

Document Information and Revision History			
Document Owner		Community Connection Incorporated	
Approved By		Manager and Management Board	
Distribution List		Community Connection Staff, Board Members, Individuals and their Families by email and/or mail	
Review Frequency		Every 3 years; or when triggered by an event or finding(s) that identify improvement and/or changes of legislation necessitate an amendment	
Document location		Governance	
Last Reviewed	Date to be Reviewed	Review Team	Nature of amendment
January 2016	January 2019	Management Team	
July 2016	January 2019	Rhonda	Format Change

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

- 1. Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- 2. Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
- 3. Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

2. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection believes that individuals with a disability and their families have the right to receive a service that is tailored to meet their needs and that all people have the ability to learn and develop skills regardless of their age, circumstance or disability.

3. INDIVIDUAL STAFF TEAMS

Community Connection will employ Lifestyle Assistants to work specifically with one individual and their family.

Lifestyle Assistants will only work for more than one family in the following circumstances:

- i. Holiday relief when there are no workers in the team who can cover the shifts;
- ii. And the individual and family who the relief worker usually supports agree;
- iii. And the worker is a good match for the individual and family
- iv. In a permanent support arrangement, both individuals and families agree to sharing the worker;
- v. And the worker is a good match for both individuals and families;
- vi. And exhaustive efforts to recruit suitable workers for both positions have been made.

4. ASSESSMENT OF NEED

Community Connection will use a holistic assessment process that identifies the range of needs and risks that should be addressed when planning support for the individual and family.

5. FAMILY AGREEMENTS FOR ALL PRE-NDIS FUNDING ARRANGEMENTS

Community Connection will negotiate an annual Individual Plan and Agreement with the individual and/or their family. The Family Agreement will set out the support that will be provided and the responsibilities of the individual and/or their family and Community Connection.

6. CONTRACTS FOR NDIS FUNDING

Community Connection will negotiate an annual Contract with the individual and/or their family based on approved items from the NDIS catalogue. The Contract will set out the support that will be provided and the responsibilities of the individual and/or their family and Community Connection.

7. GOALS AND ACTION PLANS

Community Connection will work with individuals and/or families to identify goals, based on their needs and aspirations, and the competencies required to achieve these goals. Community Connection will also assist individuals and/or their families to develop Goal and Action Plans detailing how each goal will be attained.

It is recognised that individuals coming through the NDIS will have goals as part of their funding plan and Community Connection will work with each person to include these goals.

1. Community Connection will provide copies of agreements and plans to the individual and/or their family in a format that is accessible to them.

8. IMPLEMENTATION OF PLANS

Community Connection will monitor progress on items identified in plans to ensure that each individual's plans are being implemented by the Lifestyle Assistants.

9. REVIEW OF AGREEMENTS AND PLANS

Community Connection will arrange regular meetings for each individual and family with their Lifestyle Assistants, members of the Management team and any other relevant stakeholders to develop a plan that builds in the flexibility and responsiveness that is required when there is a change in needs or desires and to build strategies how the individual's life could be improved.

All plans are living documents that are adapted to reflect changing circumstances. Community Connection will review all agreements and plans with each individual and/or family at least annually.