

# CS4.3 Management of Participants

## NDIS supports

### Purpose

1. To set out the expectations and processes for assessing new clients into Savvy Co. services and re-assessing existing clients in receipt of current services from Savvy Co.
2. To set out the requirement for employees to develop care plans, agreements and contracts with Savvy Co. clients and/or their carers/parents/guardians.
3. These care plans are person-centred, and are developed in consultation with the client and/or their carers / parents / guardians to prioritise the client's needs and to determine the level of participation the client or the client's representatives wish to have in the care planning process.

### Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Module 3: Provision of supports
4. Module 4: Provision of supports (environment)
5. Specialist Support Coordination Module
6. Specialist Behaviour Support Module

### Legislative Alignment

1. Disability Discrimination Act 1992
2. National Disability Insurance Scheme Act 2013
3. Privacy Act 1998
4. Privacy Amendment (Enhancing Privacy Protection) Act 2012

### Key Responsible Executive

Chief Executive Officer

### For More Support

Your People Manager

### Policy Statement

1. Savvy Co. is committed to strengths based, person centred support that respects clients rights to privacy, dignity, independence, choice and fulfilment. The organisation recognises that the clients' situations and needs change over time and as such is committed to providing a flexible,



empowering and supportive environment for clients that require plan management or coordination.

2. Savvy Co. is committed to increasing the capability and independence of all clients to be in control of their life and will focus on educating and developing a client's ability to self direct their support plan.

## Definitions

1. Assessment - the process of gathering information from and about the service user in order to develop an understanding of their needs and to determine suitable options and support planning.
2. Care coordination - care coordination practice is a collaborative, person-centred process. It aims to ensure access to multiple support systems and services at key life stages to achieve optimal wellbeing and social participation
3. Person centred planning – a process of continually listening and learning, focused on what is important to someone now and for the future, and acting on this in alliance with their family, carers, friends and substitute decision makers.
4. Intake - the systematic process of gathering information about people's current situation in order to facilitate their access to Savvy Co. services and assist them to make informed decisions about the needed service.
5. Referral - a request for a specialist consultation or service that occurs when an organisation is not able to meet the service user's needs or has insufficient resources to manage the service user's situation.
6. Care Plan - a document which provides a shared understanding for the client, their carers and service providers of the clients;
  - a. Goals and needs
  - b. Strategies to achieve the clients goals and needs, including any positive behaviour support strategies
  - c. Specific requirements to meet the clients needs such as high intensity daily support processes
  - d. Individual preferences, such as communication preferences, persona preferences, likes and dislikes that can inform how a service is delivered
  - e. A risk assessment of the clients needs, the delivery environment and support provision

## Delegations

Roles	Responsibilities
Board of Directors	<ul style="list-style-type: none"><li>● Endorse and ensure compliance with Management of NDIS Supports Policy and Procedure</li><li>● Be familiar with legislative requirements of this policy</li></ul>
CEO	<ul style="list-style-type: none"><li>● Manage and monitor compliance with this policy</li><li>● Operational decision making is informed by this policy</li></ul>

Management	<ul style="list-style-type: none"> <li>● Support employees competence and compliance with this policy and procedure and ensures employees receive appropriate training, supervision and debriefing to comply with this policy</li> <li>● Operational decision making is informed by this policy</li> </ul>
Staff, volunteers, contractors and students	<ul style="list-style-type: none"> <li>● Comply with the Management of Participants NDIS Supports Policy and Procedure</li> <li>● Participate in regular practice supervision</li> </ul>

## Procedures

1. Financial Management of Supports and Services
  - a. Financial Management of a clients supports and services is technology enabled to allow for:
    - i. transparency to clients and their providers about payments and balance tracking
    - ii. provides flexibility for clients to manage the supports they require
    - iii. complies with NDIA payment requirements
    - iv. is timely, accurate and efficient.
  - b. Where Savvy Co. provides financial management for a client, Savvy Co. proactively supports a client to understand their plan financially. This includes providing quarterly statements with insights around where their funding is being spent, tracking against their funding budget, locked funding in Proda and risks to under or over spend.
  - c. Savvy Co. also seeks to support a client to balance funding that is assigned to providers for regular support versus funding assigned for ad-hoc or capacity building supports.
2. Communicating information to clients
  - a. Plan managed clients will have access to an online portal to view their funding, invoices and quotes.
  - b. Communication of a client's plan information will be dependent on the clients needs and preferences. Savvy Co. will use email and sms as standard communication tools and tailor this to the needs of clients. This may include;
    - i. calling with invoice or plan updates
    - ii. using an interpreter for correspondence
    - iii. using simple English and easy read formats
    - iv. use of visuals to easily depict changes and status
  - c. Savvy Co. will communicate with clients at the following points:
    - i. when an invoice is received to verify expense (sms or app notification)
    - ii. monthly for balance (email or app notification)
    - iii. quarterly account review (email or call)
    - iv. annual account review and update (in person or by phone depending on complexity)
    - v. ad-hoc: Savvy Co. will also be available for clients to discuss any questions or invoicing issues Monday to Friday 9am to 5pm, excluding public holidays.
3. Capacity Building
  - a. When providing plan management, Savvy Co. actively seeks to develop a client's
  - b. capability to coordinate, self-direct and manage their own plan. This is achieved through
    - i. Choice: After supporting a client to identify the supports required to support their goals and needs, Savvy Co. supports the client to
      1. source potential supports for their goals and needs
      2. ensure that the client has alternative choices in the supports they identify
      3. develop their decision making criteria for selecting supports

4. use their decision criteria to select the supports required
    - ii. Simplicity: Once the client has identified their initial supports, Savvy Co. will work with the client to identify opportunities to simplify their supports. This may be through
      1. consolidating some providers
      2. visually representing the supports planned
      3. creating a calendar or plan for the client to refer to
      4. easily and methodically documenting their supports, agreements, consents, plans and details for easy sharing and retrieval by the client
    - iii. Visibility: Savvy Co. then works to provide an easily accessible view of their plan. This is a mix of digital and hard copy tools that the client can access online and in their home. Core elements of the documentation will include:
      1. their funding (and spend)
      2. supplier details
      3. schedule / calendar of supports
      4. agreements, formal documents and other information about the provider (such as feedback forms, brochures, rights and responsibilities charter etc)
      5. contacts
  - c. How to participate in planning process
    - i. Drawing on the NDIS booklet two 'Planning', Savvy Co. will provide support and education to clients in order to understand the planning process.
  - d. Establish agreements
    - i. Savvy Co. will develop an easy read version of understanding agreements and an easy read template agreement that clients can utilise with service providers
    - ii. Savvy Co. will also include clients in the meetings or conversations where possible with other service providers when discussing services and agreements.
    - iii. As part of its agreements, Savvy Co. encourages clients to ensure any agreements they enter into allow for flexibility and change.
  - e. Manage budget flexibly
    - i. Savvy Co. works with clients to balance their committed funding and flexible funding in order to support changes to their circumstances and emergencies.
    - ii. This includes not allocating all budgeted funds to a provider at the outset of the plan.
    - iii. Quarterly plan reviews also allow the client to know how their spending is tracking and if there is a risk of overspend or underspend.
    - iv. Prior to allocating funding to providers, Savvy Co. also works with the client to create a budget that outlines what their needs are over the course of their plan and how the funding should be assigned in order to achieve this.
    - v. The budgeting process is updated quarterly based on actuals, with funding assigned to services only when needed in the plan and not at the outset of the plan.
4. Support funding management is effective and efficient
  - a. When providing plan management, Savvy Co. actively seeks to develop a client's capability to coordinate, self-direct and manage their own plan. This is achieved through
    - i. Building financial literacy: During the onboarding process, Savvy Co. will provide easy to understand information about how their NDIS funding and plan management work. With each quarterly and annual review, Savvy Co. will also provide additional information on topics to build financial literacy
    - ii. Choice and Control: Savvy Co. will work to provide easy to use assessment criteria for clients to help them select providers and quotes. This assessment criteria will help Savvy Co. to communicate with the client about what matters to them and to support their decision making.
    - iii. Transparency and access: Savvy Co.'s systems will allow for easy client transparency that encourages clients to view and understand their plan and the suppliers that they are accessing through their plan. Involving the client in the approval process for invoices and quotes builds knowledge and awareness of

their plan, while providing visibility of where and what is spent from the plan also increases their understanding of choices they make on their plan.

- b. Effective and efficient
  - i. Savvy Co. processes all invoices within 2 working days
  - ii. Savvy Co. also leverages technology to increase the efficiency of invoice processing and client communications as noted above.
- c. Complemented by mainstream services
  - i. Savvy Co. 's database will incorporate both NDIS specific and mainstream suppliers, along with costing information in order to support coordinators and clients make informed choices about effective use of funding.
  - ii. Savvy Co. will also suggest at least two options for a client support need and where possible, will look at different costing options, while weighing up client needs and risks.
  - iii. Savvy Co.'s Human and legal Rights Charter highlights Savvy Co.'s commitment to support clients to participate in the wider community, and this is a foundation for employees when working with clients to develop their support plans.

### References to other Savvy Co. policies and external sources

1. CS1.1 Human rights
2. CS1.3 Decision making and choice
3. CS2.1 Person centred practices
4. CS3.9 Client service agreements
5. CS4.1 Responsive support provision
6. CS4.2 Specialised support coordination

### Summary of attachments

1. Nil

### Version Control

1. 1 April 2023 - New Policy Creation