

15.1 Individualised Support - Customer Experience Policy

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Drafted by:	ML, BV	Endorsed by Board on:	17/6/2020
Responsible person:	EO	Scheduled review date:	June 2021

Purpose

This policy sets out the framework for how participants attain the highest levels of customer experience (CX) through accessing Interchange IE supports and services.

When Interchange IE 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. Individualized 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

Interchange IE 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, their family/carer/advocate are the basis of ensuring functional outcomes focus on the participant's needs, preferences and prioritized 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 the development of a goal-oriented support plan. The support plan will reflect an individual's goals and aspirations and will review the strengths and independence of the participant. The plan is based on the presumption of capacity and will safeguard the risks and needs of the participant.

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The support plan will provide transparent written information to the participant and their Interchange IE support staff and volunteers outlining the services and type of support/s they will receive from Interchange IE. Where there is a change in the participant's needs, preferences or goals, the amended support plan will communicate the change in supports 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

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

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, with a focus on choice and decision-making.
- Any supports provided by Interchange IE 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.
- Interchange IE 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.

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- 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 review, or earlier, 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, Interchange IE 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.

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Service Agreement

Interchange IE collaborates with each participant to develop a service agreement which:

- establishes expectations
- explains the supports to be delivered
- 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. Interchange IE will supply Easy Read documents, as required. The participant/family/advocate must provide their consent or direction, to enable Interchange IE to develop and maintain links with other providers to collaborate and share information to meet the needs of the participant as required.

Interchange IE 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

Interchange IE 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 to 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 the 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.

Service Agreement with Participant Policy & Procedure

RELEVANT LEGISLATION AND POLICIES

NDIS Practice Standards and Quality Indicators 2018

Work Health and Safety Act (2011)

RELATED DOCUMENTS

Support Plan

Service Agreement

Authority to act as an advocate form

Advocacy Support Policy and Procedure