

CASE MANAGEMENT/SERVICE PLAN DEVELOPMENT POLICY

Applies to: Clients, Parents/Carers, Staff, Therapists and Management Committee.

Specific responsibility: Director

Version: 3

Date approved: 30.07.2019

Next review date: July 2021

Policy context: This policy ensures that each client has a well-planned approach to service delivery that is focussed on family priorities.

Legislation or other requirements	National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme Guidelines (Quality Indicators) 2018 National Disability Insurance Scheme (Incident Management & Reportable Incidents) Rules 2018 NDIS Terms of Business for Registered Providers NDIS Quality and Safeguards Framework, 2016 NDIS Code of Conduct for Workers 2018 United Nations Convention on the Rights of Persons with Disabilities (CRPD) Children and Young Person (Care and Protection) Act 1998 (State) Australian Human Rights Commission Act 1986
Contractual obligations	Employment Agreements NDIS Service Registered Service Provider obligations DoE (Sector Capacity Building project contract) Funding Terms and Conditions (Funding Agreement)

POLICY STATEMENT

Early Connections-Port Macquarie/Hastings (EC-PMH) is committed to using a strengths based, family centred approach to case management. This aims to support client families to identify their child’s individual needs and develop goals that will promote their development towards independence and inclusion in their community. EC-PMH encourages the engagement of a Key Worker for participants under the Early Childhood Supports but this is dependent on funds available and family choice.

The organisation will:

- clarify the role and responsibilities of parents/carers and Key Workers/Therapists and the purpose of the case management process
- ensure that parents/carers are involved in the development of Service Plans
- gather information to enable comprehensive goal setting, assessment, and ongoing intervention needs. Use of identified NDIS goals, discussion and planning with families and carers to establish goal priorities.
- assist and support active involvement and decision making by the parents/carers and other relevant family members and advocates
- provide information about service delivery options
- prepare a Service Plan outlining goals prioritised by the family and distribute this to all participants
- Key Worker to coordinate, monitor, and evaluate the Service Plan
- support clients to transition to other services or cease services as required
- support and monitor staff caseloads to ensure staff are able to deliver effective Service Plans
- ensure Key Worker staff have the necessary skills and experience to undertake the role and

provide them with regular structured supervision and staff development

PROCEDURES

Clarifying role and responsibilities

Managers and Key Workers will ensure that clients have received an Information Pack and are informed and understand:

- the rights and responsibilities of the client families (parents/carers).
- the responsibilities of the Key Workers – including the role of the practitioners in facilitating access to service delivery.
- Complaints and Disputes policy and procedure.

Referrals and Intake

On first contact an Intake Form is completed by Administration Assistants. Developmental concerns must be outlined on the referral form/Intake form. Referrals will be received from parents/carers, Medical Practitioners/Specialists and Support Agencies acting on behalf of the parents/carers. Consent of the parent/carer will also be sought prior to exchanging any client information with other services that will be involved in providing services as part of the Service Plan.

Procedure

See Service Delivery Flow Chart outlining:

1. Allocation of a Key Worker (if requested), dependent on availability of staff
2. Administration Assistants enter the participants NDIS Goals into the Goals Tab of the clients file in the online database, Echidna.
3. A Service Plan is drafted using the proforma located in the Goal tab on Echidna by the Key Worker using the goals outlined in the child's NDIS Plan. The Service Plan is distributed to the family for comments or changes.
4. Worker and other therapist team members work with the family to identify priority goals and service delivery commences.
5. Therapy and Education sessions follow as specified by Service Agreement/Service Plan. Service reports outlining each visit goals and outcomes and recommended actions are completed after each service provision unless requested otherwise.
6. If multiple therapists are involved a team around the child (transdisciplinary team) is developed and Case Meetings (formal and informal) are used for the team to evaluate progress against the goals to ensure a co-ordinated approach.
7. Reviews are ongoing and information relating to progress can be added to the plan by any team member.
8. All team members complete a yearly report on their therapy provision and a review of the child's progress towards the NDIS goals to provide information for NDIS Plan Review

Case management, documentation and evaluation

An individual client file will be prepared by the Key Worker. The file will be kept online through Echidna Online. It will contain:

- Referral details
- Assessment documentation
- Enrolment/Intake forms (including immunisation, birth certificate etc)
- Service Agreement
- Service Plan and any other funding plans such as NDIS Plan

- Observations and notes
- Therapy reports and notes
- Medical reports and information
- Record of correspondence regarding the child and family
- Other relevant information

The Service plan follows a standard format and all plans should be completed on the current template.

The Service Plan will include:

- Child's updated personal information
- Current diagnosis
- Recent assessments
- Team members contact details
- Child/Family Goals and priorities
- Service delivery plan and structure
- Review dates
- Signature of Parent/Carer and Key Worker,
- Service Plan distributed to Primary Caregiver and any other party designated as recipient by the Primary Caregiver
- The client file will be updated and made available to the client for review at any time.

Staffing

Key Workers will be provided with supervision and caseloads will be reviewed on an ongoing basis.

All staff will be supported and monitored through regular staff appraisals and Key Performance Indicators. Professional Development opportunities will be offered to support ongoing staff growth and to support any areas of identified need.

DOCUMENTATION

Documents related to this policy	
Related policies	Decision Making and Choice Policy Conflict of Interest Policy Client Rights and Service Charter Client participation and Social Inclusion Policy Privacy Policy Service Information Policy Advocacy Policy Client Safety & Security Policy Access to Confidential Information Policy
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> - Enrolment Pack - "Client's Rights and Responsibilities" brochure - "Help Us Improve Our Service" brochure - Service Plan - Service Report template - Service Delivery Flow Chart

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 Years	Director	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	14.10.2014	Management Committee	October 2015
2	28.02.2017	Management Committee	28.02.2019
3	30.07.2019	Management Committee	July 2021

Management Committee:



Signed:

Name: Tiama Pride

Position: President

Date: 30.07.2019