Kaleidoscope Psychological Services

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Support Provision Policy and Procedure

Policy Purpose

Kaleidoscope Psychological Services is committed to a person-cantered approach when providing participant support. All phases of our Consent process, Service Agreement, assessment, and Support Planning are centred on participants and their families.

Our processes for the provision of services include:

- Access to Supports
- Service Agreement
- Support Planning
- Responsive Support Provision
- Ongoing Monitoring and Review

Kaleidoscope Psychological Services ensures that each participant:

- Receives tailored support to implement, monitor and review their support plans and reduce the risk and complexity of their situation
- Receives support to build their capacity and resilience
- exercises meaningful choice and control over their supports and maximises the value for money they receive from their supports

Scope

This policy applies to all employees within Kaleidoscope Psychological Services.

Policy Statement

Kaleidoscope Psychological Services will ensure, to the greatest extent possible, that all participants who access our services are able to determine their own best interests and make decisions regarding their own lives. Where supported or nominee decision making is in place, we will work with participants and their chosen supporters (where reasonable and possible) to support independent decision making over time.

Our **Support Provision Policy** is based upon:

- Our recognition of the legal and human rights of each participant
- The participant's right to choice, and control of supports delivered by us
- o Our commitment to maximising opportunities for independence, dignity of risk and informed choice for participants who access our supports

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- Our commitment to communicating with participants in the language and mode that they identify and best understand
- o Promoting the use of independent advocates at all stages of support provision
- Recognising and respecting the individual identity, autonomy and personhood of each participant
- Ensuring as far as possible the participant is supported to engage with family, friends, and his/her/their chosen community.

Procedure Purpose

This policy outlines the responsibilities required when providing participant support. In accordance with our other policies and procedures, this procedure is founded on:

- Our respect for the legal and human rights of each participant.
- The participant's right to autonomy and choice in regards to the support we provide.
- Our dedication to maximising opportunities for independence, risk acceptance, and informed choice for those who utilise our services
- Our commitment to communicating with participants in the language and mode they identify and find most comprehensible, and to delivering information in their preferred format.
- Recognizing and respecting each participant's individual identity, autonomy, and personhood.
- Ensuring that the participant is supported as much as possible in engaging with family, friends, and his/her/their chosen community.
- Ensuring that a participant's values, culture, diversity, and beliefs are identified and responded to with sensitivity.
- Ensuring that personnel are appropriately skilled and trained at each stage of the process in which they participate.

Access to Supports

In relation to **Access to Supports** for participants we will ensure that participants access the most appropriate supports that meet their needs, goals and preferences.

Kaleidoscope Psychological Services will:

- Ensure our workers are appropriately trained in our support offerings, costs associated with supports and reasonable adjustments we can provide to participants to access supports.
- Communicate access criteria, including any associated costs to perspective participants in modes, language, and formats best understood and preferred by participants. We will

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check with participants as to whether they understand this information before progressing to Service Agreement stage.

- Make every attempt to overcome situations where there may be barriers for a participant to access our supports. Examples include:
 - geographical location
 - cultural needs
 - types of supports required
- o Where at all possible, seek to make reasonable adjustments so that the participant may receive appropriate supports from us.
- Work with the participant to make any reasonable adjustments to support provision, environments, and equipment to maximise the health, dignity, quality of life, and independence.
- Allow the participant an opportunity to seek further advice, and to review their options about accessing our supports prior to agreeing to a Service Agreement with us.
- Ensure the participant understands under what circumstances supports might be withdrawn. We must not withdraw or deny supports solely on the basis of a dignity of risk choice that has been made by the participant.
- Ensure participants are aware of the ability to include chosen supporters at any stage in support provision, including information about access to independent advocates in accessible formats.

Criteria for Service Access and Withdrawal

Access & Withdrawal Criteria at Kaleidoscope Psychological Services are:

Access criteria:

- Have met the NDIS access requirements for age, residency status, and disability
- Receive supports for Registration Groups we are registered to provide.

Withdrawal criteria:

- You can choose to withdraw from the supports that we provide at any time.
- You no longer meet our eligibility criteria.
- If you require a change of supports to that are outside of our scope of operations.

Service Agreement

When developing and agreeing Service Agreements with participants, we aim to achieve the following:

- Collaboration with each participant to develop a service agreement that establishes expectations, explains the supports to be provided, and outlines any conditions attached to the delivery of the supports, as well as the reasons why they are attached.
- Participant comprehension of their Service Agreement and terms using the participant's preferred language, mode of communication, and terms.

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- Records of service contracts between participants and Kaleidoscope Psychological Services. Each participant may obtain a copy of their Service Agreement in the language, mode of communication, and terms that they prefer and are most likely to comprehend.
- Endorsement of the completed Service Agreement by the participant (or authorised delegate) and Kaleidoscope Psychological Services via signature. If a participant is unable to sign their agreement, the method used to explain the situation and obtain consent must be documented.
- Documentation of any instances in which the participant did not receive a copy of their Service Agreement, as well as actions taken by Kaleidoscope Psychological Services to rectify the situation. This could include a participant opting out of a contract.
- Participant understanding of our Privacy and Dignity, Information Management (including consent, personal information), Complaints and Feedback and Incident Management policies.
- Participants have access to Easy English Booklets.

Service Agreements are required under the NDIS Terms of Business and should include:

- What supports and services are provided under the agreement
- The cost of those supports and services
- How, when and where the participant would like their supports and services to be provided
- How long the supports and services are to be provided
- When and how the service agreement will be reviewed
- How any problems or issues that may arise will be handled
- Participant and Kaleidoscope Psychological Services responsibilities under the service agreement.
- The cancellation policy
- How participants or Kaleidoscope Psychological Services may change or end the Service Agreement.

Specific details on Service Agreements can also be found on the NDIS Commission web site: https://www.ndis.gov.au/participants/working-providers/making-service-agreement

Support Planning

When providing Support Planning to participants we will:

- Ensure participants have access to Easy English Booklets when needed.
- Ensure our workers are appropriately trained in developing support plans with participants in accordance with the participant's needs, goals, strengths, requirements, and preferences. This includes ensuring our workers develop and deliver support plans

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in ways that take into consideration the right of participants to the dignity of risk in decision making, which includes weighing the benefits and risks of support options and goals.

- Work with the participant to monitor and assess on an ongoing basis whether supports delivered through the support plans reflect their needs, requirements, preferences, strengths and goals. This includes identifying and responding to the participant's culture, diversity, values and beliefs, and respect participant's rights to intimacy and sexual expression.
- Identify, with the participant, where supports implemented may not be best placed to assist them in achieving their goals. In these cases, we will undertake a review of the support plan to modify or change supports appropriately. A risk assessment of modified or changed goals will be undertaken with the participant, and appropriate mitigation strategies put in place.
- o Ask participants if they consent to sharing their support plan information with other members of their family and community selected by them, with other providers of supports, and other government agencies on a, 'need to know,' basis. The purpose of any information sharing is to meet participant needs.
- Undertake a risk assessment of supports as identified with the participant and their chosen supporters, and develop mitigating strategies with the participant and chosen supporters to address risks identified at the agreed review date or when a participant's circumstances change.
- Undertake a risk assessment and implement mitigation strategies when considering participants current level of needs for supports and services. For instance, evaluate the participant's reliance on the provider's services to meet their daily living needs.
- Implement risk mitigation strategies in accordance with review.
- Undertake a risk assessment to plan for continuity of services should their services and supports be disrupted for whatever reason. Ensuring that the participant's health and safety is paramount. All mitigation information and contingency planning will be documented on the participant's Support Plan.
- Undertake a review of the Support Plan with the participant and chosen supporters to modify or change supports at the agreed review date or when a participant's circumstances change.
- o Implement new or modified supports in accordance with review.

Each participant and with consent their parents/quardians and support network are issued with a copy of their Support Plan in an easy to present format and in language that will be able to understood.

Support Plans are reviewed at least annually or earlier in line with the participant's needs and circumstances.

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Responsive Support Provision

We recognise the importance of ensuring that each participant has access to the supports that best meet their needs, goals, and preferences. We recognise that in order to meet participant needs and their identified goals, we must provide supports based on the least intrusive option, informed by contemporary practises that meet participant needs and help achieve desired outcomes.

Where participant consent has been obtained and outlined in the Service Agreement and Support Plan, we will collaborate with other providers to share information that best facilitates a participant's goal attainment.

Whenever possible, we will collaborate with the participant and his or her chosen supporters to identify the worker skills and characteristics that best reflect the participant's culture, values, beliefs, and preferences, including the gender of personal care workers. We will ensure that our staff is adequately trained to provide participants with high-quality assistance in accordance with their needs and preferences.

Any workers undertaking assessments or providing supports must be appropriately screened and meet the minimum qualification and membership requirements as outlined in the Verification Module, required documentation NDIS document.

Ongoing Monitoring and Review

The provision of supports against planned arrangements are regularly reviewed through:

- Periodic review of the effectiveness of risk management strategies to ensure risks are adequately managed and strategies changed if required. This occurs at least annually or earlier if incidents or complaints are apparent.
- Support plans are reviewed at least annually or earlier in line with participants' needs and circumstances.
- Progress in meeting desired outcomes and goals is assessed at least quarterly, as proportionate to the risks, participant functionality and the participants' wishes.
- Where progress is different to expected outcomes and desired goals, the support plan is reviewed and updated with the participant.

Review mechanisms may include:

- Regular file reviews
- Obtaining feedback from participants and/or their families in regards to the quality of supports provided

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Transitions to and from Kaleidoscope Psychological Services

We recognise the importance of a planned and coordinated transition for each participant to and from Kaleidoscope Psychological Services. This means we will plan the transition with the participant and their chosen supporters (wherever possible).

Any transition will be supported with a transition plan, which will be made available to participants in the mode, format, and communication style that they can best comprehend. Kaleidoscope Psychological Services will ensure that all parties involved in transitioning the participant (e.g., the participant, chosen supporters, and other providers with the participant's consent) are aware of the transition plan and actions to be taken.

Whenever possible, Kaleidoscope Psychological Services will manage the transition to ensure continuous support delivery to the participant. Transition processes are developed, implemented, reviewed, and communicated within Kaleidoscope Psychological Services, to participants, and to those with whom we do business.

When participants transition to and from providers, we will consider the following:

 Explain to participants and their chosen others our transition processes for entering and leaving Kaleidoscope Psychological Services, introducing a support following independence from that support, and transition to independence where that support is no longer required

For transitions from other providers to Kaleidoscope Psychological Services:

When a participant advises that they would like to leave another provider, and commence with us the following process applies.

- 1. The participant contacts Kaleidoscope Psychological Services to advise us they would like to transition.
- 2. We provide the participant and their supporters information about Kaleidoscope Psychological Services and the supports we provide, in accordance with our Supports Provision Policy and Procedure to participants.
- 3. The participant and their supporters are offered the opportunity to ask questions, to see our facilities, and to have a preliminary discussion about goals and supports required.
- 4. When agreement is reached between the participant and Kaleidoscope Psychological Services, we ask the participant if they would like to advise their current provider (if any) of their decision, or whether they would like us to do this with their consent.
- 5. Once notice has been given to the other provider, we seek consent from the participant to discuss transition arrangements with the other provider. Once consent is given, we contact the other provider and confirm development of a transition plan,

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transition risk assessment, and what other documentation will be provided to us to assist smooth transition.

- 6. Examine any information sent by the participant's previous provider. This information may include, but is not limited to, a letter of introduction and transition, a prior support plan, a transition risk assessment and mitigation strategies, prior assessments, and a signed statement from the participant indicating consent to transition away from the transferring provider. Examine with the participant the Kaleidoscope Psychological Services Service Agreement to determine how these documents have been incorporated to date.
- 7. A Service Agreement is created with the participant once transition documents are provided. Negotiations with the other provider are undertaken to ensure seamless support delivery that is, there will not be interruption in participant support during the transition period.

Keep records of the Service Agreement, transition and supporting documentation on the participant's file.

For transitions from Kaleidoscope Psychological Services to another provider:

When a participant advises Kaleidoscope Psychological Services, they would like to transition out to another provider, the following process applies.

- 1. The participant advises Kaleidoscope Psychological Services he/she/they would like to transition out to another provider.
- 2. The manager commences the transition planning process by making a meeting time with the participant and their chosen supporters.
- 3. The transition process is explained to the participant and their chosen supporters.
- 4. With the participant, wherever possible, the transition plan is developed and transition risk assessment conducted if required. Should inclusion of the participant or significant others not be possible, this is documented on file and on the transition plan and risk assessment.
- 5. Consultation with support staff, evaluators, support planners, and managers regarding the development and coordination of transition documentation. Documents include, as needed, an introduction letter, a transition plan, a transition risk assessment, and mitigation strategies. Prior support plans and assessments may be provided, with the participant's consent, if deemed beneficial to the participant's transition. The participant is asked if the other provider can be contacted regarding transition planning and risk assessment.
- 6. A transition plan to transition out of Kaleidoscope Psychological Services is developed and signed by Kaleidoscope Psychological Services and the participant,

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as needed. Written consent to provide each piece of documentation to the other provider to support transition is sought.

7. The provider transition plan, if any, is provided to the participant in the mode of communication and format best understood by them. The plan and associated documents are given to the other provider and documented for the participant (e.g., start date of support).

Admissions

In the event of an emergency admission to hospital, a Kaleidoscope Psychological Services staff member will stay with the participant until such time as the participant's carer or guardian has arrived and relevant hospital staff are across any care concerns.

Transition Process: To Independence from Kaleidoscope Psychological Services

If the participant decides they would like to exit their current support to test independence OR the participant, with their support worker following monitoring and review, has agreed that the support is no longer required, the following process applies.

- 1. The participant informs us that they would like to transition to independence of that a support is no longer required.
- 2. A Provider transition plan is developed with the participant and an individual risk assessment is conducted for the transition period, if need be.
- 3. The participant and Kaleidoscope Psychological Services identify community-based mitigation strategies and supports to maximise opportunities for independence.
- 4. Where required, and with the participant's consent, Kaleidoscope Psychological Services arranges informal supports and other community-based interventions to maximise success, OR support the participant to do this, themselves. These are documented in the transition plan.
- 5. The participant exits Kaleidoscope Psychological Services and the participant's file is closed.

Glossary of Terms

Term	Definition
Contemporary Evidence Informed Practices	Evidence informed practice is broader than evidence-based practice. In evidence informed practice, the practitioner: • excludes non-scientific prejudices and superstitions • uses the evidence base as a factor in their practice considers their own practice experience in delivering supports in addition to incorporating feedback from clients and other practitioners.
Dignity of Risk	The right of the individual to choose to take some risk in engaging in life experiences
Least Intrusive Option	A, 'least intrusive option,' places the lowest possible constraint on the participant's rights and individual freedoms, while also providing the support required to meet the participant's preferences and needs.

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Participant	A person who meets the NDIS access requirements.
Person centred	 Person centred approaches: place the participant at the centre of any planning and support process allow the person to choose and direct the support they receive according to their aspirations and goals, and how they receive that support focus on the strengths, contributions, and abilities of the participant recognise the uniqueness of each participant work to maximise personal connection and social participation
Quality of Life	The OECD (Organisation for Economic Cooperation and Development) defines, 'quality of life,' as the notion of human welfare (well-being) measured by social indicators rather than by "quantitative" measures of income and production.
Reasonable Adjustment	An adjustment to be made by a person is a reasonable adjustment unless making the adjustment would impose an unjustifiable hardship on the person. (Disability Discrimination Act 1992 Cth)
Reflective Practice	There are many different definitions for reflective practice, but the basic premise was described by Schön in 1983: A practitioner reflects on the thoughts/feelings, and how they responded and behaved, in a particular situation. They then reflect on how they might have done things differently, and how these reflections will be used to respond to situations with similar characteristics in the future. ¹
Transition	In this policy context, transition means transfer into a support from another provider, or transition out of a support to another provider, or transition out of a support to independence from that support (i.e. where a support is no longer needed), or transition into a support from independence from that support (i.e. where the participant's situation has changed and a new support to address that change is introduced).
Healthcare facilities	Healthcare facilities that provide health care, they can include hospitals, clinic's, out patience care centres, specialised care centres, psychiatric care centres, aged care facilities, and birthing centres.

Note: This policy is not designed to stand alone and should be considered in conjunction with all other Kaleidoscope Psychological Services Policies and Procedures.

Applicable legislation related to our Support Provision Policy and Procedure

- o National Disability Insurance Scheme (NDIS) Act 2013 (Cwth)
- o Australian Privacy Act (1988) (Cth)
- o Disability Discrimination Act 1992 (Cth)
- o United Nations Convention on The Rights of Persons with Disabilities
- National Disability Insurance Scheme (Practice Standards—Worker Screening) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules
 2018
- National Disability Insurance Scheme (Practice Standards and Quality Indicators) November 2021

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- Disability Inclusion (NDIS Worker Check) Regulations 2020
- o NDIS Code of Conduct
- o Article 25 Health in the Convention on the Rights of Persons with Disabilities (UNCRPD).
- National Safety and Quality Health Service (NSQHS) Standards.

Document Control					
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