. XLSX 920KB Provider SIL Roster of Care Submission Tool
 - 7.1.5. Make an effort to guarantee that the Roster of Care offers "value for money" and that the cost was determined in compliance with the Provider SIL Pack and NDIS Price Guide.
- 7.2. The principal and key management personnel's inclusion in the service agreement (SIL)
 - 7.2.1. To supply the participant with supported independent living services, enter into or create a service agreement. The service agreement will outline the rights and obligations of Compassionate Care WA and the participant with regard to the supported independent living services that Compassionate Care WA provides to the participant. It will essentially take the form of Compassionate Care WA's template Services Agreement (SIL).
- 7.3. Principal and Key Management Personnel's Intent to Enter into SDA and SIL Collaboration Agreement
 - 7.3.1. Sign an SDA and SIL Collaboration Agreement with SDAP where Compassionate Care WA is to provide SIL in specialized disability accommodations. This agreement will create and preserve positive working relationships, efficient referral sources, and support links between SDAP, Compassionate Care WA, and the participant.
 - 7.3.2. Demand that the SDA and SIL Collaboration Agreement include the following provisions in cases where SIL is to be delivered in specialized handicap accommodations, as between SDAP and Compassionate Care WA, and without restricting the parameters of the SDA residency agreement:
 - 7.3.2.1. SDAP shall have the authority to create house rules;
 - 7.3.2.2. In compliance with SDAP's policies, SDAP shall handle and resolve any participant concerns regarding the home;
 - 7.3.2.3. If there are any problems that pertain exclusively to the services that Compassionate Care WA is providing, then Compassionate Care WA will be in charge; otherwise, SDAP will handle how any issues involving the participant will be handled;
 - 7.3.2.4. SDAP will oversee the process of filling open housing units, including the right of each participant to have their requirements, preferences, and circumstances taken into consideration; and If the participant has a concern about behaviors that could endanger other tenants, SDAP and



- 7.3.2.5. Compassionate Care WA will work together to control how those behaviors are handled.
 - 7.3.2.6. To meet the needs of the participant, the parties shall, nevertheless, cooperate and discuss with one another in all such circumstances in line with this agreement.
 - 7.3.3. To the extent that the SDA and SIL Collaboration Agreement require Compassionate Care WA (rather than SDAP) to:
 - 7.3.3.1. Compassionate Care WA will handle the participant's dwelling-related problems in line with its BH-P-CC-009-02-Feedback and Complaints Management Policy ;
- 7.4. handle any conflicts that may arise with the participant; and Compassionate Care WA will follow its BH-P-CC-024-02-Conflict of Interest Policy in doing so.
 - 7.4.1.1. oversee the process of filling open positions in SDAP housing, taking into consideration the rights of each participant to have their needs, preferences, and circumstances taken into consideration;
 - 7.4.1.2. Compassionate Care WA will follow this policy in doing so. control how problematic behaviors that might endanger other tenants will be handled; if this is a pertinent matter for the participant, Compassionate Care WA will handle it in compliance with the organization's BH-P-CC-020-02-Work Health and Safety Policy, BH-P-CC-014-02-Risk Management Policy, and other applicable Compassionate Care WA policies.
- 7.5. The principle and other important management staff members declaring, publicizing, and filling vacancies
 - 7.5.1. In the event that a vacancy arises in an SDA-enrolled home that Compassionate Care WA is managing tenancies for, Compassionate Care WA will:
 - 7.5.1.1. announce the SDA-enrolled home as unoccupied;
 - 7.5.1.2. post a notice of the opening on the website of Compassionate Care WA;
 - 7.5.1.3. inform any participant referrers of the opening;
 - 7.5.1.4. send notice of the opening to any qualified and eligible candidates who have already applied to Compassionate Care WA;
 - 7.5.1.5. help candidates fill out the Compassionate Care WA application if they need help;
 - 7.5.1.6. give applicants details regarding the evaluation procedure, including the dates of the decision-making process;
 - 7.5.1.7. provide a chance for questions from applicants;
 - 7.5.1.8. enter application information and notes into the system of Compassionate Care WA;
 - 7.5.1.9. evaluate each application, considering the applicant's fit for the SDA-enrolled residence and the standards outlined in this policy;
 - 7.5.1.10. using the criteria outlined in this policy, rank the applicants from one to three and compile a shortlist of the top three candidates for the SDA-enrolled residence;
 - 7.5.1.11. present the top three candidates with:
 - 7.5.1.11.1. notification that they have been placed on the waiting list for the SDA-enrolled home;
 - 7.5.1.11.2. the chance to view the SDA-enrolled home; and
 - 7.5.1.11.3. a copy of the SDA residency agreement, along with any supporting documentation, to be signed;
 - 7.5.1.12. make the SDA-enrolled residence available to the most qualified candidate and allow them to decide whether or not to accept the offer after receiving all relevant information;
 - 7.5.1.13. in the event that the best applicant declines the offer of the SDA-enrolled residence:
 - 7.5.1.13.1. extend an offer of the SDA-enrolled dwelling to the applicant deemed second most suitable, providing them with sufficient time to decide whether or not to accept the offer; and



- 7.5.1.13.2. inform the best qualified candidate that turning down the offer won't have an adverse effect on their ability to apply for other properties; and
 - 7.5.1.14. The procedure outlined in the Evaluation and quote from the primary and senior management staff should be repeated with the third most suitable applicant in the event that the second most suitable applicant declines the offer of the SDA-enrolled residence.
- 7.6. Use language, a communication style, and terminology that all support workers are most likely to comprehend when speaking with a participant.
 - 7.6.1. Help participants communicate about the tenancy management service in a way that is sensitive to their requirements and uses the words, language, and communication style that they are most likely to understand:
 - 7.6.1.1. communicating in all professional contacts (verbal, written, and social media) with decency, candor, clarity, and openness;
 - 7.6.1.2. using good participant communication techniques, such as active listening, plain language use, and encouraging questioning, to help participants better grasp the suggested SDA supports and services.
 - 7.6.1.3. recognizing any obstacles to efficient communication and exerting reasonable effort to remove them, such as by disseminating information and materials about legal and advocacy services as well as interpreting services.
 - 7.6.1.4. collaborating with multilingual assessment personnel, linguistic and/or sign interpreters, communication specialists, and pertinent advocacy organizations/services that can further support participant inclusion, participation, informed decision-making, and control.
 - 7.6.1.5. supporting participants in interacting with their selected community, family, and friends, if the participant has instructed Compassionate Care WA to do so.
 - 7.6.1.6. educating participants on their legal and inalienable rights.
 - 7.6.1.7. assisting participants in carrying out their obligations and rights.
 - 7.6.1.8. accurately, concisely, professionally, and promptly recording any relevant communications and adding them to the participant's file.
 - 7.6.1.9. assisting participants, their families, caregivers, and support systems in locating, utilizing, and gaining access to the SDA supports and services they require; in addition, collaborating with them to remove any obstacles or constraints that may be present.
 - 7.6.2. In a welcoming and encouraging setting, Aboriginal, Torres Strait Islander, and all individuals from culturally, linguistically, and diverse backgrounds (CALD) are assisted in gaining access to SDA support and services in the community.
- 7.7. Giving the principle and important management staff access to advocacy:
 - 7.7.1. Provide information in the Participant Induction Booklet about how to find legal or advocacy services that can educate participants about their rights regarding tenancy management. This will encourage and support participants in seeking out these services.
- 7.8. Keep an eye on and evaluate the processes, policies, workflows, and additional tactics.
 - 7.8.1. Keep an eye on and evaluate the processes, systems, workflows, and other tactics Compassionate Care WA uses to announce, market, and fill positions. Then, put any necessary adjustments into practice.
- 7.9. All support workers' complaints and disagreements,
 - 7.9.1. in line with the BH-P-CC-009-02-Feedback and Complaints Management Policy of Compassionate Care WA, address and resolve any additional grievances or disagreements.
- 7.10. All support workers must pledge to uphold the policy.
 - 7.10.1. This policy is included in the orientation and induction documents given to all support workers.
 - 7.10.2. As stipulated in their employment contract, contractor agreement, or binding letter agreement, every support worker of Compassionate Care WA must be accountable for making sure that:



- 7.10.2.1. a thorough comprehension of the obligations specified in this policy, along with the protocols and additional tactics intended to guarantee that the policy's tenets are respected; and
- 7.10.2.2. making certain that the guidelines, practices, and other tactics included in this policy are implemented in their day-to-day activities.

7.11. Principal and important management staff train support workers

- 7.11.1. educating and assisting support workers on the protocols.
- 7.11.2. teaching support workers the value of adhering to the protocols for announcing, advertising, and filling openings in Compassionate Care WA's SDA-enrolled homes.

7.12. The principal and other important management staff adopt complementary policies.

- 7.12.1. Adopt and uphold the policy and any supporting documentation needed to help Compassionate Care WA demonstrate the pertinent NDIS quality indicators for the NDIS Practice Standard on Tenancy Management.

8. RELATED POLICIES:

- 8.1. BH-P-CC-009-02-Feedback and Complaints Management Policy;
- 8.2. BH-P-CC-024-02-Conflict of Interest Policy
- 8.3. BH-P-CC-020-02-Work Health and Safety Policy
- 8.4. BH-P-CC-014-02-Risk Management Policy

9. RELATED FORMS:

- 9.1. Client Handbook