

## **PROCEDURE – Standard of Service Provision**

Implementation date: 14.02.2020  
Review date: 07.11.2021  
Next Review date: 07.11.2022  
Authorised by: Jodi Perkin

### **1. Objective**

JP Trusted Advisor is committed to delivering quality services to clients and their families, and a responsibility to ensure that it's employees have an understanding of the standards and expectations surrounding service provision to it's clients when engaged in work related activities and representing the Organisation.

JP Trusted Advisor acknowledges and complies with relevant legislation and standards, including the NDIS Practice Standards, to guide the principles and standards of operation and delivery of client services. The Organisation operates within the requirements of all relevant State and Federal legislation, inclusive of the National Disability Insurance Scheme Act 2013.

### **2. Scope**

This procedure applies to all JP Trusted Advisor staff and must be applied when carrying out all activities and in any location.

### **3. Definitions**

Nil

### **4. Responsibility**

Service provision is driven by JP Trusted Advisor's NDIS Quality & Safeguards Commission Registration, providing a clear operational framework, together with JP Trusted Advisor's policies and procedures, which document the operational practices underlying service delivery.

JP Trusted Advisor acknowledges that clients and their families and/or carers are central to the organisation's core business with respectful communication and interaction being integral to service delivery and specific consideration taken in regards to an individual's cultural, spiritual and religious beliefs.

In the provision of services, JP Trusted Advisor has a responsibility to ensure:

- client personal information is obtained with their consent; remains confidential, and is stored in a manner to retain privacy (this including personal and medical information)
- services occur within a client-centred and family-centred framework.
- clients are supported in understanding their rights and are encouraged to set and achieve goals, through informed decision making that considers any associated risks and identification of safeguards.
- the safety of vulnerable clients through implementation of, and monitoring of practices.
- service information is accessible to the community and potential service users, through a variety of formats.
- feedback is sought and welcomed from clients and families as part of the Organisation's continuous quality improvement process.
- clear and transparent referral and intake processes; with individual client goal setting and service delivery to meet individual needs within the Organisation's resources and in scope of their NDIS plan.
- The Organisation values opportunities for improvement and regularly reviews current services and their effectiveness and identifies service gaps and opportunities to implement new service solutions.

### **Service Cancellation**

The Organisation respects and acknowledges that there are times where services may need to be cancelled by the client and or their families, or may be refused. The below outlines the responsibilities of both clients and JP Trusted Advisor in these circumstances.

- The Organisation will comply with all relevant government rulings and legislation, in regard to the management of service cancellation(s).
- Where a client and/or family need to change or cancel a scheduled appointment JP Trusted Advisor requires clients and families to provide sufficient notice where possible. The notice period is outlined within the service agreement developed and agreed upon with the client and/or their representative prior to services.
- The Organisation will take into account the clients need to cancel services, especially those at short notice, and those that are outside of their control (e.g. medical emergency).

### **Advocacy**

Clients have the right to, and are encouraged to access advocacy services, and may choose to be supported by an independent advocate. The organisation will assist clients to contact advocacy services as required and/or identified during plan

implementation. A list of appropriate advocates will be provided where appropriate at the plan implementation stage.

### **Service Entry**

The Organisation will consider and accept a client referral based on the Organisation's ability to meet the service needs of the client, which includes but is not limited to the type of services/support requested and current capacity of the Organisation.

The Organisation does not discriminate on the basis of gender, sexuality, ethnic origin, religion, political beliefs or disability.

### **Service Implementation and Review**

JP Trusted Advisor services and supports are planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals within the context of their NDIS plan and in the context of Support Coordination.

During the initial engagement and planning stage JP Trusted Advisor will determine an understanding of the role of cultural traditions in the person/s life and determine whether the person has had an opportunity to fully participate in their cultures practices and traditions.

JP Trusted Advisor works together with an individual and in collaboration with relevant others as directed by the individual, to identify their strengths, needs and goals to implement the individuals NDIS plan and undertake internal reporting, to reflect the agreed actions.

JP Trusted Advisor acknowledges and respects that all individuals have the right to make their own decisions in regards to services and works alongside them to build confidence and their capacity to exercise informed choice and control.

Service planning, provision and review is based on individual choice and is undertaken together with an individual and their family, carer and/or advocate where consented by the individual, and documented accordingly.

JP Trusted Advisor plans, delivers and regularly reviews services or supports against the individuals NDIS plan, and at a time agreed upon and will undertake internal reporting.

Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors including identified barriers to support. All individuals will be provided with accessible and translatable material in which the individual understands and assisted to connect with services who have policies and strategies that support individuals from culturally and linguistically diverse backgrounds.

JP Trusted Advisor will identify local advocacy organisations which can assist and support Aboriginals or Torres Strait Islanders with disability and their families and carers as well as engagement of competent interpreters so that people who do not speak English as a first language are able to have their views heard.

JP Trusted Advisor will work together with an individual to identify safeguards in order to support choice and control and freedom of expression as well as dignity of risk.

### **Client Safety**

JP Trusted Advisor has a duty of care to identify risks indicators for abuse and neglect and has a responsibility to ensure that services engaged have a responsibility in minimising the risk of abuse including sexual assault, physical, emotional, financial) and neglect to clients. Any suspected or reported allegations of abuse or neglect will be will reported through the appropriate channels and authorities including the NDIS Quality and Safeguards Commission, depending on the allegation.

JP Trusted Advisor will assist and support clients to access services in the least restrictive means in order to achieve individual outcomes. JP Trusted Advisor will assist clients to access services which have sound risk management practices in place.

### **Client Feedback and Complaints**

JP Trusted Advisor welcomes internal feedback at every opportunity and informs all individuals via the service agreement, through its website and in person during the plan implementation stage of their options. All individuals have the option of providing feedback or to make a complaint via the website, in writing, via phone or in person. JP Trusted Advisor takes all feedback seriously and has a responsibility in providing all employees with relevant training during the induction process of its internal process. All feedback and complaints are documented on the relevant register.

Where a person is unable to resolve issues or does not feel empowered to make a direct complaint, the person will be encouraged to make a complaint to the NDIS Commission and are provided with information pertaining to the NDIS Quality and Safeguards Feedback and Complaints Policy and process.

### **Service Exit**

Client's are able to exercise their right for choice and control by exiting JP Trusted Advisor services at any time and will be treated fairly and respectfully, without discrimination when doing so.

JP Trusted Advisor accepts notice of intention to cease services verbally or in writing. When a family communicates that they would like to cease services with JP Trusted Advisor, the client's case notes are updated to reflect this with their individual file being archived with the ability to be retrieved at any time.

Clients and/or their representatives are fully informed, involved and supported in making the decision to exit the service, and consulted with at all stages of the process to ensure an individualised transition.

JP Trusted Advisor will always collaborate with alternative providers when requested by the client and/or family or endeavour to provide suggestions for alternative support options when requested.

## **5. Continuous Improvement**

JP Trusted Advisor will ensure that this procedure remains relevant and continues to reflect the actual manner in which activities are undertaken. Where feedback is provided by clients and other stakeholders, JP Trusted Advisor will make relevant changes to activities where warranted to ensure best practice and the delivery of contemporary services for its clients.

## **6. Related Policies and Procedures**

Policy: Choice and Control  
Policy: Human Rights  
Policy: Conflict of Interest  
Policy: Risk Management  
Policy: Quality Management and Improvement  
Policy: Supporting Culturally and Linguistical Diversity  
Policy: Code of Conduct and Ethics  
Policy: Incident Reporting Management  
Policy: Aboriginal and Torres Strait Islanders  
Policy: Eliminating Restrictive Practices  
Policy: Client Entry  
Policy: Client Exit  
Policy: Client Safety and Security  
Policy: Client Participation  
Procedure: Client Intake  
Procedure: Choice and Control  
Procedure: Risk Management  
Procedure: Code of Conduct  
Procedure: Feedback and Complaints  
Procedure: Incident Management

## **7. Related Legislation and Standards**

Disability Services Act 1993  
National Standards for Disability Services  
National Disability Insurance Scheme 2013: Principles  
National Disability Insurance Scheme Quality and Safeguarding Framework  
Disability Services Act 2011  
Disability Discrimination Act 1992  
Australian Human Rights Commission Act 1986

## 7. Related Legislation and Standards