

1. SECTION 1 – INTRODUCTION

1. BACKGROUND

The National Disability Insurance Scheme (NDIS) has developed the 'NDIS Practice Standards' to ensure that all NDIS registered service providers in Australia adhere to the national quality standards. Implementation of the 'NDIS Practice Standards' ensures that all NDIS registered service providers in Australia can meet these standards and fulfil their obligations under the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018. This Individual Outcomes policy refers to a range of outcomes and quality indicators outlined in Schedule 1 Core Module and Schedule 5- Module 3 Early childhood supports. The procedures under this policy provide guidelines for staff to deliver Person and Family Centred planning and implementation of support.

1.1 PURPOSE

Fundamental to enabling people with disabilities to fully participate in their community is the ability to provide flexible and responsive support and services. Children with a disability, their families, carers and advocates are at the centre of decision-making and planning. Opportunities that encourage active involvement in identifying the 'child's and family's ongoing strengths, interests and changing needs will maximise outcomes for children with disabilities throughout the planning and service delivery process. Processes should be responsive to diversity taking into account each child's and family's individual needs and preferences. Fairstart Early Intervention aims to provide the support that children with disabilities require to fairly participate in the community. This should be in their own ways, to have a meaningful life like people of similar age, gender and culture.

1.2 SCOPE

This policy applies to workers and clients of Fairstart Early Intervention and Fairfield Leisure Centres Active Recreation Rehabilitation workers and NDIS clients.

1.3 DEFINITIONS

Word/Term	Definition
Fairfield Leisure Centre:	Fairfield City Council Leisure Centres -Active Recreation Rehabilitation
Client:	A person referred to Fairstart, child, client, parent, 'client's representative, family member, guardian or any other person receiving services from Fairstart Early Intervention
Worker	Includes Fairstart and Fairfield Leisure Centre employees, contractors and people otherwise engaged, for example, on a volunteer basis
Outcome:	The desired result reached through a process of planning, implementation and evaluation
Advocate	a person who publicly supports another person or who puts a case on someone else's behalf
Person-Centred and Family-Centred Practice	Working in partnership with individuals and their families to address the issues of most concern to them
Circle of Support	a group of people coming together to help formulate, promote and support the goals of a person with a disability
Support Plan	Support Plan developed with the family following a Support Plan meeting in line with the family's priorities

GAS	Goal Attainment Schedule
Reimagine Australia	Leading Australian body for early childhood outcomes for young children with a developmental delay or a disability and their families

1.4 LEGISLATIVE CONTEXT

This policy will assist Fairfield City Council staff in fulfilling their obligations under the;
 National Disability Insurance Scheme Act 2013
 National Disability Insurance Scheme (provider Registration and Practice Standards) Rules 2018
 Disability Discrimination Act 1992
 Disability Inclusion Act 2014
 United Nations Convention on the Rights of Persons with Disabilities
 Child Safe Scheme | Office of the Children's Guardian (nsw.gov.au)
 Disability Services Act 1993; Principal (c): persons with disabilities have the right to realise their individual capacities for physical, social, emotional and intellectual development (e): Persons with disabilities have the right to choose their lifestyle and to have access to information, provided in a manner appropriate to their disability and cultural background, necessary to allow informed choices and (f): persons with disabilities have the same rights as other members of Australian society to participate in decisions which affect their lives.

It ensures that each person receives services that respect and promote their legal and human rights and place them at the centre of decision making on how they live their life.

1.5 STAKEHOLDERS

This policy will benefit clients with developmental delay and/or disabilities and applies to their families, carers and staff from Fairstart Early Intervention and Fairfield Leisure Centres.

SECTION 2 - POLICY

2.1 OBJECTIVE AND GOALS

Fairstart and Fairfield Leisure Centres will undertake Person and Family Centred approaches for planning to enable each child and their family to achieve his or her individual outcomes.

To maximise Person and Family Centred decision making for clients.

2.2 POLICY STATEMENT

Each person and/or family is supported to exercise choice and control over the design and delivery of 'it's the 'client's supports and services.

APPLICATION & IMPLEMENTATION

In relation to NDIS Practice Standards

Module 3 – Early Childhood Supports is only delivered by Fairstart Early Intervention

Service Agreements with Clients

Fairfield City Council:

- Will collaborate with each client to develop a service agreement that establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached
- Will support each client in understanding their service agreement and conditions using the language, mode of communication and terms that the client is most likely to understand
- Create a Service Level Agreement in writing and provide each client with a copy of their agreement signed by them and a Fairfield City Council representative. Where this is not practicable, or the client chooses not to have an agreement, a record will be made of the circumstances under which the client did not receive a copy of their agreement

Fairfield City Council will do this by:

- Providing independent access to information for clients. When clients are offered a service from Fairstart, they receive a welcome email with a link to our Fairstart Client Information Handbook. Providing information regarding policies, guidelines and procedures for supports with Fairstart. This enables them to ask any further questions in their Service Level Agreement meeting with us
- Providing all NDIS and Fairstart Fee for Service clients with a Service Level Agreement (SLA), stating the supports they will receive from Fairfield City Council as agreed per the client's choices and preferences. Changes initiated by the client later, within the SLA term, must be documented and signed by both parties on QMF-FS-01.3 Service Level Agreement Addendum.
- Email copies of either the Service Level Agreement or Service Level Agreement Addendum to the client automatically after both parties sign it from our client management system. If the client wishes to have a hard copy printed for them, we will provide this at their request. This will be provided if the client wishes to receive an additional copy of their agreement within the plan period.

Responsive Support Provision

Fairfield City Council:

- Will provide supports, based on the least intrusive options for the client, in accordance with contemporary evidence-informed practices that meet client needs and help achieve desired outcomes
- Develop and maintain links through collaboration with other providers to share information and meet client needs, where agreed in the service agreement and with the client's consent or direction.
- Will make a reasonable effort to involve clients in selecting their workers
- Document and do our best to cater to identified client-specific needs that require monitoring and/or daily support. Staff will be appropriately trained and understand the client's needs and preferences.

Fairfield City Council will do this by:

- Being flexible and responsive to the needs of people with a disability by emphasising and utilising a person and family-centred approach and communicating in ways that meet their identified communication preferences
- Managing waiting lists by date for specific supports
- Documenting specifically identified support therapy preferences in the client management file e.g. female worker, specific worker, quietly spoken worker, Vietnamese speaking worker. We will do our best to offer the client their worker preference as supports become available.
- If we are unable to offer the client a service that meets their preference, we will ensure they are satisfied with the service offered and if we are unable to offer a service that meets their needs at the time; we offer the client to wait for an alternative support/ worker availability and support them to find an alternative service that meets their needs
- If a person refers themselves to Fairfield City Council and requests a preference that we cannot deliver, we will not enter them onto our waitlist. We will offer to support them by providing a provider who can offer that service. The actions and choices are at the direction of the referee
- Where possible, matching staff to the client's support needs or specific requests, according to individual staff members particular strengths and experience to meet the needs of the individual client.
- Creating a Service Level Agreement with clients in line with their identified preferences and based on the least intrusive options for the client and contemporary evidence-informed practices
- Discussing the benefits of collaboration during the planning process with all involved in delivering the child's support plan. The client will decide who they wish to be at their Support Plan meeting and give their consent through completing QMF-FS-02.1 Client Information and Consent for the sharing of this information and maintenance of collaborative links and communication between parties
- Creating a person-centred Support Plan with each client documenting their specific needs and preferences. This process will involve all staff involved in the delivery of supports for the client and will also invite and collaborate with workers from other agencies. This will be documented in QMF-FS-03.1 Support Plan meeting and shared with the client and staff supporting the client (according to consent in writing). These plans are reviewed regularly and considered an ongoing process.
- Maintain knowledge of /relationships with cultural, advocacy and client organisations are maintained, as appropriate

Support Planning

Fairfield City Council:

- Will, with each client's consent, undertake work with the client and their support network to enable the effective assessment and to develop a support plan. Appropriate information and access are sought from a range of resources to ensure the client's needs, support requirements, preferences, strengths and goals are included in the assessment and the support plan.

Module 3 –Early Childhood supports -The family

- Will ensure support plans are based on child and family choice and control and is undertaken with the family
- Will recognise and respect 'family's expertise and knowledge about their child
- Will work in partnership with the family to identify the family's strengths, needs and priorities
- Will prepare and deliver flexible and individualised support plans to families that reflect the child's and family members' preferences and learning styles
- Will identify and promote and undertake to develop the strengths of the family and assist them in developing their network of formal and informal resources, with a recognition that positive outcomes for children do not rely solely on therapeutic child-focused programs
- Will work with the family to inform and strengthen their participation in, and contribution to, the 'child's learning and development
- Will promote children's inclusive, meaningful and active participation in their family life, community life and natural environments

Module 3 – Early Childhood supports – Inclusion

- Will assess each 'child's development, focussing on the child's functions in their everyday routines and activities in their natural learning environments
- Will enable and build upon links with each family's community and other support agencies
- Will promote each child's inclusion through participation in daily routines

Collaboration

- will establish and maintain collaborative links with the family and other collaborating providers, to coordinate the team around each child

Module 3 –Early Childhood supports - Capacity Building

- Will work with the support network in each child's life to build their capacity to achieve the functional outcomes identified in the support plan
- Will build each family's confidence to understand how their family routines and everyday activities can support their child's development
- Will deliver coaching and capacity building supports to the family and collaborating providers involved with the child (as a strategy to build the capacity of the child)
- Will use feedback and learnings from the child, family and other professionals to improve support delivery

Module 3 – Early Childhood supports – Outcomes based Approach

- Will develop functional outcomes for the child and their family based on their needs and priorities. Skills needed to achieve those outcomes are identified through collaboration with the child and family
- Will document a support plan for each child that describes agreed interventions and desired outcomes
- Will ensure the family is actively involved in the assessment of the child and the development and review of the support plan
- Will provide a copy of the support plan to families in the language mode of communication and terms that they are most likely to understand
- Will identify support plan outcomes that increase functional and meaningful participation in family and community life
- Will measure, evaluate and report; assessment, intervention planning and outcomes for the child and family in ways that are meaningful to and understood by the family

Fairfield City Council will do this through:

- Implementing a Person and Family centred approach in planning identifying each client's goals, strengths, aspirations and needs and enabling the family to exercise choice and control over the supports and services they receive.
- Implementing a collaborative approach to support Person and Family Centred planning and decision making by recognising the circle of support available to the family. Involving all stakeholders in the planning phase enables a realistic assessment of the family's priorities and ensures that strategies introduced are consistently implemented to maximise outcomes for the client.
- Use of a range of tools to assist staff in facilitating person and family centred planning to achieve the best outcomes for the client. These tools provide staff with a flexible approach to planning. These include QMF-FS-03.1 Support Plan meeting. This process will be conducted at least annually with clients.
- Development of support plans based on best practices and involving clients in activities and of strategies where results and early progress can be seen.
- Staff communicate with families on an ongoing basis by a means that the client primary contact has identified as their preference. This will be documented for primary client contacts in our client management system. Communication methods may include phone calls, text messages, email, telehealth phone and zoom sessions, face-to-face, hard copy communication notes or shared observations. Where possible face-to-face communication is encouraged.
- Acknowledging that parents are their child's first teachers and know their child best. Trusting relationships with carers and advocates are established through regular communication and opportunities to draw on the experience and knowledge of families.
- Recognising the benefits to both the client and family and the community. Working together to improve outcomes for people with a disability
- Providing families and educational staff involved in devising and administering a client's support plan, with additional support, supervision and training to help them develop skills and attitudes to enhance their effectiveness in supporting the client and their family.
- Actively working with parents and carers to support children with limited communication to be involved in daily decisions that will affect them. Using a range of developmentally appropriate modes of communication with the children to confidently engage them in making choices and communicating their wants and needs.
- Implementing an individualised support plan will encourage children and families to have experiences that may involve risk. Fairstart Early Intervention will balance the client's freedom of choice with their duty of care and dignity of risk responsibilities in the planning process so that if a client wants to try different things, they are able to do so.
- Conducting functional assessments in natural learning environments familiar to the client, focus on the client's strengths. Documentation tools include the client management system Goals, QMF-FS-03.4 Progress Report, QMF-FS-05.1 Speech and Language Pathology Assessment Report and QMF-FS-05.5 Occupational Therapy Report
- Using opportunities for staff to conduct formal and informal assessments to measure a client's progress as appropriate to the client's diagnosis and cultural background. Assessments are undertaken at intervals agreed on in consultation between family, the Fairstart team member, and educational staff. Often informal assessments in environments familiar to the client demonstrate and reflect a client's true abilities.

- Improving the capacity of families and educational staff to implement strategies to achieve the identified outcomes by the provision of generic programs and, when applicable, individualised resources for use at home or in other naturalistic settings
- Encouraging families and carers to take an active role in sourcing appropriate additional services to support the client's optimum participation in their program and community
- Reporting outcomes to clients and families through a QMF-FS-03.4 Progress report, utilising GAS goals to report progress throughout the support plan, in a visual format to increase understanding for all families
- Utilising opportunities for families and carers with a child with a specific disability to share their experiences with other families and link the child to peers who have achieved similar goals
- Creating opportunities and encouraging clients and collaborative professionals to give formal and informal feedback and make suggestions for improvements to service delivery
- Reviewing complaints, feedback and suggestions to refine service delivery and client satisfaction
- See also [QMPOL-FS-05.1 Fairstart Participation and Inclusion Policy](#)
- See also [QMPOL-CS-017 Feedback and Complaints Policy](#)

Support Planning -Sensitivity to individual values and beliefs

Fairfield City Council:

- Will sensitively encourage clients to identify their culture, diversity, values and beliefs, in order for us to sensitively respond and tailor supports in line with these beliefs
- Will ensure each client's right to practice their culture, values and beliefs while accessing supports is supported

Module 3 –Early Childhood supports -The family

- Will ensure service delivery of support plans is culturally responsive and respectful of the family's cultural beliefs and their community

Fairfield City Council will do this through:

- Use of a person and family- centred approach. The Support Planning process will be led by the family's strengths, concerns and priorities. Their culture, diversity and values and beliefs are at the core of this and will significantly impact the goals and strategies used in the support plan to ensure that client needs are sensitively responded to
- The use of cultural support workers through the Support Planning process, throughout the implementation of support provision and often during NDIS planning significantly impacted our ability to cater for client individuality.
- Providing planning and service delivery that is responsive to clients' diverse and changing individual needs and preferences

Support Planning- Risk, review and progress

Fairfield City Council:

- Will collaboratively complete a risk assessment with each client to build upon their support plan, including the planning and implementation of appropriate strategies to treat known risks
Risk Assessments will include;
 - consideration of the degree to which participants rely on the provider's services to meet their daily living needs;
 - the extent to which the health and safety of participants would be affected if those services were disrupted

Fairfield City Council will do this through:

- Completion of Client Risk Assessment at the beginning of the support plan, in collaboration between the client, their family and therapists. The client/ client 'representative will sign this document.
- Will periodically undertake a review of the effectiveness of risk management strategies with each client to ensure risks are being adequately addressed and changes made when required.

Fairfield City Council will do this through:

- Review the effectiveness of the strategies utilised in the QMF-FS-03.5 Client Risk Assessment on an annual basis, as well as when identifying any new risks that may have emerged.
- If new risks emerge in the provision of support during the Plan, the QMF-FS-03.5 Client Risk Assessment will be reviewed by all parties involved in the provision of those supports.
- Will annually review support plans (or earlier), in collaboration with each client, according to their changing needs or circumstances. Progress in meeting desired outcomes and goals is assessed at a frequency relevant and proportionate to risks, the 'client's functionality and wishes

Fairfield City Council will do this through:

- Provision of tools for staff to record clients' progress throughout the support program, including the Goals tab within our client management system. This tool utilises GAS Goals and provides staff with a consistent standard to record the child's progress and achievements.
- Ongoing communication with clients regarding the progress of goals
- Inviting clients to review goals at any time, formally with the Support Plan meeting record and informally in interactions between clients and staff.
- Development of QMF-FS-NDIS progress report in preparation for client NDIS funding review meeting
- Where progress is different from expected outcomes and goals, work is done with the client to change and update the support plan

Fairfield City Council will do this by:

- Inviting families to provide feedback on their child's progress and the provision of their program through formal and informal evaluations. This invitation given with the final Support Plan meeting document and encouraged through ongoing informal communication throughout the Plan.

- Clinicians reviewing the goals and client progress by entering ongoing data in client file notes and monitoring progress using the client management system Goals tab.
- When progress is different from expected outcomes and goals, the therapist or teacher reviewing the goals and strategies in collaboration with the client and their family/ representative. If new goals and strategies are devised as an outcome of the review, with the clients' consent, these will be shared collaboratively with others involved in the delivery of the client's support plan.

Privacy and Dignity

Fairfield City Council:

- Where appropriate, and with the consent of the client, information on the support plan is communicated to family members, carers, other providers and relevant government agencies

Module 3 –Early Childhood supports – The family

- Information and supports are provided in a clear, easy to understand and flexible manner by integrating the support into the child's everyday routine. – support provision

Module 3 –Early Childhood supports - Collaboration

- With the consent of the family, share information, knowledge and skills between the family, the provider, and other collaborating providers

Fairfield City Council will do this through:

- Asking the client which workers and agencies/ organisations they would like to be invited to the Support Planning meeting
- With the 'client's consent by completion and signing QMF-FS-02.1 Client Information and Consent form, or if changed over time through the QMF-FS-02.3 Client Consent the Support Plan will be shared with the parties involved in the planning meeting or other parties who later become involved in the clients support plan

Independent and Informed Choice

Fairfield City Council:

- Will support active decision-making and individual choice for each client, including the timely provision of information using the language, mode of communication and terms that the client is most likely to understand
- Will support each client's right to the dignity of risk in decision-making. When needed, each client is supported to make informed choices about the benefits and risks of the options under consideration.
- Will respect each client's autonomy, including their right to intimacy and sexual expression
- Will give each client sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit.
- Will encourage and support each client's right to access an advocate (including an independent advocate) of their choosing, as is their right to have the advocate present

Fairfield City Council will do this through:

- Using person-centred, individualised, strengths based Support Planning tool

- Encouraging clients to include an advocate in planning and decision making processes. Information on how to access advocacy support through other agencies is available through our website to clients and the community
- Offering and encouraging clients to consider advocacy support at external meetings e.g. School options meetings
- Where possible planning decisions ahead, to allow clients time to consider and review their options and seek advice if required. This is reflected upon throughout the duration of support provision e.g. planning for assessment for application of equipment and eligibility to supports or placements
- Providing a range of options that will encourage and enable the family and carers to develop their decision making skills and increase independent decision making. Fairstart staff will support families to identify the risk involved to assist them to make decisions.
- Use of person- centred decision making tools such as Pictability
- Use of innovative and flexible strategies to enable each person to make decisions with support where necessary, which reflects their individual and cultural needs. Cultural support workers or Language aides (where possible) and telephone interpreter services are utilised at no cost to families. Staff members from the same language background are selected to support children and their families when possible and appropriate.
- Resourcing clients with the information they need to consider to make decisions. This offers a framework for staff to support clients through decision making. Fairstart staff can offer clients support to reflect upon decisions with the lens of the client priorities, to consider how a decision will impact them e.g. transition to school options
- Will participate in community and disability networks to provide collaboration, information and support that empowers the family to develop decision making skills so that they can see what opportunities and options are possible for them.

Continuity of supports

Fairfield City Council:

- Will manage D day-to-day operations in an efficient and effective ways to avoid disruption and ensure continuity of supports
- In the event of worker absence or vacancy, will attempt to deliver a suitably qualified and/ or experienced person to continue delivery of supports
- Will plan supports with each client to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each client to ensure the client' 's experience is consistent with their expressed preferences
- Will plan arrangements in place to ensure support is provided to the client without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered by the provider
- Will explain and reach an agreement on alternative arrangements with clients, on occasions where changes or interruptions are unavoidable
- Will ensure disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster

Fairfield City Council will do this by:

- Planning continuity of supports with the client at the Service Level Agreement meeting. If the client does not have enough funding for the frequency of supports they desire, we will

discuss options with them to utilise funding over the scope of the Plan to ensure continuity of service

- Will manage day to day operations efficiently and effectively to promote continuity of supports and avoid disruptions to clients e.g. timely placement of job advertisements, offering part time workers to increase days of work to fill worker vacancy
- Planning for staff overlap in preparation for staff leave, new staff to shadow client supports in order to deliver support continuity of supports and client preferences
- Workers planning to go on leave to prepare progress reports for upcoming NDIS client plan reviews, in line with responsive service delivery
- Doing our best to plan to minimise reduced capacity during worker absence and find suitably qualified persons to perform the role or discuss alternative solutions with the client.
- Where this is not possible, an alternate qualified worker will be offered to the client for short term support e.g. Therapy assistant Level 2. If the client is not satisfied with the alternate support they are under no obligation to use it. They will be placed on a list for a priority service as soon as a replacement suitably qualified worker is available.
- Staff required to take two weeks of their annual leave during the Christmas closure period, to minimise interruption to client services throughout the year
- If we are concerned that the support is not going to be available for some time, we will support the client to refer to other agencies for the desired support
- If changes or interruptions are avoidable, e.g. in the event of worker absences, the client will be contacted and alternative options will be discussed e.g. rescheduled support, offer of an alternate support, change in centre/ venue or mode of service e.g. telehealth
- Staff to follow procedure 'Cancellation of supports Procedure'
- Will develop strategies to manage the scope and complexity of services we offer. Some of these include ;
- Documenting support plans, client priorities, goals and strategies through QMF- FS- 03.1 Individual Family Support Plan and client progress through file notes and recording ongoing progress in Goals tab. This is available to handover staff.
- Service caseload limitations i.e. limiting the age of clients to an age range we feel is within our scope of expertise. Fairstart commits to servicing clients between the ages of 0-12. When a staff member determines that a client can be better supported by another agency (whose expertise lies with older clients) they will begin to transition the client to another service.
- Offer short-term supports (Medicare and assessment clients ?sessions) to clients during blocks of absence or gaps in NDIS funding plans of ongoing clients' e.g. client leave or short-term gaps in funding before the end of a plan
- Will ensure financial resources are managed and monitored to provide maximum services to clients. As a statutory body, Fairfield Council regularly reports to relevant Government authorities and ratepayers as required
- Will provide training and guidance for staff in preparation for disaster preparedness e.g.. Business Continuity Plan. Fairstart will offer safe alternative supports to clients during the course of the disaster, measure risks associated with returning to regular supports and notify clients when regular supports can resume e.g. Telehealth service delivery in COVID19 during pandemic periods and service disruption

Transitions to or from the provider

Fairfield City Council:

- Will facilitate a transition to or from Fairfield City Council in collaboration with each client when possible. This will be documented, communicated and effectively managed
- Will support clients to identify and responded to associated risks with each transition to or from Fairfield City Council and document this process
- Will develop, apply, review and communicate processes for transitioning to or from Fairfield City Council

Module 3 Early Childhood supports- Collaboration (Fairstart clients only)

- Undertake collaboration when relevant between supports and services, to ensure that transition/exit planning meets the needs of each child and their family

Fairfield City Council will do this by:

- Communicating our entry and exit transition processes to staff, in order for them to apply with clients and review this procedure in line with client experience and feedback- See QMF-FS-03.4 Transition procedures
- Discussing and identifying associated risks with the client and supporting them to make decisions based on holistic information about the transition process
- Discussing with the client what outcomes they would like Fairstart to conduct on their behalf during transition e.g. handover meetings, sessions, phone contacts, referrals
- Documenting transition processes in client file notes

Safe Environment

Fairfield City Council:

- Will ensure clients can easily identify workers engaged to provide the agreed supports
- Will undertake work with the client (discussion, strategies or alternatives if necessary) to ensure a safe support delivery environment, for supports that are to be provided in the client' 's home
- Will where relevant, undertake work with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries
- Ensure clear arrangements are in place for participants requiring support with communication, to assist workers who support them to understand their communication needs and the manner in which they express emerging health concerns
- Will avoid delays in treatments for participants:
 - a) protocols are in place for each participant about how to respond to medical emergencies for them; and
 - b) each worker providing support to them is trained to respond to such emergencies (including how to distinguish between urgent and non-urgent health situations).
- Ensure systems for escalation are established for each participant in urgent health situations
- Implementing Infection prevention and control standard precautions throughout all settings in which supports are provided to participants.
- Conducting routine environmental cleaning in settings where supports are provided to participants (other than in their homes), particularly of frequently-touched surfaces
- Ensuring staff are trained, and have refresher training, in infection prevention and control standard precautions including hand hygiene practices, respiratory hygiene and cough etiquette

- Will deliver refresher training, in the use of PPE to each worker who provides supports directly to participants, through the use of regular toolbox talks in line with the team implementation plan and learning and assessment through the Learning Management System
- Will provide PPE is available to each worker, and each participant, who requires it

Fairfield City Council will do this by:

- Presenting a worker photo display in the foyer of the clinic with staff names,
- Workers wearing ID badges/ cards.
- Provision of consistent staff to support clients for the duration of their support plan and potentially for further support plans. In instances of staff change, transitional handover sessions take place whenever possible
- Requesting clients to provide a safe space in their home environment for home visits in the Service Level Agreement. Staff follow policy and procedures outlined in the QMPOL-FS-04.2 Working in the Community policy, including preliminary *home visit checklist*. Where supports are deemed to be unsafe for staff, we will work collaboratively with the client to adapt the space or agree on an alternative venue.
- Following WHS-001 policy and system
- Requesting health information from families at Orientation regarding health and emergency needs and protocols for the participant
- Ensure First Aid kits are stocked and on site
- Health alerts are in the header of each client file in Client Management System
- Workers review emergency information and procedures at support plan meetings
- Assist the representative' s family, school or preschool to action the relevant protocols to ensure the participant receives timely access to emergency care when needed
- Conducting Fairstart risk assessment for clients in collaboration with their family QMF-03.5, to ensure a safe support environment is delivered for clients and staff. This process is undertaken for the environment that the supports occur in. If a staff member identifies that an environment is unsafe for them to deliver supports, they will work with the family and /or service to ensure strategies or steps are put in place to ensure safety
- Collaboratively sharing documentation with other providers in line with client supports
- Conducting risk assessments on new equipment that is required to conform to Australian Safety Standards before purchase and frequent evaluation whilst in use. Only equipment suitable to the age and abilities of each client will be used and recommended.
- Regularly cleaning resources in accordance with relevant hygiene standards, according to our Hygiene policy. Broken or damaged equipment will be repaired or discarded
- Engaging Cleaners to clean clinic and office spaces after each work day, including frequent touch points
- Support staff to access training opportunities including but not restricted to;infection control and precautions and where relevant; First Aid, CPR, Anaphylaxis
- Provision of PPE for workers and clients in the foyer of each clinic
- Provision of PPE and cleaning kits for workers to use before. at and after itinerant visits

Client Money and Property

Fairfield City Council:

- Does not offer clients financial advice or information other than that which would reasonably be required under the client' 's plan
- Does not have access to client's money or other property within the scope of their supports. Clients' money or other property is only used with the consent of the client and for the purposes intended by the client.
- If required, each client is supported to access and spend their own money as the client determines.

Fairfield City Council will deliver financial support to clients through:

- Making claims for services delivered through the NDIS portal through the client management system, provide invoices to Plan managed, Self-Managed and Fee for Service clients through FCC Authority Invoicing. Claims will only be processed when sessions have been delivered
- Supporting clients to plan before signing a Service Level Agreement with us to ensure their desired supports fit within their plan budget
- Supporting Co-ordination of Supports clients to utilise the inclusions in their Plan within the plan period

SECTION 3 - GOVERNANCE

3.1 RELATED POLICIES/PROCEDURES

Policy Number	<p>QMPOL-FS-01.1 Human Rights Policy</p> <p>QMI-FS-01.1 Fairstart Privacy and Confidentiality Policy – Easy English</p> <p>QMPOL-FS-02.1 access to supports</p> <p>QMPOL-FS-LC-02.2 Governance and Management Policy</p> <p>0-017 Information Management Policy</p> <p>QMPR-CS-004 Intake Process</p> <p>QMP-FS-02.2 Fairstart Family Orientation Procedure</p> <p>QMP-FS-01.2 Creating an SLA</p> <p>QMP-FS-01.2 Creating an Addendum</p> <p>QMPOL-FS-LC- 01.2 Fairstart and NDIS client Feedback and complaints Policy</p> <p>QMPR-CS-010 Feedback and Complaints Process</p> <p>QMP-FS-02.1 Fairstart Client Feedback and Complaints Procedure</p> <p>QMP-FS-04.2 Pandemic and Service Disruption Procedure</p> <p>QMP-FS-02.3 Cancellation of Supports Procedure</p> <p>QMP- FS-03.5 Client Risk Assessment Guide Procedure</p> <p>POLICY NO 0-132 Child Safe Policy</p> <p>QMPOL-CS-005 Child Protection Policy</p>
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QMPR-CS-006 Serious Incident Reporting Process
QMPOL-FS-LC- 02.3 Incident Management and Reportable Incidents
 FCC Business Continuity Plan

3.2 RESPONSIBILITY

Policy Owner Children and Family Services

3.3 RISK

Clients will not have opportunities to make decisions for themselves or be involved in planning to enable each child and their family to achieve their individual outcomes.

3.4 VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
2	9 July 2014	Children and Family Services Manager	Inclusion of person-centred tools and links to controlled forms
3	June 2016	Children and Family Services Manager	Deletion of Map and Path person centred tools
4	March 2018	Children and Family Services Manager	Included Progress Report and SOS feeding initial assessment
5	May 2020	Children and Family Services Manager	Updated to include NDIS Practice standards
6	October 2020	Children and Family Services Manager	Updated to clearly reflect NDIS Practice standards
7	October 2021	Children and Family Services Manager	Updated to reflect new Support Planning tools, forms and procedures
8	October 2022	Children and Family Services Manager	Share policy with all NDIS services Updated in line with NDIS Practice Standards update 2021

3.5 REVIEW DATE

This policy will be reviewed every five years or when a change to governing legislation occurs, whichever occurs sooner.

SECTION 4 - PROCEDURES

4.1 SUPPORT PLANNING PROCEDURE

1. Consent for who Fairfield City Council collaborates and shares information with is given by the client via QMF-FS-02. Client Information and Consent or modified later through QMF-FS-02.3 Client Consent
2. Input and feedback is sought to determine priorities, goals and strategies in accessing and participating in the community from the client, their families, Fairstart Early Intervention team members, and other staff working with the child
3. Families are provided with information on how personal outcomes are implemented through Support Plan Tip Sheet [QMPOL-FS- 03 ATTACHMENT](#)
4. Person and Family Centred Practice is facilitated through completing [QMF-FS-03.1](#). Support Plan This tool will ensure that the views of families and carers in planning and decision-making processes are respected and prioritised.

Key features of this Plan include:

- Identify the family's current communication participation and any future opportunities that Fairstart can help facilitate based on the family's preference
 - Desired outcomes determined in collaboration with the family
 - Agreement by all parties to work towards outcomes
 - Identification of roles and responsibilities of people involved in the Plan, aligned with outcomes, and strategies to help sustain the family unit whilst promoting the best interests of the client within the family unit
 - Recognising using and extending the client's and family's strengths and interests to achieve outcomes within their family and community.
 - Identification of the child's current needs
 - Recommendations for creating opportunities to promote family resilience and leadership and promotion of options that maximise the roles and strengths of the family
 - Information and strategies to support the child within the cultural and linguistic background of the family
 - Routines-based programming to utilise and incorporate strategies to support the child to achieve identified outcomes
5. All parties can give feedback to the Plan through email. The family will sign the document to acknowledge their involvement, agreement and role. Copies of the written Plan are provided for all parties to follow, in line with consent given by the client.
 6. This Plan guides the development of specific short term outcomes and priorities and is documented through client management system Goals tab. The Formal Support Plan set up in GAS goals is emailed to the family.
 7. The child's progress will be monitored and documented with each service session through client file notes (in Echidna Client Management system)
 8. Workers will regularly give feedback about sessions in the parent / caregiver first identified preference of communication
 9. Families will be informed of major highlights through QMF-FS-3.6 Progress Report or through documented preferred communication method to the client primary contact

10. The Support Plan will be reviewed and modified according to the child's progress and families' priorities at least annually. Families are encouraged to provide feedback on the child's progress and quality of service delivered, to make any complaints and to rate their satisfaction of the service provided.

4.2 FORMS AND RECORD MANAGEMENT

1. QMF-FS-02.1 Client Information and Consent
2. QMF-FS-02.3 Client Consent
3. QMF-FS-03.5 Client Risk Assessment
4. QMF- FS-03.1 Support Plan Meeting
5. QMF- FS-03.3 Observation
6. QMF- FS-03.4 Progress Report
7. QMF-FS-3.6 SOS Feeding Program- Initial Assessment
8. QMF-FS-03.8 Speech and Language Pathology Assessment Report
9. QMF-FS-03.9 Occupational Therapy Assessment Report
10. Echidna (Client management system)- Client file notes

ATTACHMENTS

1. QMPOL –FS- 03 ATTACHMENT Communication notes
2. QMPOL –FS- 05 ATTACHMENT Support Plan Tip sheet

Fairfield City Council welcomes your feedback. If you would like to give us feedback on this or any of our policies or procedures, please contact us by emailing fairstart@fairfieldcity.nsw.gov.au