

2.10 SERVICE DELIVERY AND PARTICIPATION POLICY AND PROCEDURE

Purpose and Scope

The purpose of this policy and procedure is to set out person-centred principles to guide service delivery for Partner In Your Care participants.

This policy and procedure applies to all potential and existing participants, their family members, carers and other supporters as well as other Partner In Your Care stakeholders, and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

Documents relevant to this policy and procedure:

- *Participant Charter*
- *Succession Planning Policy and Procedure*
- *Staffing Policy and Procedure*
- *Fire Safety and Emergency Policy and Procedure*
- *Providing Information, Advice and Referrals Policy and Procedure*
- *Records and Information Management Policy and Procedure*
- *Service Access Policy and Procedure*
- *Assessment, Planning and Review Policy and Procedure*
- *Decision Making and Choice Policy and Procedure*
- *Privacy and Confidentiality Policy and Procedure*
- *Feedback, Compliments and Complaints Policy and Procedure*
- *Referral Database*

Policy

All aspects of Partner In Your Care's service delivery promote participants' active participation in their community and support participants to develop and maintain independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.

Partner In Your Care promotes a person-centred approach to its service delivery whereby individuals lead and direct their services and are supported to maintain connections with their family, friends and communities. Partner In Your Care's *Service Access* and *Assessment, Planning and Review* policies and procedures are based on this philosophy.

Participant assessment, planning, service delivery and review will include activities or supports that help participants to take control of and responsibility for their choices and enhance their autonomy, independence and community participation.

Procedures

Participants' relevant assessment documentation (see Partner In Your Care's *Assessment, Planning and Review Policy and Procedure*) must be provided to the staff who will work with them, prior to the staff commencing work with them, to ensure the participant's experience is consistent with their expressed preferences.

Support staff must be introduced to participants prior to commencing the delivery of supports, and clearly identify themselves to participants at each instance of service delivery.

Continuity of Supports

As much as possible, as per Partner In Your Care's *Succession Planning, Staffing and Fire Safety and Emergency* policies and procedures, support will be provided to participants without interruption throughout the period of their Service Agreement.

Where changes or interruptions are unavoidable, alternative arrangements must be explained and agreed with the participant.

General Service Delivery Principles

Partner In Your Care will put the participant at the centre of decision-making in all aspects of their life and support participants to actively participate in their community and pursue their interests and goals.

Where required, staff will identify and provide referrals and linkages to services and activities that will enhance people's community participation and provide support and assistance to help participants access these. See Partner In Your Care's *Providing Information, Advice and Referrals Policy and Procedure*.

Referral possibilities include, but are not limited to: training, employment, education, health, wellness, recreation, leisure, cultural and community services, activities and events, as well as public transport and affordable housing options.

Where possible, supports provided to participants by Partner In Your Care will support participants to develop and maintain independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.

The Management Team will develop a diverse workforce so that participant assessments, planning, service delivery and reviews benefit from expertise from a range of staff with varying life experiences.

Partner In Your Care will work collaboratively with disability-specific and mainstream services to provide holistic service delivery to its participants. Services will be delivered in a way that respects individuals' personal, gender, sexual, cultural, religious and spiritual identity.

Partner In Your Care will use a strengths-based approach to identifying individual participant needs and life goals, particularly in relation to recognising individuals' capacity to develop their independence, problem solving, social and self-care skills. Each participant will be supported to engage with their family, friends and chosen community, as directed by the participant.

Partner In Your Care will support participants' access to information on which to base their decisions when they want to try new things or continue with options that may not have gone well in the past, including the benefits and risks, consequences and responsibilities to them and others.

Access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.

As per Partner In Your Care's *Service Access Policy and Procedure*, reasonable adjustments to the support delivery environment will be made and monitored to ensure it is fit for purpose and each that each participant's health, privacy, dignity, quality of life and independence is supported.

Communication

Staff will recognise that people can communicate their choices, likes and dislikes in many ways, for example, verbal communication, withdrawal, acting out, engagement and disengagement, aggression, excitement, despondency and joyfulness. They will work with participants and adapt to their individual needs as they change over time, regardless of the frequency or cause.

Staff will provide information to participants in ways that suit participants' individual communication needs. This includes using the language, mode of communication and terms that the participant is most likely to understand. Methods include providing written information in Plain English, explaining information either face-to-face or over the phone and using interpreters and advocates.

Aboriginal Torres-Strait Islander-Specific Service Delivery Principles

Partner In Your Care is committed to supporting participants from Aboriginal and Torres Strait Islander backgrounds to maintain and strengthen their connection to their community.

The Management Team will develop a culturally competent workforce and provide awareness training about Aboriginal and Torres Strait Islander culture so that participant assessments, planning, service delivery and reviews are undertaken in a culturally sensitive way. Staff will identify and provide referrals and linkages to community services and activities operated by or for Aboriginal and Torres Strait Islander people where appropriate.

Partner In Your Care will work collaboratively with Aboriginal and Torres Strait Islander services to provide holistic service delivery.

Partner In Your Care will use a strengths-based approach to identifying individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship and community ties.

Culturally and Linguistically Diverse (CALD) - Specific Service Delivery Principles

Partner In Your Care is also committed to supporting participants to maintain and strengthen their cultural, spiritual and language connections. The Management Team will develop a culturally competent workforce so that participant assessments, planning, service delivery and reviews are undertaken in a culturally sensitive way.

Staff will identify and provide referrals and linkages to community services and activities operated by or for people from culturally and linguistically diverse backgrounds. Partner In

Your Care will work collaboratively with CALD services to provide holistic service delivery.

Partner In Your Care will use a strengths-based approach to identifying individual participant needs and life goals, particularly in relation to recognising the importance of people's ties to their culture, spirituality and language.

Interpreters

Partner In Your Care recognises that the provision of language services is a quality and safety issue. The delivery of safe high-quality services requires effective communication between the participant and Partner In Your Care has a duty to provide language services appropriate to a person's needs.

Interpreters will be made available at no costs to participants and Partner In Your Care will promote this in its participant information.

Where it is determined that an interpreter may be required, staff will first assess how well the participant can understand information in English. An effective method for assessing English proficiency is to conduct a short, informal interview with the person, asking for basic details about their reason for attending and their background. Stressful or unfamiliar environments may affect a person's ability to communicate effectively, even if they generally have a level of proficiency in English suitable for that type of appointment or meeting.

An interpreter will be engaged if a person requests one.

Where a participant has limited or no English language skills or uses Auslan, Partner In Your Care will offer the use of a professionally accredited interpreter to ensure the participant understands and can communicate in response to the information being provided to them.

Every reasonable effort must be made to use an accredited interpreter before a family member or friend of the participant is asked to assist. They may assist in communicating with a participant where an interpreter is required but is not available and a matter must be dealt with in a restricted timeframe. The decision to do so, and the circumstances justifying that decision, must be documented in the participant's file or relevant record. As soon as practicable the services of a professional interpreter will be engaged to ensure the information has been accurately conveyed, especially in the case of medical or complex situations.

Any individual under the age of 18 must never be asked to act in the place of an accredited interpreter.

Unless they are an accredited interpreter or employed for their language skills, staff members who speak a language other than English may only assist with communicating low risk information such as making appointments or obtaining basic personal details such as name and address. Unaccredited bilingual staff cannot be used to communicate information that is legally binding or puts at risk either the participant or Partner In Your Care.

The following are critical points at which people with low English proficiency should have access to information in their preferred language:

- the participant is being informed of their rights (for example, privacy, confidentiality) and responsibilities (for example, fees);
- the participant is required to make significant decisions concerning their lives (for

example, provision of test results, medication regimes, other interventions, undertaking assessment and Support Planning, conducting assessment outcomes);

- essential information needs to be communicated and understood to inform decision making (for example, procedures and referral options); and
- giving informed consent (for example, to treatment, release of information, power of attorney and guardianship matters).

Partner In Your Care will access Interpreters and Translators through the Translating and Interpreting Service (TIS). Services provided by TIS include:

- telephone interpreting;
- on-site interpreting (spoken languages and Auslan);
- language translations; and
- video remote interpreting.

Interpreting bookings including those for video remote interpreting can be made: <https://www.tisnational.gov.au/Agencies/Help-using-TIS-National-services/TIS-Online-for-agencies>

Participants can request a preferred interpreter. However, while the use of the participant's preferred interpreter is recommended, if that interpreter has a qualification lower than a professional level, they can only interpret basic information. A professionally accredited interpreter must be used for the communication of critical or legally binding information.

Information regarding access to interpreters will be published in Partner In Your Care's *Participant Handbook* and clearly displayed in Partner In Your Care's foyer, along with other information regarding how Partner In Your Care will deliver culturally competent services. Relevant contact details will be included in Partner In Your Care's *Referral Database*.

Translation

Translated information can supplement interpreting services and provides information that the participant can later refer to, or provide to family, carers and other support persons to aid understanding. Some people may prefer written information.

Monitoring and Review

This policy and procedure will be reviewed at least annually by the Management Team. Reviews will incorporate staff, participant and other stakeholder feedback.

Annual review of this policy and procedure will include:

- a review of service access and support strategies for people from Aboriginal and Torres Strait Islander and CALD backgrounds;
- a review of service involvement and links with Aboriginal and Torres Strait Islander and CALD communities and services;
- satisfaction with the cultural sensitivity of services provided by Partner In Your Care staff;
- satisfaction with the relevance and quality of referrals and connections provided by Partner In Your Care staff to Aboriginal and Torres Strait Islander communities and services;
- participant file audits, to assess alignment between documented processes and actual practice;
- feedback from people from Aboriginal and Torres Strait Islander and CALD backgrounds related to the cultural competence of the services provided to them;
- feedback from people on their satisfaction with supports provided to maintain and strengthen their independent life skill; and
- participant and other stakeholder awareness of, access to and experience of supports provided to enable them to maintain and enhance links with other people and organisations.

Partner In Your Care's *Continuous Improvement Register* will be used to record identified improvements and monitor the progress of their implementation. Where relevant, this information will be fed into Partner In Your Care's service planning and delivery processes.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
12/11/2018	10/09/2019	01/06/2021		
Reviewed by / Rob Nelson Signature: 	Reviewed by / Rob Nelson Signature: 	Reviewed by/ Bianca Yee Signature: 		
<i>This policy and procedure will be reviewed at least annually and changes endorsed by the Management Team.</i>				

