

2. Business Practice and Service Delivery

Policy 2.2 Decision Making and Choice

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1. Background

Christine Stammers Support Coordination (CS SC), operates as a Sole Trader under the NDIS, to support Participants of the NDIS and their carers/family members who live in the Council Divisions of 2, 3, 4, 5, 6, 7 & the suburbs of Morayfield and Burpengary of Division 12, of the Moreton Bay Regional Council of Queensland.

The services offered by CS SC includes Support Connection and Coordination of Supports, which is governed by the NDIS & NDIS Quality and Safeguards Commission, reporting mechanisms. Participants of the NDIS, who have Support Coordination in their Plans can pay for this service from their NDIS Plan, through a Service Agreement with CS SC. This is paid directly from a person's NDIS Plan via one of the following ways NDIA, nominated Plan Manager or Self-Managed funds.

CS SC has two Positions: Owner/ Director and Support Coordinator – Christine Stammers.

2nd Position: Casual Office Administrator, ½ a day to one day per month – This Position is bound by the same NDIS & Legislative client confidentiality laws.

2. Purpose and Scope

The purpose of this policy is to ensure that Participants of CS SC, their family and or carers have the opportunity to participate as fully as possible in making decisions about their daily lives and the services that they need, want and receive.

The policy has been framed around all 6 Standards of the National Standards for Disability Services (2013), Carers Recognition Act QLD 2010, Disability Discrimination Act 1992 Equal Opportunity Act 2010, Universal Declaration of Human Rights, United Nations Convention of the Rights of Persons with Disabilities, the NDIS Code of Conduct and NDIS Quality and Safeguards Commission Practice Standards and Quality Indicators.

This policy applies to all supports offered through CS SC.

3. Policy Statement

CS SC is committed to ensuring that all Participants who Christine supplies Support Connection and Coordination of Support, retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them. And that they know and understand their rights in accessing the services of CS SC.

4. Procedures

The NDIS Practice Standards and Quality Indicators that relate to this Policy are

- **Person Centred Supports** – Where each person accesses supports that promote, uphold and respect their rights and is enabled to exercise informed choice and control. Support

TERMS OF REFERENCE FOR

Christine Stammers Support Coordination

ABN: 50744142546

NDIS Provider No. 405004615

Registration ID 4-4331-4442



Provision promotes, upholds and respects freedom of expression, self-determination and decision making.

- **Individual values and Beliefs** – Where each person accesses supports that respect their culture, diversity, values and beliefs
- **Independence and Informed Choice** - Where each person is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.
- **Access to Supports** – Where each person accesses the most appropriate supports that meet their needs, goals and preferences.
- **Support Planning** - Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals and are regularly reviewed.
- **Quality Management** – Where each person benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery

The following procedures are to be implemented to enable CS SC to meet its policy objective of ensuring that clients have primary involvement in, and influence over, decisions that affect them.

CS SC will:

1. Structure meetings to be as flexible and responsive to the individual needs and preferences of current and future People with a Disability, their Nominee's Guardians and or Family members, considering their preferred meeting days, times, mode of communication and learning styles.
2. Take Direction from the Participant, Nominee/ guardian the development of an individual service plan for the client and invite them to state their preferences with respect to the services that they would like to receive to achieve their NDIS Goals.
3. Make every effort, within available resources, to accommodate the Participant's service preferences and choices in developing Service Agreements or quotes with organisations or people to achieve their NDIS Goals.
4. Have the Written or Verbal authorisation of the Participant, family members or advocates through a signed Service Agreement.
5. Seek permission to contact organisation through Verbal or Written Consent through Authority to Release Information form/s.
6. Seek written permission for any outside services that could involve a risk are intrusive or involve medical treatment. This is to be covered in the Authority to Release Information Form
7. Jointly review the areas of reporting as outlined in their Request for Service and take direction from the Participant, family member or carer in the development of the reports for the NDIS.
8. Involve clients, families and advocates in the development of the agency's service policies and procedures.
9. CS SC to develop, maintain and evaluate Charter of Rights

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10. To Display the Charter of Rights by having it in portable A4 freestanding display and having this displayed in Initial Meeting.
11. To listen, validate and respond to any areas of concerns Participants, family members and or carers raise with Christine Stammers about her work
12. To listen, validate and respond in a timely manner, to any areas of concern Participants, family members and or carers raise regarding Organisations or individuals that a Service Agreement or quote has been developed with.
13. To listen, validate and respond, in a timely manner, to any areas of concern a Participant may have in their lives around their personal safety and wellbeing.
14. To listen, validate and respond to any areas identified as under the QLD Dept. of Communities “Preventing and Responding to the Abuse and Exploitation of People with Disability”.

5. Performance Standards

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

1. All Participants, carer/family member have been provided with a copy of the agency's Policy on Decision Making and Choice.
2. CS SC services have been structured in a way as to permit maximum flexibility and responsiveness to individual clients' preferences and choices.
3. The agency's Services are articulated well in the Service Agreement.
4. An Action Plan of Support Coordination is developed with person, their Nominee/ guardian and reviewed together
 - On an ongoing basis during the Duration of Support Coordination from CS SC
 - Reviewed during the 8 Week Report
 - Quarterly Reports
 - NDIS Change of Circumstances Form
 - Unscheduled Reviews
 - End of Plan Report
 - Exit Report
5. Participants, carers/, families have participated in the agency's through Feedback Forms, which helps to develop the Strategic Planning of CS SC.
6. Participants, families or advocates have participated in the development of the agency's policies and procedures.

6. Review of the Policy

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

Documents used with this Policy

- Service Agreement
- Authority to Release Information Forms
- Charter of Rights
- NDIS Support Coordinator 8 Week Report
- NDIS Support Coordinator Quarterly Report

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- NDIS Support Coordinator Plan Review Report
- NDIS Change of Circumstances Form
- Exit Report
- Exit form
- Feedback Form
- Complaint Form
- NDIS quality and Safeguards Commission – How to Make a complaint

Record of policy development		
Version	Date approved	Date for review
Version 1.1 2018	December 2018	December 2020
Version 1.2 2019	January 2019	January 2021
Version 1.3 2020	February 2020	February 2022