



# Directions

Disability Support Services  
— for individuals & families —

## Service Delivery Policy

### 1. Policy Connections

National Standards for Disability Services Standard 1 Rights, Standard 2 Participation and Inclusion, and Standard 3 Individual Outcomes. Disability Services Act 1986 (Commonwealth), and Disability Discrimination Act 1992 (Commonwealth), DSC Serious Incident Reporting Policy, Medicines and Poisons Act 2014.

### 2. Policy Statement

Directions recognises and responds to the unique skills, lifestyle preferences, personal aspirations and support needs of individuals using its services and programs. Directions ensures that the people we support retain maximum control over their own lives by having primary involvement in, and influence over, all decisions, or maintain an involvement level of their choosing.

### 3. Individual Needs

In order to ensure that the individual needs of each person are met, Directions will:

- Inform individuals and their families of the availability of services or programs which may be provided to the individual;
- In collaboration with each person, their family and advocates, develop an individual service plan, and profile and support plan, for everyone that we support and provide a copy to them, their family and to Support Workers;
- Maintain the information necessary to determine individual preferences or personal care needs and to properly inform individual service planning;
- Deliver services and programs in accordance with the agreed individual service plan;
- Seek regular informal feedback and clarification from the people that we support and their families regarding the services being provided and any change that may need to be considered;
- Review the individual service plan annually or sooner if circumstances change or a request is made to undertake a review.

### 4. Decision Making and Choice

In order to promote decision making and choice, service delivery and planning adheres to the following principles:

- All interactions are non-judgmental, empathetic and non-discriminatory;
- A collaborative approach is implemented to identify positive outcomes that each person that we support wishes to achieve;
- A strengths based approach is utilised to encourage people to actively participate in the progression towards decisions and outcomes;
- Family, friends and carers are encouraged to participate in decision making with respect to and at the discretion of people with disability;

- In consultation with the person that we support and relevant significant people that they nominate, any additional information and/or referrals considered necessary or advisable are identified;
- All case notes are documented in a positive way and are encouraging, professional, factual and complete.

Directions promotes decision making and choice in service delivery and planning by:

- Assisting the people we support to be involved in decisions that affect them and the services that they receive;
- Structuring its services to be flexible and responsive to the needs and preferences of the people we support;
- Informing the people we support and their families about the full range of services provided;
- Involving the people we support in the development of the individual service plan, and profile and support plan;
- Seeking input from the person we support and their family regarding the services they would like to receive;
- Providing choices within the context of individual interests and cultural backgrounds that result in positive experiences;
- Making every effort to support people to achieve their personal goals within the available resources;
- Jointly reviewing the individual service plan at least annually (or more frequently if circumstances change) and making any agreed amendments;
- Inviting individuals, families and/or advocates to participate in the selection and induction of new workers;
- Encouraging the people we support to be involved in service development, evaluation, planning and organisational management;
- Inviting people we support, their families to take up membership of the association, consider Board membership, and participate in strategic planning activities;
- Inviting the people we support and their families to participate in the development of policies and procedures.

## **5. Participation and Inclusion**

Directions encourages and supports its individuals to actively participate in their community life in the way they choose. Directions recognises that children and adults with disability have the same rights to meaningful inclusion in a community, as all people do. This includes the areas of work, leisure, learning and relationships. Directions promotes the benefits to people that we support, and the wider community, of citizenship and participation of people with disability, aiming to increase opportunities for participation and inclusion.

In order to promote participation and inclusion Directions adheres to the following principles:

- Each individual is unique and has their own interests and skills;
- People with disability have a right to meaningful inclusion in a community as all people do including the areas of work, leisure, learning and relationships;
- People with disability have the right to be decision makers on how and with whom they will connect with in their chosen community and Directions will be respectful of their choices and plans;
- Directions has joint responsibility to support individuals and their community to find ways to increase opportunities for inclusion and meaningful participation;

- The wider community and people with disability will benefit when people with disability contribute and are actively included;
- Carers have a right to participate in their chosen communities in a way that meets their own interests and needs beyond their caring role.

Directions provides all individuals with the opportunity to develop and maintain skills and the opportunity to participate in activities that enable them to achieve valued roles in the community by:

- Structuring its services in a way that, as far as is practical, are appropriate to their age, the gender the person identifies with, cultural background and support needs;
- Developing an individual service plan, and profile and support plan, that builds on existing competencies and increases the potential for fulfilling valued roles in the community;
- Involving the people we support and their families in the training and development component of the individual service plan, and invite them to give their preferences with respect to the services that they would like to receive;
- Wherever practicable, delivering training and skill building in appropriate community settings;
- Aiming skill development primarily at equipping individuals to participate in activities that enable them to achieve valued roles within the community;
- Ensuring that workers are properly equipped and trained to provide the activities specified in the individual's plan;
- Building on informal and natural community supports to facilitate inclusion in ordinary every day community life.
- Developing links with other groups and organisations such as schools, universities and TAFE to promote greater opportunities for connections and meaningful participation in the community.

## 6. Individual Outcomes

Directions values and respects people we support from all backgrounds. We place the needs and values of each person at the forefront of our action planning process. We seek to co-create our services with each person that we support and their family to ensure their needs and expectations are understood and prioritised.

Directions' individual plans are developed in partnership with the people we support and include contribution from important people such as family, friends and other support services. Directions recognises that formal and informal partnerships with other service providers, businesses and community groups is as important to the success of our services as social relationships are to individual success.

If the person we support has the capacity to make decisions, their right to choose will be respected, even when they involve risk. Duty of Care requirements need to be considered alongside the person's dignity of risk. This involves ensuring OSH obligations are met in a manner that allows the people we support to take reasonable risks in their daily lives and without placing workers and others at risk of harm.

Directions ensures that individual needs are met by maintaining a high standard of record keeping to promote services that are responsive and flexible as individual needs change. To ensure best practice in this regard Directions commits to the following:

- An electronic case note is created to record every interaction that a Coordinator has with the people we support, their family and their Support Workers;
- A record is maintained of all electronic communications about service provision between Coordinators and Support Workers, and between Support Workers and the people that they support;

- All Support Workers, in collaboration with the person that they support, complete progress notes after every support to identify what strategies were employed, what worked well and what worked less well, any changes to circumstances, and recommendations for future supports;
- Coordinators review progress notes on a fortnightly basis, developing and enhancing the services in line with feedback.

## **7. Cultural Security**

Directions values, respects and promotes cultural diversity. Cultural security refers to the practices and considerations that ensure that all individuals are offered the same quality of service to promote the most meaningful and positive outcomes regardless of their culture or cultural beliefs. Cultural security applies to Aboriginal and Torres Strait Islander Peoples, people from culturally and linguistically diverse (CALD) backgrounds, or any other people with consideration given to age, the gender that a person identifies with, disability, faith, or sexual orientation.

Directions delivers services that are culturally secure, relevant and responsive to the cultural diversity of the people that we support by:

- Respecting and responding to cultural needs during the design, delivery and review of services at an organisational and individual level;
- Making information available to clients and their families in formats appropriate to cultural needs as required;
- Providing cultural awareness training to workers where relevant, without losing the focus on the person that we support and their family, and their unique expressions and values of their culture;
- Developing connections with culturally appropriate organisations and groups to promote the meaningful participation of the people we support and their families within their chosen community;
- Respecting and promoting people's cultural and community connections, and participation;
- Building relationships with Aboriginal Elders, representatives of CALD communities, and community leaders to offer opportunities for participation with Directions' services.

Directions recognises the unique position of Aboriginal and Torres Strait Islander People in our culture and the particular vulnerabilities that should be considered when working with people from this unique cultural group. Cultural security is a commitment that the services offered to Aboriginal or Torres Strait Islander People will respectfully combine the cultural rights and values of Aboriginal or Torres Strait Islander People, with the best quality support that Directions can offer through identifying elements of Aboriginal or Torres Strait Islander culture that may affect the delivery of services, or reduce access to services. Directions will promote cultural relevance and sensitivity as much as possible and recognise the role that culture plays in delivering successful collaborations and the best potential outcomes for the people that we support.

Directions will include an acknowledgement of country at the beginning of all community talks and presentations.

## **8. Medication Management and Administration**

The people that we support are encouraged to maintain their independence, including managing their own medicines, in a safe and effective manner.

Medication management is prompting the person we support to take their medication; medication administration involves storing the medication, removing the prescribed dosage from the Webster pack, and giving the medication directly to the person we support.

Safe practices and procedures for administering medication are essential to maintaining the well-being of the people we support. Directions ensures that all workers are careful, consistent and safe, and understand their responsibilities while performing medication administration by:

- All direct support workers are trained in medication administration at their induction and annually thereafter;
- A Medication Management Plan, which includes consent, is completed by the family, carer or guardian of the person supported before any medication management or medication administration assistance can take place;
- The Medication Management Plan has up-to-date details of the medications taken, one being stored in the file at the office and one distributed to each relevant Worker, detailing
  - Name and date of birth
  - Emergency contact, GP and Pharmacy details
  - Allergies and reaction to allergens
  - Each medication to be managed/administered, dose time and method;
- Medication is only administered from a dated and clearly labelled full Webster pack (not a cut out section of the pack) unless eye drops, cream, patches or liquid;
- All administered medication from Webster packs is correctly recorded on pharmacy supplied Medication Record sheets;
- All administered medication that is not in a Webster pack (eye drops / cream / patches / liquid / inhaler) is correctly recorded on Directions' Medication Record sheets;
- Any changes to Webster packed medication requires a new pharmacy-generated Medication Record sheet;
- All 'pro re nata' (PRN) medication has protocol instructions on the Medication Management Plan;
- Prior to administering PRN medication support workers should consult their Coordinator, unless it is an emergency situation when they should follow the protocol on the Medication Management Plan and contact their Coordinator as soon as possible after the medication has been administered;
- Workers follow dosage and treatment instructions as per the Medication Management Plan and Webster pack labelling, and do not take instructions from family members or carers;
- Medication Record sheets or Webster pack labels are never altered by workers, family members or carers;
- All medication incidents are reported to the Coordinator who forwards the reports to the CEO within 24 hours of the incident.

## **9. Managing Challenging Behaviours through Positive Behaviour Support (PBS)**

PBS is an evidence-based approach with a primary goal of increasing a person's quality of life, and secondary goal of preventing and decreasing the frequency and severity of challenging behaviour. PBS is not an intervention but a culture of responsibility. If someone is expressing challenging behaviour support workers provide support in a way that is developmental and constructive rather than controlled and restrictive.

PBS involves developing a shared understanding of the underlying needs of an individual, why they are expressing challenging behaviour, and what can be done to meet their needs more appropriately and safely for themselves and others.

PBS is significantly improved by all the people involved knowing the individual well and having strong relationships with them and their family. PBS has optimal outcomes when fully integrated with skill building, personal care, community participation and respite services.

Central to our individualised model of PBS is our responsibility to meet the needs rather than changing/managing the behaviour. To enhance existing services, and to guarantee the elimination of restrictive practices (planned/inadvertent), Directions has developed a PBS framework and infrastructure. This includes:

- PBS and People at Risk policies and operational procedures in place with all staff trained in their content;
- All staff working with someone exhibiting significant challenging behaviour undergo Team Teach training and collaborate on the development of PBS plan, regular reviews, de-briefs and training updates led by the Occupational Therapist (OT);
- All incidents reported on a PBS-specific form identifying triggers, strategies and any potential for restraint;
- PBS committee of support workers (volunteering their time), coordinators and OT meet regularly and learn about PBS and restrictive practices, collect and review data, problem solve around behavioural incidents, eliminate any inadvertent restrictive practices, and are involved in the PBS planning process;
- PBS committee members present information and training at all team meetings building in-house capabilities and not relying on the skills and experience of a single staff member;
- PBS panel of a Board member, a coordinator, a support worker elected from the PBS Committee, and qualified and relevant experienced external representatives audit PBS incident reports, plans and processes, and monitor restrictive practices both planned and inadvertent.

With our pro-active rather than reactive approach, PBS strategies now underpin the pre-existing person centred approach and lead to increased independence, social integration and inclusion.

Team Teach training was selected in order to align PBS plans with those developed in the schools for many of the individuals supported. Our OT has qualified as a Team Teach tutor and trains all the support workers.

Directions assists the people we support to:

- Develop and maintain positive relationships;
- Initiate informed choice-making;
- Develop opportunities for experiences and incidental learning;
- Learn more acceptable ways of responding or more effective ways to communicate needs;
- Tolerate or cope with naturally occurring adverse events;
- Minimise the occurrence of challenging behaviours using focused support strategies such as well-planned reinforcement schedules.

When required and appropriate, Directions will provide:

- A list of the behaviours that the person has displayed;
- Guidelines for workers regarding how best to support the person and avoid the recurrence of the behaviour;
- An emergency reaction plan for targeted or physically dangerous behaviours to be implemented at the time of the behaviour.

Intervention strategies are:

- Carefully planned and documented;
- Involving all key stakeholders;
- Designed around the person's circumstances, needs and preferences;
- Focusing on positive and measurable outcomes;
- Carefully monitored;
- Properly resourced.

While ensuring that the rights of the people we support are upheld, it is also important to uphold the rights of workers to enable them to effectively and safely support people and their families in the development and implementation of intervention strategies. Workers have the right to be:

- Adequately trained and supported;
- Informed about individual behaviour intervention plans;
- Informed about any behaviours they may confront;
- Informed about emergency procedures;
- Protected from harm or injury;
- Withdraw from a dangerous situation if this does not place others at risk.

In the event of an emergency situation where there is a risk of harm or physical injury to the person supported or others, or there is a risk of property damage, workers will ensure the safety of all individuals in the emergency or at risk situation as follows:

- Where it is safe, workers will protect the individual from self-injurious behaviours;
- Workers will protect themselves from injury or harm.

It is the responsibility of all workers to familiarise themselves with each person's profile and support plan and their positive behaviour support plan.

## 10. Outdoor Service Provision

It is expected that Support Workers will ensure due consideration is taken of the person they support and the support required during hotter temperatures and if necessary redesign their support. It is recommended that workers wear light coloured loose fitting protective clothing and apply practical judgements on support activities and rest breaks. Workers must ensure adequate fluids are available and taken; and that adequate shade and sunscreen is available and used.

<b>Service Delivery Policy Endorsement</b>			
<b>Frequency</b>	<b>Responsibility</b>	<b>Ratified</b>	<b>Next Review</b>
Annually	CEO	April 2018	April 2019