

NDIS CLIENT ENGAGEMENT

POLICY AND PROCEDURE

Policy Statement

Mypower Foundations is committed to supporting our clients according to the principles of the NDIS and Australian Consumer Law.

This policy applies to employees and contractors. Employees and contractors are expected to be familiar with and apply this policy.

We aim for our client's journey to be a positive experience that embraces the themes of voice, choice and control.

- People with disability have the same rights as other members of Australian society to realise their potential for physical, social, emotional and intellectual development.
- People with disability should be supported to participate in and contribute to social and economic life to the extent of their ability.
- People with disability and their families and carers should have certainty that people with disability will receive the care and support they need over their lifetime.
- People with disability should be supported to exercise choice, including in relation to taking reasonable risks, in the pursuit of their goals and the planning and delivery of their supports.
- People with disability should be supported to receive reasonable and necessary supports, including early intervention supports.
- People with disability have the same right as other members of Australian society to respect for their worth and dignity and to live free from abuse, neglect and exploitation.
- People with disability have the same right as other members of Australian society to pursue any grievance.
- People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.
- People with a disability have the same right as other members of Australian society to have their personal information kept safe and protected and confidentiality maintained.
- People with disability should be supported in all their dealings and communications with the NDIA so that their capacity to exercise choice and control is maximised in a way that is appropriate to their circumstances and cultural needs.
- People with disability should have their privacy and dignity respected
- Reasonable and necessary supports for people with disability should:

1. support people with disability to pursue their goals and maximise their independence.
 2. support people with disability to live independently and to be included in the community as fully participating citizens and
 3. develop and support the capacity of people with disability to undertake activities that enable them to participate in the community and in employment.
- The role of families, carers and other significant persons in the lives of people with disability is to be acknowledged and respected.
 - The role of advocacy in representing the interests of people with disability is to be acknowledged and respected, recognising that advocacy supports people with disability by:
 1. promoting their independence and social and economic participation.
 2. promoting choice and control in the pursuit of their goals and the planning and delivery of their supports and
 3. maximising independent lifestyles of people with disability and their full inclusion in the community.
 - People with disability should be supported to receive supports outside the NDIS and be assisted to coordinate these supports with the supports provided under the NDIS.
 - Innovation, quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability are to be promoted.
 - Positive personal and social development of people with disability, including children and young people, is to be promoted.

Procedures

NEW REFERRALS

- Initial contact can be made via a phone call, email, or text (client's preference) to request relevant information. The facilitators will deem that Mypower Foundations has the necessary resources to support the client, based on the information provided. A meeting will occur between the client (their family, advocates, support person if the client chooses), and the potential contractor, or a trial shift will be organised.
- If initial contact is made by a third party such as a support coordinator or other provider, then relevant information is requested from the third party. If Mypower Foundations has the resources available to support the client, further information is requested as well as consent from the client or their guardian.

- Information that is collected at this point
 1. Phone number and email address of the client, information relevant to the client and their goals as written in the Service Agreement.
 2. Any further information (See Service Agreement) is gathered, and suitability and qualifications of the contractor are assessed against the client's needs. If the contractor is not appropriately qualified for certain tasks, this will be discussed with the client and their support people to assess the most appropriate way to provide support.

- Each Service Agreement sets out the support agreed to and all criteria relevant to accessing the support service, including any associated costs. Clients receive a copy of their Service Agreement once it has been completed.
- All duties and obligations of both the participant and the contractor are clearly noted in the Service Agreement. All provisions relating to these duties and obligations are explained to the participant. Mypower Foundations may arrange an interpreter if required.
- If Mypower Foundations do not have the resources to support the client, Mypower Foundations will work with the client to find appropriate support if requested or refer back to the support coordinator if referred by them.
- The Service Agreement is completed by the client or their elected representative (e.g., guardian, Support Coordinator). The Service agreement is returned either by email to the facilitator (before the service commences), or in a different way as discussed with the client. The facilitator will review the agreement once received, and if necessary, contact the client to discuss. The facilitator will work with the client and any relevant parties to ensure the client understands the agreement and assist them where necessary. The Service Agreement will last for the period of their plan, unless significant changes are requested, in which case, a new agreement will be drawn up and signed by the client. Regular check-ins will be conducted by the facilitator (monthly) unless review is requested by the client at an earlier time.
- Mypower Foundations works with other providers to ensure clients have access to the best available supports for their needs. If the client is associated with multiple providers, Mypower Foundations will request written permission from the client to share necessary information with those providers to ensure the best possible service. Where that request is denied by the client, the information will not be sought or shared. Mypower Foundations also works closely with other providers to ensure best practice, and to remain up to date with emerging information and changes regarding practices.
- Informed consent will be sought before any interventions, sharing of personal information, or other significant actions.
- All records are kept securely and confidentially, and information updated in a timely manner.
- If working with children, Mypower Foundations supports families to identify their key worker by a discussion either at the time of the initial meeting or shortly after support commences to identify who best supports the child's overall needs.

- All new clients receive a Welcome Pack outlining obligations towards the client and their families, and the client's rights and responsibilities whilst participating in the NDIS and with Mypower Foundations
- All new clients are informed in regard to the avenues available to them for complaints and feedback at any stage while receiving supports through Mypower Foundations.
- Mypower Foundations commits to understanding and respecting the cultural and linguistic backgrounds of clients and potentially hiring or consulting with cultural liaison officers when needed.
- As the service is provided, Mypower Foundations monitors the environment in which the support is delivered on a regular basis. Mypower Foundations has policies and procedures relating to feedback, safety, incidents and daily reports to be completed by contractors. In addition to open dialogue and communication with the participant, this documentation aids Mypower Foundations in making reasonable and/or necessary adjustments to the support delivery environment.
- Where progress may diverge from expected outcomes and goals, Mypower Foundations' contractors will document this and work with the participant to organise any changes or update the support plan to better suit the achievement of expected outcomes and goals.
- If the client changes their mind, and support has not commenced, the client will be released from their contract immediately, and Mypower Foundations will support the client to find other available supports if requested. If support under the agreement has commenced, 2 weeks' notice is required from the client.

EXITING CLIENTS

- When a person has finished their intervention, we offer them the opportunity to provide feedback and link them with other services should they request assistance.
- If a client changes their mind and wants to change providers, a period of 2 weeks' notice is required. During this time, and after the 2 weeks, Mypower Foundations will assist the person if requested to find alternate contacts and provide information for transition to another service if the client has given consent.
- When the business decides that they will no longer be able to support a person, every effort is made to provide information for the person to transition to suitable supports, and the client is assisted during the transition process if requested.
- In all cases, written permission is obtained from the client to share relevant information regarding the client's needs with the new organisation. Mypower Foundations will collaborate professionally, appropriately and effectively with the participant, as well as the new provider, where necessary to coordinate the transition. The client is reminded of and assisted to exercise their rights during the process.

- Information will generally be transferred to other providers via email and will be transmitted securely to protect the client's privacy.

WORKING WITH OTHER SERVICE PROVIDERS

- There will be times when a person is accessing supports across other services. Mypower Foundations will connect with these supports with the written permission of the client. This can be through a Permission to Share Information Form, via email, or through a written letter from the client.
- Mypower Foundations will share only the relevant information that the client has agreed to. The client's rights will be respected should they choose not to allow information to be shared between other services.
- Mypower Foundations will share relevant information regarding the client (with their permission) to ensure a collaborative environment to produce the best possible outcomes for the client.
- Mypower Foundations will seek out other providers with the client's involvement where extra services are required, and, if and where possible, support the client to enable them to do this themselves.
- Information will generally be transferred to other providers via email and will be transmitted securely to protect the client's privacy.

Responsibility

The Director is responsible for ensuring that the Client Engagement policy and procedures are in line with current Australian law and operational expectations of all key stakeholder agencies including the NDIA.

Each employee and contractor is responsible for following the Client Engagement procedure and for reporting any challenges that need further input or modification.

All contractors are responsible for following the NDIS Code of Conduct as well as their own professional Code of Ethics where applicable.

Client Responsibilities

- Clients will treat our employees, contractors, facilitator and the Director with respect.
- Clients will let us know if they need more information about our service.
- Clients will let us know if we are not meeting their expectations.
- Clients will let us know if they are not able to make their appointments.
- Clients will, wherever possible, provide us with all relevant information including responding to our risk analysis.

Relevant Legislation and Policies

- Privacy Act 1988
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1977 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Guardianship Act 1987 (NSW)
- Child Protection (Working with Children) Act 2012
- Health Records and Information Privacy Act 2002 (NSW):
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities