

# Individualised Support – Customer Experience Policy

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## Purpose

This policy sets out the framework for how participants attain the highest levels of customer experience (CX) through accessing All About Care Australia (AACCA) supports and services.

When AACCA delivers the highest level of customer experience, the benefits extend beyond the individual and ensure that the participants' informal supports including family and friends are sustained, maintained and strengthened. Individualised assessment, collaborative planning and transparent agreements are the critical elements that enable participants to safely and effectively explore their options and achieve their goals.

## Scope

AACCA is committed to ensuring that all staff and volunteers understand the key aspects and requirements of providing informed, planned and effective service delivery.

## Policy

### Support Planning

#### Participant outcomes

Collaboration with a participant and their family/carer/advocate is the basis of ensuring functional outcomes focus on the participant's needs, preferences and prioritised skill development. Details of collaboration, planning and outcomes are to be recorded and documented.

### Support Plan Development

All participants and their support networks are aided to collaborate and participate in developing a goal-oriented support plan. The support plan will reflect an individual's goals and aspirations and review the participant's strengths and independence. The plan is based on the presumption of capacity and will safeguard the risks and needs of the participant.

The support plan will provide transparent written information to the participant, their AACCA support staff, and volunteers outlining the services and type of support/s they will receive from AACCA. Where there is a change in the participant's needs, preferences or goals, the amended support plan will communicate the change in support required by the participant. Staff must be screened, trained and qualified in the roles that they undertake to support this process.

### Enhancing the Customer Experience (CX) through collaboration

AACCA is committed to implementing a collaborative framework in meeting the needs of individuals within the organisation's resource capacity. AACCA will establish communication with specific relevant service providers to maintain collaborative relationships and protocols and participate in networks with relevant agencies in support of participants. AACCA will work with the participant, their family/carer, other providers and advocates.

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## Support Planning Procedures:

- The support planning process is consultative whereby the participant, family, friends, carer or advocate work together to identify strengths, needs and life goals, focusing on choice and decision-making.
- Any supports provided by AACCA must be funded through the participant's NDIS plan, except where a participant is taking part in a Government funded volunteer program.
- The participant's preferences, values and lifestyle choices should be supported (wherever possible).
- Support plans should promote the valued role of people with disabilities as equal citizens.
- AACCA promotes functional and social independence and quality of life.
- Support plans will identify goals in collaboration with the participant/family/carer/advocate.
- If a participant identifies as Aboriginal or Torres Strait Islander, this will be identified and supported with appropriate planning and consultation.
- Other diversity needs such as religion, language, culture, ethnicity, sexuality are considered and included if important to the participant.
- The support plan is reviewed regularly (at least annually) and amended to respond to the participant's needs and preferences.
- The support plan should be strength-based, seeking to maximise independence and build on the participant's existing networks.
- The participant or their family/carer/advocate may request a review of the support plan.
- Staff conducting the development of the support plan will have the necessary skills and competence to undertake this function.

## Risk Management (As a component of Individualized Support Planning)

- Implement a risk assessment and document the outcome
- Plan appropriate strategies to manage/treat known risks
- Implement appropriate strategies to manage/treat known risks
- Conduct an annual or earlier review according to the participant's changing needs/circumstances.

## Collaboration

The participant's needs, interests or aspirations may change during the delivery of their supports. These changes may lead to a need to support co-delivery, transition to, or exit from, their current service providers. If this occurs, with the consent of the participant/family/advocate, AACCA will contact the relevant service provider to:

- collaborate with providers and the participant/family/advocate to develop a plan of action
- request or send documents relevant to the participant
- confirm current supports, practices and needs to enable the participant to receive co-delivery transfer or exit smoothly
- work with the participant during the process
- document the process in the Participant Support Plan.

## Service Agreement

AACCA collaborates with each participant to develop a service agreement that:

- establishes expectations
- explains the supports to be delivered

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- specifies any conditions attached to the delivery of supports, including reasons why these conditions apply.

The participant is supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to follow. AACCA will supply Easy Read documents as required. The participant/family/advocate must provide their consent or direction to enable AACCA to develop and maintain links with other providers to collaborate and share information to meet the needs of the participant as required.

AACCA reserves the right to terminate or suspend services if a participant or their representative fails to acknowledge/sign, or fully complete/update a service agreement by the due date.

## Procedure

AACCA undertakes the following procedure to develop a service agreement with each participant:

1. Collaborate with the family, advocate or representative to ensure that the service agreement meets the requirements and aligns with needs, interests and aspirations.
2. Use appropriate communication methods to explore, explain and determine what is being provided within the agreement.
3. Keep appropriate records explaining the process undertaken, including consent/direction to collaborate with other providers and to share information to enable staff to meet the participant's requirements.
4. Provide the participant with a copy of their service agreement. If the participant wishes not to keep a copy of their service agreement, then the circumstance under which the participant did not receive a copy of the agreement must be documented and kept on the participant's file.

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## RELEVANT LEGISLATION AND POLICIES

- NDIS Practice Standards and Quality Indicators 2018
- Work Health and Safety Act (2011)

## RELATED DOCUMENTS

- Support Plan
- Service Agreement
- Participant Handbook
- Authority to Engage an Advocate Form
- Advocacy Support Policy and Procedure