



Responsive Supports Provision

The NDIS introduced a significant shift from a welfare-based system of support for people with disabilities to an insurance approach that works with people with disability and invests to improve their long-term outcomes. The NDIS is part of a broader ecosystem, where families and community and other government services support people with disability to be included socially and economically while working to improve their lifetime

Find Wellbeing provides access to responsive, timely, competent and appropriate support for every client. These supports are tailored to meet each client's needs, desired outcomes and goals.

Least Intrusive Support Options

Find Wellbeing provides support based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet client needs and help achieve desired outcomes.

Find Wellbeing recognises each client's right to live in an environment which is the most supportive and the least restrictive to the client's freedom. As such, **Find Wellbeing** tailors each client's supports to ensure the least intrusive options are undertaken to respect client's autonomy and independence. In order to achieve this, **Find Wellbeing** keeps detailed records which show that research such as database searches and information exchange with other providers, is used to benchmark against contemporary best practice.

Collaboration with other Providers

Where agreed in the service agreement, and with the client's consent or direction, **Find Wellbeing** develops and maintains links through collaboration with other providers to share information and meet client needs.



Find Wellbeing recognises the importance of choice for all clients, including the right to choose what supports are provided by which provider. In some circumstances, clients may have more than one service provider delivering their support. In these situations, it is necessary for **Find Wellbeing** to collaborate with other service providers for planning, service delivery and to support internal capacity to respond to the client's diverse needs.

By sharing information and working closely with the relevant service providers, **Find Wellbeing** can effectively plan supports which will work towards achieving the client's life goals.

In circumstances where **Find Wellbeing** is unable to provide the necessary support to a client, assistance from external support services is sought to develop a support plan that efficiently caters to the client's needs. Pooling resources with other service providers allows the best possible support system for the client to be achieved.

Find Wellbeing has many connections with other service providers and businesses in the Region.

Find Wellbeing will also ensure that any information is available in different formats upon request.

Find Wellbeing will assist with referrals to other services, especially when **Find Wellbeing** is unable to provide the required service. **Selection of Workers**

Find Wellbeing makes reasonable efforts to involve clients in selecting their workers, including the preferred gender of workers providing personal care support.

Find Wellbeing understands the special relationships between clients and the people who support them in their daily lives. In order to make these relationships as effective as possible it is important to carefully consider which staff are matched with a client. Clients are asked if they have any preferences in relation to gender, age and personality of their support staff and these preferences are accommodated as much as possible. **Find Wellbeing** aims to provide top quality service to all clients and as such, clients are encouraged as much as possible to provide feedback on their support staff, including what works for them and what doesn't. In instances where a client does not feel comfortable with a support worker for whatever reason, the support worker is promptly removed from further shifts with that client to avoid an unpleasant support environment for both parties.

Where a client has indicated that they enjoy working with a certain support worker, **Find Wellbeing** will endeavour to roster that worker with the client as much as reasonably possible.



Trained Workers

Find Wellbeing ensures that where a client has specific needs which require monitoring and/or daily support, workers are appropriately trained and understand the client's needs and preferences.

Find Wellbeing is committed to providing the best possible support to all clients. In order to achieve this, **Find Wellbeing** ensures that all staff are appropriately trained and are adequately supported by the management team. Staff are briefed on each client they support and are introduced to the client through buddy shifts. These shifts allow the staff to get to know their client in a supported environment and observe how the client likes being supported.

Find Wellbeing has written policies and procedures in place which outline the hiring process to ensure that the highest quality workers are selected for employment. Written descriptions are available for all positions that outline the required skills and knowledge along with legal requirements such as police clearance and first aid qualification.

Part of the induction program, each new worker undertakes the NDIS Worker Orientation Module and is also briefed on their job responsibilities as well as the vision, mission and value statements of **Find Wellbeing**. So that all new workers feel as comfortable as possible in their new job roles, they are introduced to all key management staff and advised on how these staff will assist them with any issues they may have. The worker is also introduced to all clients that they will be supporting and is briefed on the client's needs and how the client likes to be supported.

Support workers have access to continuing learning and development opportunities through training institutions as well as courses run by **Find Wellbeing** to ensure that their knowledge and practices remain relevant and current. In order to monitor the performance of all workers, reviews are held annually which allow staff to self-access their performance against **Find Wellbeing's** expectations and feedback from clients.



Duty of Care

There is a Duty of Care to all workers, volunteers, work experience students, contractors, clients and visitors have a legal duty of care to each other. **Find Wellbeing** will ensure that all workers and volunteers employ safe practices, and that the workplace is physically safe. Staff working in the private homes of clients will be made aware of their legal duty of care and will be provided with adequate training for their role as a Support Worker.

There is a separate Duty of Care Policy.

Procedures

Matching support workers with a client

There are 3 powerful reasons why every effort should be made to determine what a good match looks like and why every effort should be made to act on the information.

The quality of the match is:

1. One of the most powerful determinants of quality of life for people who are dependent on others for support;
2. The single greatest determinant of turnover among those paid to provide services;
3. Related to the frequency with which issues of abuse and neglect occur – the better the match the fewer issues of abuse and neglect.
- 4.

While having the right skills is a minimum expectation, the match regarding characteristics is critical.

Having the skills that address the balance between important and for (and the needed personality characteristics) helps create a match between the person providing the services and the person receiving the services. This is a win-win for all stakeholders. From the perspective of the person receiving the services, having someone with the right skills and the right personality characteristics greatly enhances the quality of life. Helping people see the importance of a good match should be done as soon as the opportunity presents itself.

**Relevant Documents Already Provided**

- Human Resource Management Policy & Procedures
- Service Delivery Model
- Service Agreement
- New Participant Intake Form
- Support Plan
- Support Plan Audits – any completed ones
- Participant Consent Policy