

**Access to Support Policy and Procedure**

**Purpose**

CAPS aims to provide participants with dignity of risk through respecting participants' autonomy dignity in decision making. CAPS supports will be created with the recognition of individual participants strengths and care needs.

**Scope**

Participants will contribute to the design of their support plan and support deliveries will be adjusted to suite each individual participant.

**Policy**

All information gathered on the participant must be consented to and accurate.

The participant will be informed of all information (including costs) associated with their supports. Easy Read documents are available for the participants, so they are informed about the rights surrounding their right to have a voice regarding their supports.

Participants must be included in the planning and decision making surrounding their supports.

CAPS will ensure that the participant understand the circumstances in which their supports can be withdrawn. Supports will not be withdrawn outside of these circumstances.

All participant intake documentation must be completed before supports begin. Information will be delivered to the participant in a manner that suites their communication needs. The information obtained during the intake, such as areas of independence and identified needs, is used in the discussion when creating the participants support plan.

**Procedure**

Access to supports

To access CAPS NDIS services, the participant is required to hold a current NDIS plan that states access to our services. The participant will be informed of all information (including costs) associated with their supports. Easy Read documents are available for the participants, so they are informed about the rights surrounding their right to have a voice regarding their supports.

CAPS ensure that we can supply the participant's services in the manner that the participant requires before signing a service agreement.

Reasonable adjustment

The NDIA creates an NDIS plan that outlines the supports necessary for the participant. During the process of creating a Participant Support Plan, the participant and their family/carers or advocate will be consulted with to create a reasonable support delivery environment. All involved parties will collaborate when making modification and this will be recorded in the service agreement. The design of the supports will benefit the participant's health, privacy, dignity, quality of life and independence.

Each participant is supported to understand under what circumstances supports can be withdrawn. Access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.

Withdrawal or termination of services

*Withdrawal or termination of services by a participant*

* Participants have choice and control in the delivery of their supports. In line with this, a participant may terminate their individual Service Agreement at any time with a minimum of 14 days written notice to Child and Adolescent Psychology Services.

*Withdrawal or termination of services by the provider*

* The Service Agreement may be cancelled by Child and Adolescent Psychology Services, if:
	+ The participant and/or their nominee fails to do what is required of them under the terms of their Service Agreement
	+ The participant and/or their nominee fails to comply with the policies and procedures of CAPS
	+ The participant and/or their nominee fails to communicate and provide information pertaining to changes to support needs
	+ Workplace Health and Safety considerations are ignored
	+ Communication has broken down between the parties
	+ Payment for support and/or expenses has not been received as per the Service Agreement
* Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be no less than 14 days. However, CAPS will always work in the best interest of the participant to achieve a safe transition to a new provider
* Upon termination of the Service Agreement by either party, CAPS will take measures to ensure:
	+ The cancellation of Service Agreement has been reported to the National Disability Insurance Agency
	+ All support that has been provided under the terms of the Service Agreement have been claimed
	+ The participant has alternative support solutions in place for their own safety and wellbeing

Completing participant intake

* Information will be provided to participant in line with their communication needs
* Information gathered during the intake will be used in the best interest of the participant
* Personal information gathered about the participant will be relevant to their supports
* The participant will be made aware of their right to use an advocate and they will be supported in finding an advocate if needed
* Participants will be made aware of their right to opt-out of data collection
* Participants will be made aware of what information is being collected and what it is being collected for
* Participants will be made aware of who will have access to their information