

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

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

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

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

Policy context – this policy relates to:	
Standards	NDIS Practice Standards and Quality Indicators 2018
Legislation	NDIS Act 2013 Disability Services Act 1993 Carers (Recognition) Act 2010
Organisation policies	1.5 Diversity and Cultural Inclusion 1.1 Client Rights and Service Charter 1.2 Decision Making and Choice 3.4 Interagency Service Co-ordination 1.6 Privacy 2.1 Confidentiality 2.2 Access to Confidential Information 2.4 Feedback and Complaints 3.1 Service Access, Demand and Capacity Management 2.5 Conflict of Interest 2HR2 Staff Support and Supervision 2HR8 Professional Development 4.3 Client Participation and Social Inclusion 1.8 Child Protection and Reportable Incidents 4.2 Family Centred Practice
Forms, record keeping, other documents and References	ECIA Code of Ethics NDIS Code of Conduct ODEEP Family Charter

	<p>Feedback and Complaints Brochure and Client User Forms The Role of the Key Worker Document Best Practices Principles in ECI Routines Based Interview Procedure NDIS Progress Review Meeting Procedure and Reports Family Surveys www.inclusionnow.org.au Progress for Providers: Checking your progress in delivering personalised services: Helen Sanderson and Associates Australia and NDS 2001</p>
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Procedures:

Clarifying role and responsibilities

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

Service Planning and Co-ordination

Service planning and coordination at ODEEP encompasses four different processes:

- Service agreement
- Individual family service planning
- Progress review and
- Risk management.

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

Service Agreement and Schedule of Supports

A service agreement is completed, by the Practice Manager or other delegated staff member, with the family at the commencement of services. The service agreement and schedule of supports outlines the services that the family would like to receive from ODEEP. A copy of the service agreement is provided to the family, plan manager (if plan managed) and any other delegates as requested by the family. A copy of the service agreement is filed within the ODEEP CRMS.

Alerts within the CRMS are used to monitor the use of the child's remaining allocated funding, and the funding tab within the CRMS is used by the keyworker to monitor funding and how services are being utilised to address the child and family goals.

The cancellations and privacy policies are provided via email and hard copy, and the procedure for feedback and complaints is explained and is documented within the service agreement. These policies and procedures are also located on the ODEEP website.

Families may provide their NDIS plan, including goals to ODEEP, to inform service provision and NDIS reporting. The copy of the plan is stored confidentially within the CRMS.

At the completion of the service agreement, the Practice Manager, or other delegated staff, will email allocated staff to inform them that the child has funding and that services can commence. It is then the keyworker/staff members responsibility to contact the family to commence services.

Individual Family Service Plan (IFSP)

Once the service agreement is established, relevant staff and/or ODEEP Key Worker will make a mutual time with new and/or existing families to begin the service planning and co-ordination process. This meeting is called the Individual Family Service Planning Meeting and is strongly encouraged at the commencement of services to be undertaken, but if a family chooses to opt out of the IFSP process this is documented and planning and service co-ordination is undertaken within sessions in a semi-structured manner. If the child is being supported by a NDIS plan the goals outlined in the plan are reviewed with the family and priorities are discussed. The IFSP should ideally be conducted within one month of the initial appointment.

The ODEEP Service Agreement, as well as the Individual Family Service Plan, encompasses both family choice and preferences with an agreed service model that upholds the values of family-centred practices and best practice early intervention, including the team around the child approach. The families cultural and diversity preferences are taken into account when forming the Individual Family Support Plan and families are treated with dignity and respect whilst ensuring that their rights are upheld and the understanding that they play a pivotal role in their child's early intervention. If the family wishes to engage a Key Worker, ODEEP works with the family and other professionals to identify a suitable Key Worker.

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

Where progress is different from expected outcomes and goals, ODEEP staff, in conjunction with the child and family, will change/update the IFSP and/or support plan.

The Key Worker and ODEEP staff members are responsible for regularly reviewing the Individual Family Service Plan with families to ensure all goals are being addressed over the course of the plan. The broad NDIS goals will be broken down into smaller, measureable goals and families and ODEEP staff will work together on a plan to achieve these goals in children's everyday environments and routines. These goals will be measured, evaluated and recorded on the child's session notes that are emailed to the family at the completion of each session. Families have an opportunity to provide feedback to their keyworker, other staff or management regarding how services provided are meeting or not meeting their needs. If changes to service provision are required these can be negotiated.

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

Progress Review

A requirement of NDIS service provision is that prior to the next plan meeting, a report is provided to NDIS about outcomes for the child and family, as well as goal attainment and recommendations for future therapeutic supports. During the term of the NDIS plan, ongoing review is documented within the child’s IFSP under the goals tab within the CRMS, and in NDIS service reports.

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

Risk Assessments:

Any associated risks that may arise during the provision of services are discussed and documented in the IFSP and if needed further discussion or planning may need to be undertaken to reduce the risk to the child, family or staff of ODEEP. Risks and risk mitigation strategies continue to be monitored and reviewed, discussed with the family and documented through the use of service reports, which are sent to families at the end of each session. In the event that ODEEP cannot provide the services and supports due to the complexities of the child/family needs as well as ODEEP staff experience and training, the family will be referred to other appropriate agencies as well as the NDIS Plan Partners.

Record of policy development		
Version	Date approved	Date for review
Version 1	August 2020	August 2021
Version 2	November 2021	November 2022
Version 3	January 2023	January 2024