

PoI_033	Collaboration
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Life Choice’s Collaboration Policy has been developed to give clear understanding about the importance of collaborating with participants, families, communities and other providers. This will allow all parties to have input into the service to ensure supports are relevant, appropriate and in line with the service agreement.

Record of policy development		
Version	Date approved	Date for review
2020/2	February 2023	February 2025

Responsibilities and delegations	
This policy applies to	All Staff
Policy approval	Quality & Risk Committee

Policy context – this policy relates to:	
Standards	<u>Human Services Quality Standard Indicator</u> <u>NDIS Practice Standards and Quality Indicator 2018</u>
Legislation	<u>National Disability Insurance Scheme (Supports for Participants) Rules 2013 (Supports for Participants Rules);</u> <u>National Disability Insurance Scheme (Plan Management) Rules 2013(Plan Management Rules);</u>
References	<u>National Disability Services</u> <u>Qcross</u>
Organisation policies	Consent Policy Service Agreement Policy Access to and Transition or Exit from Services Policy Risk Policy
Forms, record keeping, other documents	Service Agreement Risk Assessment

POLICY

Collaboration with other service agencies is an important way of ensuring that our participants have access to a full range of well-coordinated services to meet their individual needs, and that service provision is case managed to provide the best possible resolution of their needs.

Life Choice is committed to delivering services and activities that respond to the needs and strengths of those who use our service, their families and their communities.

We want those who use our service to have access to the full range of services that they need. We assist participants to build relationships with other agencies, and we work collaboratively with other agencies at all stages of service planning, delivery, review and closure when this is appropriate and helpful for the participant.

Staff are required to undertake this collaboration approach when:

- Locating key workers with family and other providers
- Working with other providers in the supply of supports or services
- Transition and exiting the service
- Capacity building
- Support planning
- Developing Service Agreements

Staff are required to work cooperatively with other agencies in the delivery of service.

This may include:

- initial contact
- sharing ideas and input from participants and families
- following through on ideas of provider
- actively listening to discussions

We will collaborate with all relevant parties to provide our participants with the opportunity to access a service network that meets the full range of their needs.

Information, knowledge and skills are communicated and shared between the family, the provider, and other collaborating providers. Life Choice will collaborate with the participant and their family to ensure the participant maintains the functionality.

PROCEDURE

Key Worker

Participants and families may require assistance to locate the right person for the participant. Our team will assist the family to locate a key worker using the following process:

1. Discuss requirements with participant, family and /or advocate.
2. Gain written consent to be able to share information with other providers.

3. Contact other service providers working with the participant to collaborate and determine the criterion.
4. Identify a key support worker and contact participant, family/advocate, and the other providers
5. Arrange for the relevant stakeholders to meet.
6. Participant's family / advocate will select the person.
7. Record information in participant's support plan

Support Planning

During the assessment and support planning process collaboration is undertaken with participant, family and/or advocate to:

- Identify specific needs of the participant
- Set goals linked to functions, needs and aspirations
- Risk assessment on participant
- Health and related issues
- Background – cultural, religious, Aboriginal and/or Torres Strait Islander people.
- Set times for service delivery
- Key Workers
- Family, Guardian or Advocate
- Communication details

Community and cultural engagement

Life Choice is committed to delivering services in a culturally safe and accessible way for our clients from culturally and linguistically diverse backgrounds, and for Aboriginal and Torres Strait Islander people.

Wherever possible, Life Choice will engage with our community, by participating in local network groups, community groups, or engaging with Elders, multicultural organisations, or other community leaders, to support our service planning and development activities.

Where appropriate, formal agreements will be developed to demonstrate how we will work with other organisations.

Participant Outcomes

Collaboration with participant and family ensures function outcomes are based on their needs, priorities, and the skills required.

- Record collaboration
- Complete and document a risk assessment
- Plan and implement appropriate strategies to treat known risks
- Review annually or earlier according to their changing needs or circumstances

Collaborating with other Providers

We value interagency cooperation and collaboration in our service delivery to individual participants. Establishing and maintaining relationships with other relevant agencies provides participants with the opportunity to access a service network that meets the full range of their needs.

- Ensure consent has been given prior to contacting other collaborating providers to enable the establishment of a coherent team.
- Maintain contact through emailing, phoning and networking.
- Record contact in participant's Support Plan.

A collaboration or partnership with another organisation should be approached systematically. Without a clear vision and careful planning, collaborating organisations run the risk of misunderstandings, disagreements or other problems arising in the relationship. Systematic planning for collaborative ventures involves:

Assessment:

- likely benefits to the organisation and the impact of the venture on its services or activities
- the attributes and suitability of potential partner/s
- potential risks of the venture

An alignment of goals and values:

- there needs to be a basic agreement between organisations about the purpose of the collaboration
- what the organisations will try to achieve together
- mutual expectations and the principles or values by which the partners will operate

The principles need to include agreements to operate with transparency and openness in dealings with one another.

Negotiation of details:

- the agreement between organisations needs to detail the specific roles and responsibilities of the partners
- practical issues such as time frames, financial arrangements etc.
- any other terms and conditions of the agreement, such as confidentiality, intellectual property etc.

Documentation:

- the agreement between the partners needs to be documented, either in a Memorandum of Understanding (MOU) or, where there are resource or legal implications, in a formal agreement or contract.

Transition and Exit

The participant's and family needs, interests or aspirations may change during the delivery of their supports leading to a need to transition or exit the service. If this occurs then we will, with consent of participant, contact the relevant service provider.

- Send documents relevant to the participant
- Communicate current supports, practices and needs to enable the participant to transfer to exit.

Capacity building

To support and increase functional capacity of the participants, Life Choice will:

- Collaborate with participant and family to affirm, challenge, and support
- Collaborate with providers to further develop participant's skills and to improve practice and relationships

End of document
