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## **SERVICE MANAGEMENT PROCEDURE**

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## **1 Service Management**

The purpose of this document is to summarise the key components of the Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) approach to service management. It also specifies how the function is supported by Quality Management System policy documents aligned to the industry standards NDIS 2018 and ACIS 2013 and as well as a strong focus across the organisation on continuous process improvement

Enhanced Lifestyles and Assistance and Accommodation Service are currently registered with the National Disability Insurance Agency for the following service groups:

- Assist Personal Activities
- Accommodation/Tenancy
- Personal Activities High
- Household Tasks
- Assist Travel/Transport

## **2 Roles and Responsibilities**

The Quality and Training Manager and Operations team have overall responsibility for the service management and delivery functions. In this capacity, the managers formulate strategies and provide general direction and supervision as well as ensuring compliance to relevant policies and procedures across the Service Delivery team.

The Customer Relations Officer (CRO) provides a single point of contact for Customers/Clients who require single or multiple services and/or require intensive levels of support on either an on-going, short-term or episodic basis. The CRO, supported by Service Delivery Officers, works with and for the individual and family members/carers or guardians, enhancing the Customer/Client's independence and control. The role involves maximising the Customer/Client's capacity for independent living in the environment of their choice and to inform other service providers so that services better meet Customer/Client needs.

The CRO is required to undertake relevant professional development and training in order to be informed of business intelligence required to perform the role effectively (e.g. NDIS strategies, processes and requirements, industry trends etc.) and to ensure the function maintains compliance with relevant standards and requirements.

The Customer Rights and Service Charter outlines Customer/Client rights, how they will be treated and what they can expect from us. It also sets out their responsibilities including how they can give the organisation valuable feedback on any aspect of our service.

### **3 Service Planning and Review**

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service must review service delivery policies and practices and align them to the organisation's values to demonstrate how its aims, values and ethics are reflected in a way it conducts its business.

The Quality and Training Manager and Operations team have responsibility for service planning and review which is ongoing with formal planning undertaken annually. The information necessary for planning and review is derived from, but not limited to, the following sources:

- Team reporting against key performance indicators
- Meetings — where views are shared about the service and potential improvements
- Consultations — where Customer/Client views, opinions and ideas are sought on how to make services better
- Continuous Improvement forms that define Customer/Client feedback about how to improve services
- Input from the Customer's Reference Group who provide input to the Continuous Improvement Committee

A key way to improve service delivery quality is to give Customers/Clients a chance to influence service delivery policy and decisions that affect them. Whenever possible, Customers/Clients should be encouraged to contribute to service delivery planning and delivery processes, noting that their participation is entirely voluntary.

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### **4 Customer/Client Management**

#### **4.1 Service User Rights and Responsibilities**

With the use of supporting documentation Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service manages the following aspects of Customer/Client management:

- Service Rights and Responsibilities
- Individual Values and Beliefs
- Abuse and Neglect
- Confidentiality
- Independence and Informed Choice
- Participation

The active promotion and support of Customer/Client rights and responsibilities by Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service management and employees is fundamental to the provision of a quality Customer/Client service.

### **5 Service Management**

#### **5.1 Service Provisions**

With the use of supporting documentation Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service manages the following aspects of service management:

- Service Provider Information
- Service Access
- Assessment for Individual Service Planning
- Individual Service Plans
- Evaluation of Service Plans
- Exit, Discharge or Transfer

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to maximising access to the organisation's services for everyone within the agreed target Customer/Client group and to ensuring equity of access across eligible service users. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will work within

its available resources while endeavouring to optimise access for people to services and activities.

## **6 Customer/Client Engagement**

Customer/Client engagements occur in a number of formats and methods for the duration of the period of service provision to them by Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. This section is focused on the initial meeting between the CRO and the new Customer/Client.

### **6.1 General Principles**

Securing new Customers/Clients can occur in one of the following ways:

- Government directed referrals
- Insurance company referrals
- Other agency referrals
- The individual in person or an associate
- Networking contacts (i.e. attendance at industry forums)

There are no eligibility criteria to satisfy for Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service service provision particularly where required screening is performed by other bodies (i.e. DCSI).

The following general principles are applied by the CRO in undertaking Customer/Client planning:

**Support Customer/Client participation** - This may involve arranging for interpreters, providing personal care assistants or other communication assistance, organising for Customer/Client advocates, arranging for representatives from the Aboriginal and Torres Strait Islander community for support, or simply ensuring the Customer/Client has adequate transport to attend the service planning meeting. Reasonable measures will be taken to accommodate Customers/Clients in non-metro/remote areas. If a Customer/Client's support person lives in a rural and remote location, you may organise a telephone link, so they can be included.

**Inform the Customer/Client about individual service planning** - Customers/Clients need to know what to expect when they have a planning session. Where possible, the provision

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of written instructions or a verbal explanation of the planning process can be provided to the Customer/Client before the session. Customers/Clients should also confirm that they agree to participate in the planning process.

Where a Customer/Client chooses not to participate it may be advisable to offer these Customers/Clients an opportunity to undertake an informal and less-structured process to identify their needs and goals.

Even though Customers/Clients may opt not to engage in planning, the service still has an obligation to ensure the Customer/Client's individual needs are identified and met. (A copy of the National Disability Standards should be provided to the Customer/Client at the earliest opportunity).

Build rapport with the Customer/Client first - A key step in individual service planning is getting to know the person as an individual. This means making time to explore and understand their life experiences, their reflections on their life and where they see themselves in the future where they choose to share such information.

The CRO maintains a suite of checklists and online forms that facilitate the engagement processes in order to perform the tasks effectively. They include, but are not limited to, the following:

- WHS initial assessment checklist
- Service Agreement template
- Meet & greet checklist
- Non-disclosure agreement

The CRO and SDO undertakes an initial 8-week transition process for every new Customer/Client. The degree of involvement by the Customer/Client will vary depending on their wishes.

The 8-week transition involves the following key steps which are diagrammatically represented in a Key Business Process chart maintained by the SDO:

- Week 1 – initial engagement involving up to 3 phone calls or emails with the Customer/Client or their representative
- Week 2 and 3 – verify progress/status with service delivery involving up to 2 phone calls or emails with the Customer/Client or their representative
- Week 4 – a home visit by the CRO to confirm status of service delivery and seek feedback from the Customer/Client

- Week 5, 6 and 7 - verify progress/status with service delivery involving up to 2 phone calls or emails with the Customer/Client or their representative
- Week 8 – a home visit with an SDO to ensure an effective full handover of the service delivery process to SDO's.

## **6.2 Service Offering**

The first task undertaken at the initial meeting is the service offering.

Service intake or entry deals with the way in which the organisation sets the criteria for eligibility for service, provides information to people requiring assistance, assesses requests for service and provides referrals to other services when unable to meet a request for service. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service retains a database of relevant referral bodies produced by Adelaide Northern Division of General Practices.

In this process, Customers/Clients may make choices about their level of involvement in any or all aspects of their service delivery. They may also prioritise their goals differently from a standard service offer. The CRO's role is to support Customers/Clients and to respect their preferences and choices within the context of the service they are able to offer, while providing information, expertise and advice on strategies that may best assist them and ensuring any risks to the Customer/Client are minimised.

The CRO can offer a standard or tailored service (i.e. full or partial service provision, self-managing etc.) that will be based on the outcome of initial planning discussions and assessment of the Customer/Client's status and the work environment.

The CRO will discuss funding situations and service delivery rates with the Customer/Client as part of the Service Agreement process. The CRO will also explain how the Customer Rights and Service Charter outlines their rights, how they will be treated and what they can expect from us. It also sets out their responsibilities and how they can give us feedback on any aspect of our service.

New Customers/Clients can choose to be involved or not involved in selecting the personnel who will provide services to them. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is agreeable with the Customer/Client wishing to continue to use the services of support staff from another agency they were previously engaged with.



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The CRO will invite those persons to be inducted with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.

A Customer/Client may choose to manage Lifestyle Attendants/Support Workers (Care Workers) themselves or rely on Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service to manage their scheduling and assignments.

After a Customer/Client has been assessed a determination will be made by the CRO, in consultation with Service Delivery Officers and possibly the People and Culture Officer, as to the Lifestyles Attendants that can be assigned. Care Workers will be recommended/provided on the basis of the Customer/Client assessment and their qualifications and relevant experience. Where the organisation does not have suitable or sufficient Lifestyles Attendants attempts will be made to recruit appropriate personnel.

The following policy documents define the requirements of the process of offering services:

Q300 - Access to Services Policy

Q303 - Intake and Referral Policy

Q101 - Service Information Policy

### **6.3 Workplace Assessment**

The second task undertaken at the initial meeting is a workplace assessment.

The CRO must undertake an individual Workplace Health and Safety assessment, using a tailored checklist, in consultation with the Customer/Client before a service is offered/provided. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service reserves the right to work closely with the Customer/Client to ensure that employees are safe (i.e. providing a safe work environment).

The CRO must ensure Customers/Clients provide consent and assist in ensuring a safe environment for themselves and for employees working in their home.

The following policy documents define the requirements of the process of workplace assessment:

Q104 Customer Safety and Security Policy

Q400 Workplace Health and Safety Policy

## **6.4 Health Assessment**

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service can be advised by external stakeholders of the medical profession in regard to an individual's health status (e.g. doctor's notes).

At all times, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service respects the privacy of every Customer/Client and their decision not to disclose anything concerning their health status. If information is provided the CRO can use the information to influence the content of an individual support plan or the specific attributes of a service to be provided.

## **6.5 Service Agreement**

The third task undertaken at the initial meeting is the development of a service agreement.

Individual service agreement planning is the process of consulting with a Customer/Client to identify and set goals to meet their needs and personal goals. Individual service agreements are developed completing a standard template in consultation with the Customer/Client and retaining all Customer/Client information securely in the Enhanced Lifestyle information management system by the CRO.

The range and type of services and supports to be provided are documented in a written agreement signed by both the service provider (CRO) and the Customer/Client or their carer/advocate. The CRO must ensure that every effort is made to enable the Customer/Client to make a decision. However, it may be necessary for a substitute decision maker (a member of the family/carers/advocate) to be engaged for new Customers/Clients who are unable to make a fully informed decision on their own.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service does not provide advocacy services but will direct Customers/Clients to suitable advocacy services.

Do not delay individual service planning - Even though it is necessary to take time to get to know a Customer/Client, the planning process should not be unduly delayed. It is important that initial screening and assessment data and information collected is still relevant and can be used in the individual service planning process. A comprehensive assessment of a Customer/Client's needs is vital to the development of a new individual service plan.

The following policy documents support the process of establishing service agreements:

- Q102 - Customer Rights and Service Charter
- Q104 - Customer safety and Security
- Q108 - Privacy Policy
- Q109 - Customer Records Policy
- Q110 - Access to Confidential Information Policy
- Q111 - Customer Participation Social Inclusion Policy
- Q112 - Customer Decision Making and Choice Policy
- Q400 – Workplace Health and Safety Policy

## **6.6 Individual Support Plan**

The fourth task undertaken at the initial meeting is the development of an individual support plan. Individual support planning is an on-going process of establishing goals for individuals consistent with the outcomes described by NDIS Quality and Safeguarding Framework 20118 and the Attendant Care Industry Standard (ACIS 2013) and of identifying supports and strategies that will promote achievement of those goals.

Individual support plans are developed by the CRO in consultation with the Customer/Client at the same time as a service agreement is produced. Individual support plans adequately detail the range and limitations of the services to be provided, particularly regarding complex care and support needs and life goals. Individual support plans detail frequency, routines and time frames of specific services to be provided.

Each development activity may address certain service delivery aspects and produce specific outcomes that are determined on a case by case basis and dependent on the interactions with the Customer/Client. However, in all cases the privacy and rights of the Customer/Client will be a key focus.

Outcome-focused individual support plans - Plans need to contain measurable goals and achievements. There should be separation between immediate or short-term goals and long-term goals. Goals should carry a review date and be accompanied by specific strategies which outline how the goal is going to be achieved. These strategies may be

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further defined as a set of steps which outline specific tasks, who is responsible for tasks and a time frame for completing each task.

The following policy documents support the process of establishing individual support plans:

QF306 – Individual Support Plan Template

Q307 - Case Management Policy

## **7 Service Setup**

Upon return from the meeting with the new member the CRO proceeds to establish service requirements using electronic tablet and standard checklist.

### **7.1 Service Quotes**

The CRO works directly with the Billing Officer to create a service quote. as required for the funding provider (e.g. government funding bodies, insurance companies etc.)

### **7.2 Assigning Care Workers**

The organisation must ensure sufficient and appropriate levels of resources are allocated to enable safe and efficient service delivery to a Customer/Client.

The SDO team is responsible to determine ‘best fit’ resources to be assigned to a Customer/Client in consultation with the Quality and Training Manager and People and Culture where required. It is imperative that every effort is made to establish a stable team and assign appropriate personnel for the Customer/Client.

Care Workers will be recommended/provided on the basis of the Customer/Client assessment and their qualifications and relevant experience. Where the organisation does not have suitable or sufficient Lifestyles Attendants attempts will be made to recruit appropriate personnel.

In order to confirm suitability or otherwise the SDO will organise and schedule a “Meet and Greet” with the Customer/Client at their home where selected Care Workers will attend and be introduced to the Customer/Client. SDO will record the outcomes and retain the information on the Customer/Client’s file.

### **7.3 Member Rosters**

After conducting a Meet and Greet the SDO will proceed to develop the first roster for the Customer/Client detailing assignment specifics. This will be preceded by confirmation of the assignment with the Care Worker(s)

The Service Delivery procedure (Q302) outlines the rostering/scheduling function which is defined in detail in the Customer Information Management System (CIMS) operational procedure. Where requested, Customers/Clients will receive regular roster updates produced by Service Delivery Officers

### **7.4 Managing Customer/Client Files**

Operations Staff must securely create and retain accurate records of each individual interaction between the Customer/Client and service provider. Noting the input of participants provides a way of referencing what the Customer/Client or their representative determined or decided, options provided, outcomes achieved etc. and retaining all important facts.

Some records, such as the service agreement and individual support plan, must be signed by the Customer/Client and a copy provided to them.

The following policy documents support the process of managing Customer/Client files

Q108 - Privacy Policy

Q109 – Customer Records Policy

Q110 - Access to Confidential Information Policy

## **8 Service Delivery**

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service aims to deliver services that make a difference to the life of its Customers/Clients. The Service Delivery team is committed to providing a high standard of service as defined in Q302 Service Delivery procedure.

## **9 Case Management**

Case management is an approach to service delivery. It is a way of delivering services. It is a two-pronged approach incorporating direct Customer/Client service, based on sound assessment and support planning, and coordination of access to and delivery of a range of other appropriate support services. Case management is the primary responsibility of the SSDO.

Case management is important to ensure Customers/Clients receive the service and assistance they need and a way to achieve service coordination at an individual and service level, ensuring a match between available resources and Customer/Client needs and making the best use of what is available. Case management should:

- be Customer/Client focused
- be holistically responsive to the Customer/Client's needs
- be respectful of diverse cultures
- be family or community-centred where appropriate
- be designed to equip the Customer/Client towards independence
- focus on the Customer/Client's positive contributions and strengths
- focus on safety and security
- maximise opportunities for Customer/Client participation in discussion and decision making across the case management process
- provide for continuity of service across service boundaries and systems
- coordinate services with existing agencies, workers and carers who support Customers/Clients

### **9.1 Customer Reviews**

Customer reviews are conducted for each individual by way of a Customer Satisfaction Audit by the SDO Team. A report will be created biannually to compile the results of the Customer Satisfaction Audit to identify individual concerns and any broad trends affecting the organisations services and Customers/Clients. The reviews can be undertaken at a formal, face-to-face interview or a phone call where circumstances allow/dictate.

A Customer/Client assessment checklist is used to control each review and will be filed with the Customer/Client's records.

Ad-hoc or event-driven reviews can also be conducted due to, but not limited to, the following situations:

- Follow up to a satisfaction survey
- Follow up to the submission of Customer/Client feedback or a complaint
- Follow up to a workplace incident
- A request from an assigned Care Worker
- Follow up to a Lifestyle Attendance performance review
- A Customer/Client request for a review

Refer to:

QF304 - Individual Customer/Client Service Plan Audit – Template

Q104 - Customer/Client Safety and Security Policy

QF106A - Incident Register – Template

QF106 - Incident Report – Template

## **9.2 Managing Feedback and Complaints**

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service actively seeks the input and feedback of all Customers/Clients, which feeds directly into Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service' continuous improvement cycle, for the betterment of the organisation. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees will be responsible for ensuring that Customers/Clients are informed of what they can expect from their service and how they may provide feedback. All employees working with Customers/Clients are responsible for ensuring they are familiar with the procedures for Customers/Clients to provide feedback, and for:

- accepting and reporting informal feedback
- offering Customers/Clients an opportunity to provide formal feedback through the appropriate feedback process as follows.

The Communications and Engagement Officer will be responsible for reviewing and evaluating feedback records and identifying any action required including but not limited to escalating the feedback for action to the Quality and Training Manager. The Communications and Engagement Officer will be responsible for receiving and making a record of feedback in the customer's CIMS file.



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In circumstances where a major incident has occurred or where significant remedial action is required for an aspect of service delivery evaluation may be undertaken by the relevant Manager or Management group.

Refer to:

Q269 - Managing Complaints Policy

QF241B – Customer Feedback Form

Q241 - Customer Feedback Policy

### **9.3 Behaviour Management**

Refer to the document Q308 Behaviour Management Policy for a comprehensive description of the management process.

### **9.4 Exit, Discharge and Transfer**

Exit, discharge and transition planning is a component of case management. Prior to Customer/Client exit a service exit review will be conducted by the Service Delivery team to ensure all appropriate formal and informal supports are in place to identify and manage all risks associated with the process.

Where practical, the SSDO will oversee a one-week transition period ensuring all necessary actions are taken and that the needs of the Customer/Client are satisfactorily met.

Where applicable, the SSDO will ensure the organisation collaborates with other service providers and supports or assists service users to plan for and transition from the service so that current or ongoing needs may be met. The SDO will use a checklist to control this process, ensure that case closure occurs and identify and action any follow-up that may be required.

In the event of a Customer/Client passing away the following process applies:

- Whomever is informed of the death of a Customer/Client must notify the SDO and Head Office Staff/Manager



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- The SDO or Manager are to call the next of kin, relevant team of Care Workers and notify NDIS
- Email Operations Team members of the loss

### **10 Managing Strategic Partnerships**

The Customer/Client experience of accessing services is often fragmented. Customers/Clients may have to physically visit different service outlets or agencies to address different needs, explain themselves to different staff at each agency, undergo repeated assessment processes for different services, and be referred from one service to another.

Key to effective service management is the way agencies work together to coordinate or integrate service planning, delivery, case planning and referral processes for Customers/Clients into a coherent set of services.

In a coordinated approach, service delivery personnel may form both informal and formal cooperative networks to meet Customer/Client needs, and work to align their Customer/Client service activities and policies. This can involve meeting regularly to share plans, developing interagency protocols, conducting joint activities, forming partnerships to undertake a specific task (e.g. pooling funds for a specific Customer/Client to deliver coordinated care) and interagency case coordination.

The SSDO has overall responsibility for coordination activities and identifying potential service duplication to avoid unnecessary and inefficient duplication. A referral agency contact list should be maintained by the SDO. Where any disagreement or issues for clarification occur, such matters will be referred to the Operations team.

Where a Customer/Client is “shared” across agencies (i.e. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and potentially multiple other agencies), the organisation will liaise and coordinate with other providers to ensure optimum service delivery. Permission will be sought from a Customer/Client before this process is commenced with a release of information consent form signed off. Where services across multiple agencies including Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service participation and level of services will be documented within Customer/Client service plans retained within CIMS. Appropriate negotiation and documentation between agencies will be overseen by the SSDO. In the event of any disagreement protocols will be followed as implied and/or stated in the complaint’s management and feedback processes (refer to Q241 and Q269).

## **11 CRO Reporting**

The Quality and Training Manager will request status reports from the CRO on a regular basis and event-driven reports as required. The Manager will advise of the report headings and the level of detail required. Report information will be used by the Manager in management reports as required.

## **12 Functional Performance Review**

The Manager, in consultation with members of the management group and Service Delivery team members as required, will undertake an annual review of the service delivery function against pre-determined performance measures. Focus will be on service improvements and significant remedial measures applied.

## **13 NDIS Overview**

The United Nations Convention on the Rights of Persons with Disabilities, the National Disability Insurance Scheme Act 2013, and key South Australian and Commonwealth strategies promote access, inclusion and choice for people with disability, and a focus on their individual needs, goals and aspirations. The Department aims to promote these principles within all aspects of disability services policy and service delivery.

Supporting the United Nations Convention on the Rights of Persons with Disabilities, the Department values the diversity and contributions that people with disability bring to our community. The Department recognises the importance of accessibility to the physical, social, economic and cultural environment; to health and education; and to information and communication in enabling people with disability to fully enjoy all human rights and fundamental freedoms.

The National Disability Strategy (NDS) is a 10-year plan for creating an inclusive society that enables people with disability to fulfil their potential as equal citizens. The NDS plays an important role in protecting, promoting and fulfilling the human rights of people with disability by striving to reduce discrimination, improve access to services and facilities, increase participation in employment and training, and improve health standards.

The NDS will help to ensure that the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into policies and programs affecting people with disability, their families and carers.

The National Disability Agreement (NDA) between the Commonwealth, State and Territory Governments, provides the national framework and key areas of reform for the provision of government support for people with disability.

The NDA aims to improve and increase services for people with disability, their families and carers to enhance quality of life and create opportunities for greater social and economic participation as valued members of the community. The NDA aims to assist people with disability to live as independently as possible by increasing their choices and control over supports and improving their wellbeing. At the same time, the NDA focuses on supporting families and carers in their caring roles.

Under the NDA, disability services for people aged under 65 years, or under 50 years for Aboriginal and Torres Strait Islander people, are administered by the South Australian Government through the Department. The Commonwealth Government has assumed full responsibility for all aged care and disability services for people aged 65 years and over (over 50 years for Aboriginal and Torres Strait Islander people).

In December 2011, the South Australian Government endorsed Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020) as a roadmap for disability reform. Strong Voices seeks to address a power imbalance – to move away from systems and bureaucracy and towards people with disability, their families and carers. Implementation of the blueprint's recommendations provides the strategic direction for disability reform in South Australia.

From 1 July 2013, the National Disability Insurance Scheme commenced in South Australia with a children's launch. Over a three-year period, funding and responsibility for determining the eligibility and allocating and planning services for children and young people from birth to 14 years is progressively transitioning from the Department to the National Disability Insurance Agency. South Australia has also signed up to the full implementation of the National Disability Insurance Scheme for all South Australians with disability, which will start from 2016 with full implementation by 2018.

The National Disability Insurance Scheme provides support and, where relevant, individualised funding to support people with disability. Once fully implemented, the National Disability Insurance Scheme will change the way disability services are assessed and provided to individuals.

Given the evolving nature of the way disability services are managed and delivered in South Australia, this policy is required to establish eligibility criteria and guiding principles for the delivery of disability services. It will ensure that services are funded and provided in a transparent manner. This policy affirms that intake and assessment practices must

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be underpinned by a commitment to the principle of Customer/Client participation in decision making, which seeks to enable maximum choice and control for the person with disability.