

1 Service Delivery Policy

1.1 Purpose

This policy outlines 360 Health and Community's (360) service delivery philosophy which requires a highly inclusive approach to individualised and outcomes focused service and care planning, delivery and review.

1.2 Policy Statement

360 recognises and responds to the unique skills, lifestyle preferences, personal aspirations and support needs of individuals using its service and programs. 360 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.

1.2.1 Individual needs

In order to ensure that the individual needs of each person are met, 360 will:

- Inform individuals and their families of the availability of services or programs which may be provided to them;
- In collaboration with each person, their family and advocates, develop an individual service or care plan for everyone that we support that focuses on outcomes and provide a copy to them, their family and to care teams;
- Maintain the information necessary to determine individual preferences or personal care needs and to properly inform individual care and treatment planning;
- Deliver services and programs in accordance with the agreed individual service plan;
- Seek regular informal feedback and clarification from the people we support and their families regarding the services being provided and any changes that may need to be considered;
- Review the individual service plan annually or sooner if circumstances change, a significant incident occurs (e.g. life threatening self-harm, attempted suicide or significant violence or aggression towards or from others), or a request is made to undertake a review.

1.2.2 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, emphatic and non-discriminatory;
- A collaborative approach is implemented to identify positive outcomes that each person that we support wishes 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, as desired by the client;
- In consultation with the person that we support and relevant significant people that then nominate, any additional information and/or referrals considered necessary or advisable are identified;
- A consumers' right to choose will be respected, even when this involves risk. Duty of Care requirements are considered alongside the person's dignity of risk, ensuring the

people we support can take reasonable risks in their daily lives without placing workers and others at risk of harm.

- All case notes are documented in a positive way and are encouraging, professional, factual and complete.

360 promotes decision making and choice in service delivery 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 people we support and their families about the full range of services available;
- Involving the people we support in the development of the individual care or treatment plan;
- Seeking input from the person we support and their family regarding services they would like to receive;
- Providing choices within the context of the individual's 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 and their families to take up membership of the Consumer and Carer Reference Group; and through this group get involved in the development of policies and procedures.

1.2.3 Participation and Inclusion

360 encourages and supports individuals to actively participate in their community life in the way they choose. 360 aims to increase opportunities for participation and inclusion for all people.

In order to promote participation and inclusion, 360 adheres to the following principles:

- Each individual is unique and has their own interests and skills;
- All people have the right to meaningful inclusion in a community, including areas of work, leisure, learning and relationships;
- All people have the right to be decision makers on how and with whom they will connect with in their chosen community and 360 will be respectful of their choices and plans;
- 360 has joint responsibility to support individuals and their community to find ways to increase opportunities for inclusion and meaningful participation;
- The wider community benefits when people of diverse backgrounds are able to contribute and are actively included;
- Carers have a right to participate in their chosen communities in a way that meets their own interest and needs, beyond their caring role.

360 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 care plan, that builds on existing competencies, focuses on outcomes 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.

1.2.4 Cultural Security

360 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.

360 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 360's services.

360 recognises the unique position of Aboriginal and Torres Strait Islander People in our community 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 360 can offer.

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

1.2.5 Managing Challenging Behaviours through Positive Behaviour Support.

If someone is expressing challenging behaviour, our workers will always provide support in a way that is developmental and constructive rather than controlling and restrictive. 360 is committed to minimising restrictive practices and actively uses Positive Behaviour Support (PBS), which is an evidence-based approach that aims to increase a person's quality of life, and prevent and decrease the frequency and severity of challenging behaviour. PBS is not an intervention but a culture of supporting responsibility.

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 and this approach fully aligns with 360's service delivery philosophy.

2 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, RACGP Standards for General Practices, National Standards for Mental Health Services 2010. Care Planning and Review Policy and Procedure. Clinical Governance Framework, 360 Incident Management Policy and Procedure, 360 Clinical Governance Framework, 360 Informed Consent Policy and Procedure.

3 Review.

Service Delivery Policy Endorsement			
Frequency	Responsibility	Ratified	Next Review
3 years	Board		April 2022