



TRANSITION TO OR FROM WIDE BAY RESPITE POLICY

Wide Bay Respite Services



Transition to or from Wide Bay Respite Policy

Rationale:

The aim of this policy is to clarify the service entry and exit process for Wide Bay Respite Services participants, including those people provided funding through the National Disability Insurance Scheme (NDIS).

The purpose of defining access and exit is to enable people with a disability to access supports and services, and to ensure that services are directed towards the intended target group. Wide Bay Respite Services promotes the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability, and respect for their inherent dignity.

The policy provides direction for Wide Bay Respite Services support staff when considering the referral or request for supports and services to the organisation, or considering the exit of an individual from the organisation.

Where Wide Bay Respite Services may not be resourced to provide a potential or existing participant the necessary and required supports Wide Bay Respite Services will assist them with information to find services elsewhere.

SCOPE

This policy applies to all existing and potential support staff and Wide Bay Respite Services participants and their family members/ Carers who have requested, or currently receiving supports and services.

DEFINITIONS

Assistance to access community, social and recreational activities: Provision of supports to enable a Participant to engage in community. Supports may be provided in a Centre or in open communities, and support may be required at standard or complex / higher intensity levels

Assistance with self-care activities: Personal care supports relate to assistance with daily personal activities including assistance with, or supervision of, personal tasks of daily life. These kinds of supports include:

- personal hygiene, including showering, bathing, oral hygiene, dressing and grooming
- toileting, bladder and bowel management and menstrual care
- eating and drinking

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- attending appointments
- use of aids and appliances, hearing and communication devices
- mobility and transferring such as moving in and out of bed, on or off the toilet
- application of splints and basic first aid

Assistance in shared living – Supported independent living: incorporates assistance with and / or supervising tasks of a daily life in a shared living environment, which is either temporary or ongoing, with a focus on developing the skills of each Participant to live as autonomously as possible.

Disability Service Standards: The benchmark by which the rights of people with a disability are upheld.

Entry: Is the process through which an individual enters a specific support or service arrangement with Wide Bay Respite.

Exit: The point, at which an individual leaves Wide Bay Respite, no longer requires Wide Bay Respite Services support or transfers to another external service provider.

Group Based community, social and recreational activities: As above, but in a group basis (can be 1:2 or 1:3)

Stakeholder: encompasses (but is not limited to) participants, family member, Carer, advocates, guardians or external service provider.

Service Agreement: Most NDIS supports will be delivered by Service Providers such as Wide Bay Respite. Service Providers are people or businesses of the Participants choice. The Participant will need to make a written agreement with Wide Bay Respite. This is called a Service Agreement. Service Agreements should be simple and set out as to how and when the Participants supports will be delivered.

Short Term Accommodation: Participants are likely to have a number of days where their support arrangements will be different. These are non-typical days and may include funding to provide replacement support, or respite, in group-based facility or in-home support. Historically known as 'Centre Based Respite.'

POLICY

- a) Wide Bay Respite strives to promote the health, wellbeing and safety for all Participants receiving supports and services
- b) Entry and access to services will be provided on the basis of relative need and availability of resources

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- c) Wide Bay Respite adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability consistent with human rights and other applicable legislation
- d) Wide Bay Respite acknowledges all people have the right to accurate, clear and transparent information about gaining access to and exiting Wide Bay Respite's services to inform their decision making
- e) Information is not limited to one mode or type and can be changed to suit individual needs and preferences (e.g. translated material; easy read using pictorial format)
- f) Services are provided in a flexible, responsive and individual centred way to meet everyone's individual support needs and goals
- g) Wide Bay Respite support staff will assess all participants requesting supports and services, and where limitations of resources, knowledge or skills exist, manage waiting lists for services according to the participant's level of need.
- h) Wide Bay Respite acknowledges that each Participant has the right to refuse a service or to leave Wide Bay Respite Services at any time they choose. Wide Bay Respite Services further acknowledges that it may discontinue a service after consultation with the Participant, their family and other important members of their support network if the service is no longer sustainable or appropriate for the individual
- i) Wide Bay Respite is committed to working with and referring to other community services or Service Providers to meet any unmet needs
- j) Exit procedures will be fair, transparent, follow due process and uphold the rights of the participants.
- k) Exit procedures will protect the safety and the integrity of Wide Bay Respite Services staff, participants, programs and services. Wide Bay Respite Services assists people when they exit the service and provides them with sufficient information on how to re-enter the service if/and/or when required
- l) Wide Bay Respite values feedback from people who use its service and will provide access to Complaints and Compliments processes to help inform and improve service access for others

PROCEDURE

ENTRY CRITERIA

People who are provided supports and services by Wide Bay Respite Services must have a disability which is permanent or likely to be permanent.

Entry Procedure

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To access the services of Wide Bay Respite Services an individual with disability or a family member/ Carer/ advocate must first make a request for service and be determined as eligible to receive support.

Requests for service can be made in the following ways:

- a) Phone or email request
- b) On-site visit to Wide Bay Respite
- c) A general enquiry via the Contacts page through the Wide Bay Respite Services website www.widebayrespite.com

From the initial contact the individual's eligibility will be determined by the Manager or delegate and arrangements negotiated for the individual, their family members/ Carers and other significant people from their support network to meet with the CEO or the delegate.

This may take place at the individual's home, or other community venue suitable to the individual and their stakeholders.

Wide Bay Respite will assess the information provided by the individual and provide a recommendation to the CEO in regards to the suitability of the individual's needs and request for supports and services.

If the CEO deems the service has the appropriate resources and can effectively support the individual to meet their goals and needs, the CEO will approve the request for access.

The individual and/or their family/carer will receive a Service Introduction pack with any outstanding paperwork which may need to be completed.

If the individual and/or their family/ Carer accepts the offer of supports and service by Wide Bay Respite Services a Service Agreement must be signed and a transition will commence.

Where an individual is transitioning or transferring with an NDIS Support Plan, Wide Bay Respite Services will:

- a) consult with the individual and their family/carer to obtain the individual's NDIS Participant Number, date of birth and obtain the individual's NDIS Support Plan (or portion of the plan related to supports that Wide Bay Respite Services has been engaged to provide.
- b) have a meeting to clarify what services the individual is looking for
- c) Wide Bay Respite Services will seek consent from the individual and/or their family/carer to contact NDIS to discuss the plan and individual's goals to assist in the development of a transition (If necessary).
- d) Once the individual and or their family/carer accepts the request for service the Manager or the delegate will initiate the required service and complete a Service Agreement.

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Transition Process

Once an applicant has been offered a placement with Wide Bay Respite Services the transition process should commence. The aim of transition is to minimise the impact of the changes on the applicant. This can be achieved by creating an environment as similar as possible to the one the individual is currently attending.

The Manager or the delegate will coordinate the transition to any of the following programs:

- Assistance with self-care activities
- Assistance to access community, social and recreational activities
- Group Based community, social and recreational activities
- Assistance in shared living
- Supported independent living

The length of a transition will depend on the individual and how well they adapt to the new environment and what service is being provided e.g. Assistance in shared living may need more of a transition than Group Based community, social and recreational activities.

The Manager or the delegate is to gather relevant information on the applicant and establish the applicant's personal folder and enter all relevant information into the Client's File. An assessment of the applicant's skills will be undertaken and establish the applicant's individual needs on a deeper level.

The transition is based on the applicant's individual needs.

Wide Bay Respite, where possible, is to spend time with the applicant in their current environment. The aim of this is to learn about the applicant's routine and ways of working with them. This valuable information can then be shared with support staff.

Transport

Transport can be provided in the majority of Wide Bay Respite Services programs. There may be a cost attached to this and transport will have to be managed on an individual basis to ensure the logistics of travel, vehicle availability, pick-ups and drop offs (if applicable) are possible.

Short Term Accommodation

Assistance in Shared Living is a service provided by Wide Bay Respite Services and incorporates assistance with and / or supervising tasks of a daily life in a shared living environment, which is either temporary or ongoing, with a focus on developing the skills of each Participant to live as autonomously as possible.

Participants may book into 'Short term accommodation and assistance' for as little or as long as they choose to, depending on what funding has been allocated to them from the NDIS in their Support Plan.

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There is no set timeframe to book in services e.g. there are no longer 3 monthly intakes so it is important to book the service(s) the Participant requires as soon as possible to ensure there is available beds.

It is possible to access short term accommodation on Public Holidays, however the cost per night will be twice as much due to have to pay Public Holiday rates to the staff.

Assistance in Shared Independent Living

Assistance in Shared Living is a service provided by Wide Bay Respite Services and incorporates assistance with and / or supervising tasks of a daily life in a shared living environment, which is either temporary or ongoing, with a focus on developing the skills of each Participant to live as autonomously as possible.

The support is provided to each person living in the shared arrangement in accordance with their needs.

The funding provided by the NDIS does not include the cost of rent, board and lodging or any other day to day usual living expenses such as food and activities.

If Wide Bay Respite Services cannot cater for the support needs of the individual, the individual or their support person will be notified by the Manager or the delegate

Wide Bay Respite will work closely with the Participant and the NDIS to ensure adequate funding has been allocated.

A transition will occur which will be individual to the Participant.

All relevant documentation will need to be completed by the Manager or the delegate and the Support person of the Participant.

Exit Criteria

An individual may leave Wide Bay Respite Services for a number of reasons or circumstances including:

- a) Relocation to an area outside Wide Bay Respite Services' area of service delivery
- b) Where the support schedule and service are no longer able to meet the person's needs or assist in achieving chosen goals
- c) Transfer to another service provider
- d) Lack of available resources
- e) The death of a person using the service
- f) The individual 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
- g) Changes in the individual's condition results in the support they require exceeds the skills

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and expertise Wide Bay Respite Services can deliver

- h) There has been no contact between the person and Wide Bay Respite Services for a period of over 3 months
- i) The individual and/or family member/ Carer engages in behaviour which is unacceptable to Wide Bay Respite Services such as violence, abuse, aggression, theft or property damage;
- j) Continued non-payment of service delivery fees incurred during support and services provided by Wide Bay Respite Services.

Exit Procedures

Wide Bay Respite Services acknowledges that exiting a service provider can be a daunting, stressful and anxious process for people using the service as well as their family members and carers.

Wide Bay Respite Services ensures that an exit occurs in a professional, planned and collaborative manner. Exit planning is an integral part of the exit process and 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. As appropriate to their circumstances, the participant is given information about, referral processes or supported introduction to other service providers, community agencies organisations, which can offer supports and services they require after they have exited Wide Bay Respite Services.

Wide Bay Respite Services actively encourages and supports a person to exit its service if a least restrictive alternative or one that is likely to enable positive outcomes and inclusive opportunities is identified and preferred by the Participant.

Prior to exiting Wide Bay Respite Services Participants are provided guidance and support to:

Investigate other options or models of support from Wide Bay Respite Services explore the consequences of their decision to exit the service consider re-entry to the service in the future should their needs or circumstances change the person, subject to consent, their family or Carer/s and other stakeholders are involved in developing the exit process.

As per Wide Bay Respite Services' Service Agreement all Participants are required to provide Two (2) weeks' notice of intention to exit, in writing to the Manager.

The Participant reserves the right to re-access service, within a period of 3 months after formally exiting the service, without having to follow formal access processes, provided the necessary service resources are available. Following expiration of the three-month cooling off period the person's place within the service is formally terminated and a new referral/ intake assessment needs to be undertaken if the person requests service at some point in the future.

Where the Participant consent to exit is not given as part of the entry process participants are informed of their rights and responsibilities contained in the service agreement document. Information regarding the reasons for being asked to leave the service will be provided and

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explained to the participant. Wide Bay Respite Services may implement a person's exit under the following circumstances:

- other people using the service, staff or the person themselves are at risk of harm
- financial requirements are not being met
- severe incompatibility with other person's using the service is displayed
- dramatic health changes require significantly increased levels of care or service model not provided by the service

The service exit will only be actioned after discussion and consultation with the person, their family/carer and other important stakeholders, and strategies have been implemented to meet irreconcilable differences.

Determination and communication of the exit will be made by the Manager or delegate. Participants wishing to make a complaint regarding their exit are provided with details on the process of complaint.

Files and documentation upon exit all documentation and information developed and implemented by Wide Bay Respite Services will remain the property of the service. All information in relation to the person will be retained, secured and stored within the services Participant Documentation Management Policy.

RESPONSIBILITIES

Employee

Complying with the requirements of this policy.

Manager or delegate

- Ensuring staff are familiar with the requirements of the policy, and have sufficient skills, knowledge and ability to meet the requirements
- Monitor staff compliance with the requirements of the policy
- Ensure training and information is provided to staff to carry out this policy
- Manage all entry and exits efficiently
- Ensuring the policy is effectively implemented across the service
- Monitor the delegate's compliance with the requirements of the policy
- Ensure training and information is provided to staff to carry out this policy
- Support the Delegate to manage entry and exits accordingly
- Supporting the Delegate to ensure all staff are trained and adhere to this policy
- Maintaining this policy and its related procedures

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Ratified by the Board of Management:

Date/...../.....

Circulated to staff:

Date/...../.....

To be reviewed:

Date/...../.....

Signed

Manager

Signed

President