

Section	Client
Procedure Title	Modification of Service Delivery

RELATED POLICIES/DOCUMENTS

Client Engagement and Participation Policy

Human Rights Policy

Positive Behaviour Support and Restrictive Intervention Policy

Client Personal Relationships and Sexual Health Policy

NDIS Quality and Safeguards Framework

PURPOSE

In extreme circumstances it may be agreed by all key stakeholders that a person can no longer continue to attend the service, or the person's day programs will be modified until the circumstances have changed.

RESPONSIBILITIES

Managers must consult with all key stakeholders prior to issuing a notice to leave the service to a client. It is the responsibility of ConnectGV staff, Supervisor, Co-ordinators/Managers to work through all avenues prior to arriving at a decision to issue a notice to leave the service to a client. Supervisors will ensure that if a person's programs are modified due to medical reasons a doctors certificate will be obtained.

PROCEDURE

Increased behaviours of concern can impact on a day service's capacity to support a person. In this situation, the service provider should ensure that all reasonable efforts are made to provide appropriate support to maintain the person's participation in their current day service activities.

Such efforts might include:

- modifying current delivery of services (changing the mix and ratio of staffing, service users, times of delivery and nature of activities)
- seeking advice from the person's current support network or existing professionals the person may be linked to
- enlisting relevant professionals who have specialist expertise to conduct clinical assessment and intervention including seeking advice and/or assistance from the Behaviour Support Services, the Office of the Senior Practitioner or the NDIS Quality and Safeguards Commission
- ensuring realistic timeframes for intervention approaches to take effect

It is acknowledged, however, that circumstances may arise where it is not practical or appropriate for the person to continue attending the service until the behaviours have been stabilised.

- If the person and/or their supporters disagree with this decision they can lodge a formal complaint through the organisation, or the NDIS Quality and Safeguards Commission



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In extreme circumstances where it is agreed that the person can no longer continue to attend the service. The behaviours of concern must be documented using evidence based data, including:

- a description of the behaviour prior to intervention, written in clear and measurable terms
- a description of the impact of the behaviour on the person, other people and the supports provided by the service provider
- details of the frequency and intensity of the behaviour
- a chronology of the strategies implemented to address the behaviour and the consequences, and outcomes
- any source documentation should include incident reports and any other relevant material
- supporting evidence from the Professional Practice Leader or other qualified professionals.

In the event that is deemed the only available option, service providers are required to issue the person and their supporters with a notice leave of absence from the service. This notice should be in writing and include information such as the duration of the leave of absence and the steps to be undertaken to support the person’s return to the service.

Every effort will be made to minimise the duration of a suspension of supports to a person.

Proposed suspension or modification of programs will be discussed with the person and their supporters.

If the person is unable to attend programs due medical reasons such as a decline in their mental health or a change in medication a doctors certificate will be required for the period that the person is unable to attend programs.

Specific information about the reasons for suspension or termination will be provided.

In the event that service provision ceases, the individual and ConnectGV will follow the process in accordance with the service agreement.

The ConnectGV Complaints Procedure will be made available.

The period of notice in this circumstance would generally be two months to enable the person time to find alternative service provider(s). The notice period may be shorter if the person is able to locate a new service provider sooner.

DEFINITIONS

Accountable	Chief Executive Officer
Responsible	Managers
Review Date	19 Feb 2023



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Revision History

Version	Approved/ Amended/ Rescinded	Approval Date	Management	Committee/ Board	Document Reference
V1	Approved	20/03/2015	Quality		Client
V2	Amended	5/01/2017	Management		Client
V3	Name Change	19 Feb 2020	Practice Leader	CPAR	Client