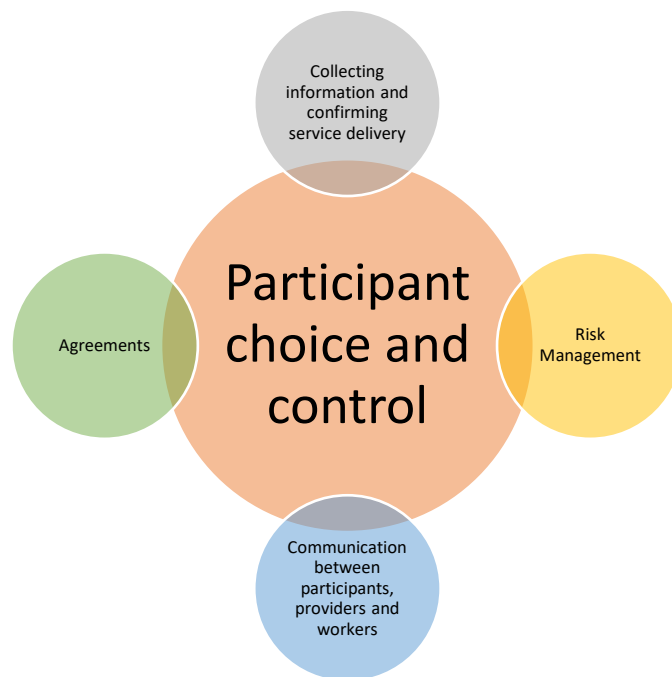


Lifestyle Mentor Services believes that a structured support provision process is essential to ensure that Participants receive the supports they need. Effective planning ensures Participants maintain choice, control, dignity in decision making and risk. Our planning will include interviews, conversation, exchanging of information and recorded decisions. Collaboration and consultation with Participants and their support community enables informed choices, understanding of choices, ability to personalise services and the level of outcomes required by a Participant not the Provider. Our planning process links directly to implementation and delivery of supports, whilst our review process ensures that participants are receiving what they asked for to the outcomes they chose. Once reviewed the choice is once again the participants to decide how to proceed.



Access to supports

Lifestyle Mentor Services is to assure that each Participant accesses the most appropriate support that meet their needs, goals and preferences. Lifestyle Mentor Services are available to those who are eligible for the NDIS. When a participant requests access to our services, this starts the entry process.

Entry Process

During the intake process Participants are formally assessed through identifying the participants needs, abilities, goals, risk and any previous or current supports and their level of NDIS funding. Lifestyle Mentor Services will ensure that:

- Non-discriminatory access for all participants enquiring or requesting access to our services
- Actively communicate our services, reduce barriers to provide equal access (diversity within our community), ensure our communication platforms like telephone, email, website and office are accessible and current
- Make all reasonable adjustments to accommodate participants fit for purpose situation and ensure each participant, health, privacy, dignity, quality of life and independence is supported.
- Communicate effectively to our participants about how supports are to be withdrawn with assurance that supports will not be withdrawn due to participant dignity of risk choices.

LMS-F-005 Participant Information Handbook provides the following:

- About us – Mission / Vision
- Contact details
- Services we offer (costs)
- Participants Rights and Responsibilities
- Privacy and Dignity
- Advocacy Information
- Feedback and Complaints
- Incident Management

Support Planning

Lifestyle Mentor Services will ensure each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed (at least annually).

During intake the following records are collated and completed which assist Lifestyle Mentor Services to develop a tailored support plan which ensures the participants needs, support requirements, preferences, emergency risks, strengths and goals are involved in the assessment and the support plan. **Flowlogic Software** is used to record and communicate to all identified and consented stakeholders.

Documents and platforms used include:

- **Flowlogic software collects information including personal information, contact details, gender, age, preferred name, cultural identity, formal and informal decision making, emergency contact details, details about health, living and disability and participant goals and services required.**
- **LMS-F-002 Consent Form**
- **LMS-F-001 Participant risk assessment**
- **LMS-F-003 Service Agreement- Support Services**
- **LMS-F-004 SIL Residential Agreement**

Each intake is assessed and review dates are documented and reminders are set within the **Flowlogic Software**. These are to occur at least annually with information being updated, communicated and new review dates updated.

Service Agreements with Participants

Lifestyle Mentor Services will ensure each participant has a clear understanding of the support they have chosen and how they will be provided.

Development of the Service agreement is undertaken in collaboration with the Participant and establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these are attached.

Service agreements help to ensure participants have an agreed set of expectations of what supports will be delivered and how they will be delivered. A service agreement sets out the responsibilities and obligations for both parties and how to solve any problems should they arise.

Lifestyle Mentor Services use the **LMS-F-003 Service Agreement- Support Services and or LMS-F-004 SIL Residential Agreement** document to achieve this. Participants are supported to understand their service agreements and conditions using the language, mode of communication and terms that the participant is most likely to understand. All **LMS-F-003**

Service Agreement- Support Services and or LMS-F-004 SIL Residential Agreement are in writing and are signed by the participant physically or electronically, in the event this is not possible a reason why or alternative decision maker signs the document. All parties identified in the **LMS-F-003 Service Agreement- Support Services and or LMS-F-004 SIL Residential Agreement** receive a copy.

Specialist Disability Accommodation

If supported independent living supports are provided to participants in specialist disability accommodation, arrangements must be clearly documented on roles and responsibilities in a service agreement including:

- How a participant's concerns about the dwelling will be communicated and addressed
- How potential conflicts involving participants will be managed
- How changes to participant circumstances and/or support needs will be agreed and communicated
- In shared living, how vacancies will be filled, including each participants right to have their needs, preferences and situation taken into account.
- How behaviours of concern which may put tenancies at risk will be managed, if this is a relevant issue for the participant.

Responsive Support Provision

Lifestyle Mentor Services will ensure all participants access responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

To do this Lifestyle Mentor Services will:

- Regularly monitor and review services provided to ensure they are fit for purpose and as per the participants needs within **Flowlogic Software** case notes, notices and feedback.
- Adjust services where necessary and when progress is not achieved towards goals, including consultation and communication with support links, participant stakeholders and support people
- Continue to support each participants health, privacy, dignity, quality of life and independence through good communication, identification of issues or incidents and planning staff training to suit

The 'goals' tab within the flowlogic software will be reviewed and updated is used to track participant service delivery supports along with case notes and feedback.

Transitions to or from the Provider

Lifestyle Mentor Services will ensure that all Participants experiences are planned and coordinated transition to or from the provider.

When transitioning to us from an existing Provider Lifestyle Mentor Services will create a plan to minimise the impact of change that is occurring for the participant and to create a support schedule that meets the persons goals, needs and requirements in a person-centred way. We use the **Entry process (above)** for this.

When a Participant needs to only temporary transitions to other services or a health provider (Hospital) then the **Participant Emergency Plan (within Flowlogic)** will be used to record transition details and supports to be continued or hold plans.

As appropriate to their services, the participant is given information about referral process or supported introduction to their service providers, community agencies / organisations which can offer supports and services they require after they have exited with us.



LMS-M-001
NDIS Manual – Provision of Supports

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Lifestyle Mentor Services actively encourages and supports a person to exit its service if a least restrictive alternative or one that is likely to enable positive outcomes and inclusive opportunities is identified and preferred by the Participant. Prior to exiting Lifestyle Mentor Services we will in conjunction with the participant conduct a risk assessment specific to the circumstances to assist with the Participants decision making.

Subject to the consent of the Participant the exit planning is to involve any or all family, carers and stakeholders involved and made available once completed.