Policy 10	ASSESSMENT

Record of policy development		
Version	**Date approved**	**Date for review**
2.3	December 2020	December 2022
2.2	May 2019	January 2021
2.1	January 2018	January 2021

Policy purpose: Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

Policy: The organisation will:

- Undertake an initial screening/assessment of all clients receiving services
- Provide information to clients about the type of support they are eligible to receive,
- Support and assist clients and their carers, family members, advocates to be actively involved in the assessment and review process
- Use a range of evidence based assessment tools relevant to the particular client
- Involve relevant professionals in the assessment process
- Develop a [service/care] plan outlining the services to be provided based on client needs and preferences that is flexible, responsive and goal oriented.
- Monitor client outcomes against their goals [care plan/service] plan
- Undertake regular reviews and update client plans

Relevant Standards

NSW Disability Service Standards:

1. Rights
2. Participation & inclusion
3. Individual outcomes
4. Feedback & Complaints
5. Service Access
6. Service Management

NDIS Practice Standards:

1. Rights and Responsibilities
2. Provider Governance and Operational Management
3. Provision of Supports
4. Support Provision Environment
5. High Intensity Daily Personal Activities
6. Specialist Behaviour Support
7. Implementing Behaviour Support Plans

8. Early Childhood Supports 9. Specialised Support Coordination 10. Specialist Disability Accommodation
Aged Care Quality Standards
1. Consumer dignity and choice 2. Ongoing assessment and planning with consumers 3. Personal care and clinical care 4. Services and supports for daily living 5. Organisation's service environment 6. Feedback and complaints 7. Human resources 8. Organisational governance

Related Legislation & References
Aged Care Act 1997 (Cth), Schedule 2 User Rights Principles 2014. Charter of Rights and Responsibilities – Home Care Aged Care Quality & Safety Commission Better Practice Guide to Complaints Handling in Aged Care Services (2013) Children and Young Persons (Care and Protection) Act 1998 Commonwealth Home Support Programme Guidelines Commonwealth Privacy Act 1988 National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme (Practice Standards—Worker Screening) Rules 2018 National Disability Insurance Scheme Code of Conduct NDIS Quality and Safeguards Commission Ombudsman Act 1976 Section 25A(1) Ombudsman Act 1976 United Nations Convention on the Rights of Persons with Disabilities Work Health and Safety Act 2011

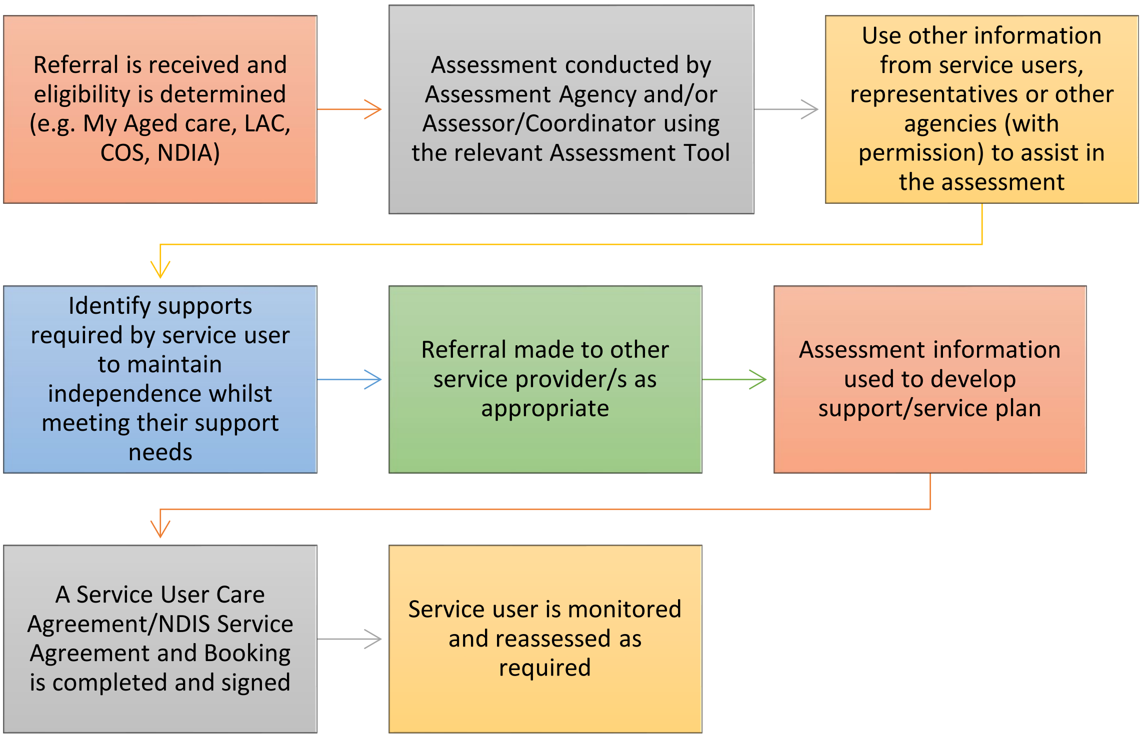
Related Procedures	
Documents/Forms	

Referral Form	Service user records
NDIA Plan showing funding eligibility for people with a disability	Service user records
Home Visit Checklist	Service user records
Client Care Plan/Summary Information	Service user records
Home Safety Checklist	Service user records
Consent Form/s	Service user records
Deciding Priorities for Care (Aged care Wait List)	Service user records
Client Contributions decisions	Service user records
Care Recipient Agreement	Service user records
Letter confirming service provision and start date	Service user records
Client Mini Profile	Service user records
Reassessment/Review Form	Service user records
Service User Spreadsheet – Client Management System	Shared Drive - Server
NDIS Service Agreement	Shared Drive – Document Register

Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	**It will be distributed through:** Service User handbook, Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive
Policy approval	Board

Definitions
Refer to Definitions list at front of Coastlink Policy and Procedure Manual

ASSESSMENT PROCEDURE OVERVIEW



ASSESSMENT PROCEDURE

10.1 Consultation with Service Users

10.1.1 Service User Involvement

- Service users are consulted regarding their perceived support needs and this information is used with a formal assessment to determine the support needs for the service user and/or their carer.
- Where consultation with the service user is not possible, such as in the case of incapacity, the service user's carer/representative/advocate is consulted.
- The support needs of the service user are paramount and are used to determine the support provided.
- Assessment is conducted with a focus on supporting the service user's independence to remain living in their home environment and within their community.
- During the assessment process, information is provided to service users to assist them to understand the support being offered in the context of the funding and services available.
- The Coordinator conducts all assessments face to face with the service user and/or their representative.
- Some service users may have been assessed by an Assessment Agency; this information is used to guide the support plan but the Coordinator still visits the service user/carer to go through COASTLINK information.
- People with disability accessing services through NDIS (National Disability Insurance Scheme) arrangements are assessed by the NDIA (Agency), with a Plan advising on NDIS Participant goals, outcomes and service categories.

10.1.2 Promoting Independence

Independence is promoted during the assessment and reassessment process. This involves the following principles:

  - Support is decided on need, not want (for people with disability, this is determined by the NDIA as being "reasonable and necessary").
  - Expectations are set through assessment and agreed through consultation; support is balanced against abilities and the need for support (as determined by My Aged Care/NDIA).
  - Support plans acknowledge support needs and abilities to foster independence.
  - The supports offered change to reflect service user needs.

10.1.3 Recording Assessment Information

Aged care assessments are recorded as hours spent with the service user as well as write-up time. This is recorded in hours directly into the Client Management System. If assessment is conducted by an Assessment Agency, no hours for providing the service user with information and finalising their support plan/s are recorded.

During and following the assessment process, referral to counselling, medical and health support, information and advocacy services may be provided to support service users and carers. It includes one-on-one counselling, advice and information and is delivered by the Coordinator. Counselling/support information and advocacy services are recorded as hours directly into the Client Management System.

10.1.4 Information Provision

At the commencement of the assessment the Assessor/Coordinator explains to service users:

- The relevant funded program and any limitations within that program funding which may affect service.
- The supports offered by COASTLINK under the relevant program structures.
- Negotiation around client contributions.
- The assessment process including its purpose and possible outcomes.
- Information on the collection and use of information, privacy and confidentiality considerations and advocacy.
- Provision of the Charter of Rights and Responsibilities for Community Aged Care to aged care service users.

This information is available in the Service User Handbook which is provided to service users during the assessment.

If the service user is assessed as requiring support and we are able to provide those supports, the Service User Handbook is explained more fully with the service user during the assessment process and the Home Visit Checklist is completed with the service user/representative.

10.2 Assessment

10.2.1 Documents Completed during the Assessment Process

Documents completed in the assessment process include:

Referral Form	Service user records
NDIA Plan showing funding eligibility for people with a disability	Service user records
Home Visit Checklist	Service user records
Client Care Plan/Summary Information	Service user records
Home Safety Checklist	Service user records
Consent Form/s	Service user records
Deciding Priorities for Care (Aged care Wait List)	Service user records
Client Contributions decisions	Service user records
Care Recipient Agreement	Service user records
Letter confirming service provision and start date	Service user records
NDIS risk factor assessment	Shared Drive – Document Register
Client risk assessment	Shared Drive – Document Register
NDIS Support Service Agreement	Shared Drive – Document Register
Client Mini Profile	Service user records
Reassessment/Review Form	Service user records
Service User Spreadsheet – Client Management System	Shared Drive - Server
NDIS Service Agreement	Shared Drive – Document Register

10.2.2 MY AGED CARE ASSESSMENTS[1]

Entry and assessment for the Commonwealth Home Support Programme (CHSP) and Home Care Packages Programme (HCPs) is through My Aged Care.

Assessments for CHSP are conducted by the Regional Assessment Service (RAS).

The My Aged Care Contact Centre will register the client, conduct a screening process over the phone (where possible) and then may:

- Refer the client directly to CHSP service(s)

[1] Most of the information around assessments and referrals is taken from the Department of Social Services Commonwealth Home Support - Programme Manual 2015 Australian Government 2015 pp 62-64

- Refer the client for a face-to-face home support assessment conducted by the My Aged Care RAS
- Refer the client to an ACAT if needs indicate a higher level of care is required
- Provide information about non-Commonwealth funded services, as appropriate.

All new clients should be registered, screened and/or assessed by My Aged Care to determine eligibility prior to accessing CHSP services.

10.2.3 REFERRALS FROM MY AGED CARE

Referrals from My Aged Care can be:

- Directly to a service provider electronically and including a link to the client record (National Screening and Assessment Tool – NSAT). The service provider accesses the client record and decides whether or not to accept the referral.
- The client can be provided with the contact details of service providers along with a referral code to give to the provider. The provider can then access the client record to aid in discussion and acceptance of the referral.

Service delivery can also commence prior to completion of a face to face assessment:

- Where a person is eligible for CHSP and screening at the contact centre identifies there is no further assessment necessary
- Where a client has an urgent need for services but also requires face-to-face assessment. In these cases, a client may begin to receive services before they are assessed as eligible (e.g. meals or transport), while they wait for a face-to-face assessment
- Where it is clear that urgent care is required, for example the delivery of meals due to the unplanned absence of a carer, service delivery may be provided before a client has contacted My Aged Care.

Referrals prior to assessment will be:

- For a one-off intervention (such as transport to a GP appointment); or
- For a short period of time only (not ongoing service provision).

10.2.4 Receiving Referrals

- The Client Care Coordinator receives the referrals and decides to accept them or not, based on the information in the client record. When a referral is accepted the Client Care Coordinator will make contact with the client and will arrange a Service Commencement Visit.

10.2.5 Service Commencement Visit

Service commencement visits are conducted by the Coordinator and are usually held in the client's home. At this visit the Client Care Coordinator explains to clients:

- The relevant funded programme (CHSP or HCP)
- The supports offered by Acorn Community Care under the relevant programme
- Client choices and preferences
- The wellness and re-enablement approach and what it means for the client
- The fees
- Consent and signing of the Consent Form
- The monitoring process including its purpose and possible outcomes and
- The use of information, privacy and confidentiality considerations, and advocacy
- Provision of the *Charter of Rights and Responsibilities for Home Care*
- Completion of the Home Safety Checklist*.*

This information is available in the Client Handbook which is provided to clients during the visit.

10.2.6 CONSIDERATION OF ASSESSMENTS

CHSP assessments are reviewed to fully understand:

- The services required and the underlying issues
- The person's goals and how we can work with them to achieve their goals
- How we can support the person to maintain and improve their independence.

10.2.7 Assessment Process – FOR PROGRAMS

After a person makes contact with or is referred to COASTLINK they are assessed, usually in their home, by an Assessment Agency and/or a COASTLINK Coordinator using the appropriate Assessment Form (further details on the assessment forms for each program are included where relevant in this section). *NOTE: Medication management assessment is described in 11.11 Medication Management.*

Key elements of the assessment process are:

- If the service user has been assessed by an Assessment or other agency, the information provided in the referral is used to guide our Coordinator in ensuring that the support planning process is completed and the support plan meets the assessed needs. Information about our organisation and the Service User Handbook are explained to the service user/representative at this time.
- If the service user has not been assessed by an Assessment Agency, a full assessment is conducted by our Coordinator (who has assessment skills) using the eligibility/assessment form recommended by the funding program and the Service User Handbook is explained to the service user.
- Service users are assessed within five working days of requesting a service or referral.

- An assessment interview time is arranged by telephone by the Coordinator to be held at an agreed location and includes an invitation for the service user's representative to be present if required or desired. If it is identified that the service user has special needs (speaks a language other than English, has a sensory loss such as a hearing or vision impairment, or has dementia or any other special need) the Coordinator makes the necessary arrangements to ensure these special needs are considered. For example, an interpreter and information in the service user's language is sourced for service users who are culturally and linguistically diverse. (See also 4.2 Service Users with Special Needs.)

The assessment includes:

- The service user's living situation – who lives with them, do they have anyone to support or assist them, the living environment, safety concerns (including the completion of a Home Safety Checklist signed by the service user/representative where appropriate).A functional assessment to determine what the service user can achieve independently and whether they require support with, for example, housework, mobility and history of falls, walking, shopping, personal care, accessing the community, day program needs, behavioural issues, social support and so on.
- Identification of carer supports and any needs in this area (see 9.2.2 Prioritising Need).
- An assessment summary that details all of the assessment information collected to define supports required and assist in the development of an individualised support plan.
- A client contribution assessment (including negotiations on fee reduction or waiver [if necessary).
- Consent to share information from service user/carer with others.
- Referral to other services if required.

10.2.8 Outcomes of Assessment

Following the initial assessment, the Coordinator explains to the person whether they have been assessed as eligible for support services. The following situations apply:

Person eligible and support can be provided
If a person is assessed to receive support:

- The person is advised that they can receive support.
- Options for support are explained and the support proposed is decided in consultation with the service user/representative.
- The person is advised that they have the right to refuse a service and refusal will not affect future access to support.
- The person is made aware of the information in the Service User Handbook.
-

The Coordinator returns to the office and discusses the service user's needs with the Operations Manager (where necessary), a person centred support plan is developed and a schedule of supports is determined. The Coordinator then contacts the service user to provide them with information regarding delivery of the supports (see Section 11: Support Planning and Delivery).

Service users are advised that whilst every effort is made to deliver services to the timeframes provided, staff may arrive up to half an hour before or after the scheduled time due to factors beyond scheduling control.

Person eligible but there is a waitlist for support

If a person is eligible for support but it cannot be provided as there is a wait list:

- The person is advised that they can be placed on a wait list and, where possible, are given an idea of the approximate waiting time. The wait list is maintained by coordinating staff.
- The person is advised that their case is reviewed every six months and that they can ask for a reassessment at any time if their circumstances change.
- The person is assisted to access other community services, if possible.
- The person is made aware of the complaints procedure and advised that they can complain if they are not happy with the decision.

Refusal of support - person not eligible

If support is refused because the person is not eligible or their environment is not suitable (e.g. don't meet eligibility criteria, does not have NDIS funding for supports provided by COASTLINK, hazards, threats to staff etc.):

- The person requesting the support is advised immediately giving reasons why the service is not provided.
- If appropriate, the person is referred to another appropriate service or for an ACAT assessment.
- Information is provided on when and under what circumstances the person could reapply to us for support.
- The person is made aware of the complaints procedure and advised that they can complain if they are not happy with the decision.

Refusal information is used for planning purposes.

Assessment Process – FOR NDIS Participants

Individuals in receipt of individual funding through the NDIS are provided with individual quotes, service agreements and bookings. They may make their own decisions on which service they want to support them.

- These families usually contact several services to ascertain the best service to suit their needs, including value for money.
- These individuals will deal directly with the assigned Coordinator who will negotiate the best sustainable outcome for the service user.

This will be included in a personalised plan which supports their NDIS Plan. A Service Agreement is contracted between the service user (or representative) and COASTLINK. A quote for services is agreed, with a booking placed on the MyPlace portal to be approved on-line by the service user or their representative. This limits the services able to be provided and the level of funding associated with the Agreement and Booking. The Agreement can be changed through negotiation by both parties.

If the service user has little or no informal supports and there are no other supporting agencies the coordinator will discuss with the service user what their support will look like.

If the service user choses to have a sole worker provide their care then a risk assessment will be completed by the Coordinator and provided to the service user.

Once the assessment is complete a copy of the Client Risk Assessment, and an NDIS Risk Factor Assessment for all new participants will be attached to the service agreement which contains the following additional information . If the participant meets the criteria of the Additional Condition of Registration if (1) the participant lives alone and (2) any of the risk factors specified in the Additional Condition to Registration exist in relation to the participant, include clause (t), otherwise delete.

In addition, I have the right to participate in the selection of my support worker.

In addition, Coastlink will:

- Select the participant's support worker by the following process, which will include the involvement of the participant:
    - Ask the participant if they have a worker they would prefer;
    - Identify if that worker is available;
    - If available, Coastlink will arrange for the worker to support the participant and maintain ongoing monitoring
    - If not available, Coastlink will ask the participant for a selection criterion, including gender, age, skills, qualifications, hobbies, likes and dislikes.
    - A shortlist of current workers will be provided to the participant for their review
    - If they are unable to find a suitable worker, specific and targeted recruitment will be undertaken to provide the participant with additional choices
    - If a suitable worker is not made available, the client may choose to use another provider.
- Regularly review implementation of this agreement, which will include someone other than the support worker checking directly with the participant to ascertain their level of satisfaction with the type, quality and frequency of personal support being provided;
- Supervise and monitor the performance of the support worker to ensure that their performance is consistent with this agreement and the participant's safety and well-being, taking into account the participant's identified risk factors. This will include (as far as practicable) regular visits by a supervisor to the participant's home, at least every month, to undertake in-person supervision of the support worker;

- Communicate regularly with the participant by phone or video conferencing as preferred by the participant, including face-to-face communication with the participant in their home at least every month;
- If other providers are involved in providing supports or services to the participant in the participant's home, or in supporting the participant to access community-based activities, engage with those providers by email or phone call, or through the participant's Support Coordinator if they have one.

A register of vulnerable clients living alone who meet the above criteria is kept and reviewed regularly to ensure suitable supports are being offered and monitored.The register captures the clients name, supports provided, worker details, any informal supports, service agreement completed date, service agreement renewal date, risk factor assessment date, client risk assessment date, coordinator visits, next planned coordinator visit.

Extracts from the register will be provided to the Board each general meeting (bi-monthly), as part of the compliance reporting which includes sole worker compliance, incidents, complaints and restrictive practices.

Please see Appendices for process flows.

10.2.9 Review of Completed Assessments

The Coordinator discusses completed assessments with the Operation Manager as appropriate, and once supports are determined, information about the required supports is provided to the support workers.

The Coordinator enters the relevant information into the Client Management System and ensures that support plans and other relevant documentation is developed, stored electronically and in the paper file and in the service user's home. This is further described in Section 11: Support Planning and Delivery.

Appendix 1

Coastlink – ProSIMS NDIS Readiness Process Descriptors

NDIS Approval

#	Activity Title	Description	Required tools, templates, decisions
1.0	Receive notification of approved NDIS Plan	Upon receipt of an approved *NDIS Plan*, proceed to checking activities outlined in steps *1.1 Check/Create NDIS service types* and *1.2 Check/Create job numbers* respectively.	
2.0	Create/Update participant's profile	See separate process 2.0 *Create/Update participant's profile* for further details.	
2.1	Check/Set NDIS and other relevant teams are allocated in the *Team* tab	Select the programs the client will use with Coastlink. Only programs to be accessed by the client should be included in their "team"list.	

2.2	Check/Set NDIS service type and *Starting Date* on *Service Type tab*	As a <u>minimum requirement</u> for NDIS readiness, a valid service type must be assigned to the NDIS approved participant. The following steps will provide an overview of how to check the participant's profile for the required setup: • Navigate to the *service type* tab in the participant's profile in ProSIMS. • Check the table for the approved NDIS service type: **NOTE**: As a minimum, each service type requires a valid start date. ○ <u>Service type is assigned</u> ▪ Check the assigned service type for a valid *Start Date* and *End Date*. ▪ Add/update *Start Date* and *End Date* (if *End Date* is required). ○ <u>Service type is not assigned</u> ▪ Right-click the table under the column headings and select *Add*. A blank row will be added to the table. ▪ Select the blank row and select the approved service type from the dropdown box. ▪ Add a valid *Start Date* and *End Date* (if *End Date* is required), ensuring that a valid *Start Date* is included. Click the *save and close* icon once the details are complete.	

2.3	Check/Set *Funding Arrangement* and *NDIS Number* on *NDIS* tab	As a <u>minimum requirement</u> for NDIS readiness, a valid *NDIS Number* and *Funding Arrangement* must be assigned to the NDIS participant. The following steps will provide an overview of how to check the participant's profile for the required setup: • Navigate to the *NDIS* tab in the participant's profile in ProSIMS. • Check/Set the NDIS Number field to ensure the participant's number has been assigned. • Check/Set the Funding Arrangement field: ○ <u>Participant is self-managed</u> ▪ Ensure dropdown box is set to Self-Managed. ▪ Left-click the *save and close* icon once the details are complete.	

		○ <u>Participant is linked to portal</u> ▪ Ensure dropdown box is set to *Agency Linked to Portal*. ▪ Left-click the *save and close* icon once the details are complete. **IMPORTANT NOTE:** In order for NDIS portal data to be generated, the participant must have *Agency Linked to Portal* selected on their profile.	
2.4	Check/Set booking details in *Support Budget* in *Budget Transactions* tab	Ensure all budgets are included in the budget tab for each participant. This will allow rostered supports to be automatically charged to the client's NDIS budget. Ensure the "job code" is appropriate to the program providing supports.	
2.5	Check/Set participant goals into *Goals* tab	Discuss with the client what goals from their NDIS Plan they wish to work on with Coastlink. In many cases they will have specific goals. Ensure these are entered in the Goal tab within the client's ProSIMS file.	

ProSIMS Admin Tab Setup

<table>
<tr><th>#</th><th>Activity Title</th><th>Description</th><th>Required tools, templates, decisions</th></tr>
<tr><td>1.1</td><td>Check/Create NDIS service types</td><td>In order for the approved service type to be available for assigning to a participant’s profile and rosters, the service type is required to be setup in the admin section of ProSIMS.

The following steps will provide the action required for checking if the appropriate NDIS service types are available within ProSIMS:
Navigate to the Service Types tab in the admin section of ProSIMS.
Check the list for the approved NDIS service type:
<u>Service type exists</u>
Double-click on the service type and review the details of each field ensuring accuracy and completeness.
Click the save and close icon once the details are complete.
<u>Service type does not exist</u>
Right-click and select Add.
When the new service type screen is displayed, record service type details in each field provided, ensuring accuracy and completeness.
Left-click the save and close icon once the details are complete.</td><td></td></tr>
</table>

		Repeat the above until all the participant's approved NDIS service types are present within the list.	
1.2	Check/Create job numbers	In order for the appropriate job number to be available for assigning to participant's profile and rosters, the job number is required to be setup in the *admin* section of ProSIMS. • Navigate to the *Job Numbers* tab in the *admin* section of ProSIMS • Check the list for the relevant job numbers that pertain to the participant being approved for NDIS services: ○ <u>Job number exists</u> ▪ Review the details of each field ensuring accuracy and completeness. ▪ Left-click the *save and close* icon once the details are complete. ○ <u>Job number does not exist</u> ▪ Right-click and select *Add*. A blank row will be added to the list. ▪ Select the blank row and record the job number details in each field provided ensuring accuracy and completeness. ▪ Left-click the *save and close* icon once the details are complete. Repeat the above until all relevant job numbers are present within the list.	

Rostering

#	Activity Title	Description	Required tools, templates, decisions
3.0	Create/Update/Copy roster process	See separate process *3.0 Create/Update/Copy roster process* for further details.	
3.1	Check/Set default service type and job number on *Details* tab	If there is a <u>default</u> NDIS service type and/or job number associated with the participant's roster, these must be assigned to the roster on the General Details tab. Otherwise, these fields can be left blank and continue to 3.2 The following steps will provide an overview of how to check/set a roster for the required setup: • Navigate to the *General Details* tab in the relevant roster. • Check/Set the *Service Type* field using the dropdown list. • Check/Set the *Job Number* field using the dropdown list. • Left-click the *save* icon once the details are complete. **NOTE**: Every shift on the roster will be allocated the service type and job number from the general details page by default.	

3.2	Check/Set scheduled item (shift) details	All NDIS shifts (*scheduled items*) will require checking to ensure the appropriate details have been assigned to the relevant fields if the shift is different to the default above. See activity *3.21* and *3.22* for further details.	

3.21	Check/Set service types and job numbers override	If the NDIS service type and/or job numbers for a given shift are different from those defined in the *Generals Details* tab of the relevant roster, the individual shift (scheduled item) will require updating.
		
		The following steps will provide an overview of how to check/set an individual shift for the required setup:
		
		• <u>Check/set NDIS service types assigned to shift</u>
		    ○ Navigate to the *Shifts* tab in the relevant roster.
		    ○ Double left-click to open the relevant shift.
		
		• <u>Check/set NDIS service types assigned to shift</u>
		    ○ Navigate to the *Participants* tab.
		    ○ Right-click on the participant's row directly under the *Service Type Split* column heading.
		    ○ Double left-click into the new row and select a the relevant NDIS service type from the dropdown box.	

		○ For more than 1 service type to be applied to the participant hours, repeat the 2 points above. ○ Set/check the split percentages equal *100%* for each participant across the service types that have been selected. • Left-click the *save* button at the bottom of the shift (scheduled item). Repeat the above until all relevant shifts are up-to-date within the roster.	
3.22	Check/Set tick box for *Invoice this shift*	In order for an invoice to be generated from a timesheet entry, *Invoice this shift* <u>must</u> be checked for each relevant NDIS shift (scheduled item). **NOTE**: Each worker associated with the shift that has *Invoice this shift* checked will have a corresponding invoice-ready timesheet entry. For example, if 2 workers are placed on the 1 shift, there will be 2 timesheet entries that will ready for invoicing once timesheets are submitted. If only 1 of the workers' hours are intended to be invoiced, all other workers will require a separate shift that does not have *Invoice this shift* checked. The following steps will provide an overview of how to check/set *Invoice this shift* for a given NDIS shift:	

		• Navigate to the *Shifts* tab in the relevant roster. • Double left-click to open the relevant shift. • On the *Details* tab, scroll down to the field labelled *Invoice this shift* • Set/check the *Invoice this shift* box. • Left-click the *save* button at the bottom of the shift (scheduled item). Repeat the above until all relevant shifts has *Invoice this shift* checked/set.	
3.2	Check/Set Goals are assigned to the *participants* tab	Ensure clients goals are allocated where appropriate. This is accessed by the roster officer through the roster directly. By selecting the goal for support workers to work on with the client, Coastlink will assist the client to reach their goals as determined by their NDIS plan and their choice.	
3.3	Check/Set roster authorisation (i.e. *Planned*)	In order for timesheets to be populated the next activity (*4.0 Timesheet process*) with the relevant NDIS shift information, each NDIS roster must be authorised as *Planned*. The following steps will provide an overview of how to check the status of a NDIS inclusive roster: • Navigate to the *Rosters* section. • Find the relevant roster from the table. • Using the Status column, check if to see if the relevant roster has been set to *Planned*.	

		If the roster is <u>not</u> set to *Planned* and requires authorisation, the following steps will provide an overview of how to authorise the roster as *Planned*: **NOTE**: Authorising a roster as *Planned* will populate timesheets and schedules on TimeOnline. It will also populate schedules on ClientOnline. • Navigate to the *rosters* section from the ribbon. • Find the relevant roster from the table and double left-click on the row. • On the *General Details* tab, find the read-only field labelled *Authorised By*. • Right-click on field (containing the authoriser's name) and using the pop-up menu, navigate to *Authorise* ▶ *Planned*. • Read the message and click *Yes* to authorise the roster as *Planned*. • Click the *save* icon once the details are complete.	

NDIS Claims & Invoicing

#	Activity Title	Description	Required tools, templates, decisions
4.0	Timesheet process	See separate process *4.0 Timesheet process* for further details.	

5.0	Create *NDIS + Invoicing* import files	In order to produce the import files for both MYOB and NDIS My Space Portal, timesheets must be populated through the timesheet process above (*4.0 Timesheet process*).
		
		Once timesheets have been populated in the *timesheets* section of ProSIMS, the following steps will provide an overview of how to produce both the MYOB and NDIS My Space Portal import files:
		
		• Right-click anywhere underneath the timesheet table column headings and using the pop-up menu, navigate to *Create Import File* ▶ *NDIS + Invoicing*.
		
		• Saving the MYOB import file
		    ○ When the Save As window opens:
		        ▪ Select the following file path
		        ▪ Navigate to the field labelled File Name and save the document using the following naming convention: "MYOB-NDIS Data dd.mm.yy
		        ▪ Left-click *Save* at the bottom of the window. The import file will now be available from the location nominated in the above point.	

		• <u>Saving the NDIS import file</u>
		  ○ When the Format window appears, select CSV from the dropdown box.
		  ○ When the Save As window opens:
		    ▪ Select the following file path
		    ▪ Navigate to the field labelled File Name and save the document using the following naming convention: "NDIS Claims Data dd.mm.yy"
		    ▪ Left-click *Save*. The import file will now be available from the location nominated in the above point.
		
		• Click the *save and close* icon once the above is complete at the top of the *timesheet* section.	

9.0	Participant transport claims process	See separate process *9.0 Participant transport claims process* for further details.	
10.0	Participant co-contribution process	See separate process *10.0 Participant co-contribution process* for further details.	

#	Activity Title	Description	Required tools, templates, decisions
6.0	Upload *NDIS import file* in *NDIA My Space Portal*	Finance to complete this section.	
7.0	Upload *invoicing import file* in MYOB	See separate process *7.0 Upload invoicing import file in MYOB* for further details.	

Reconciling NDIA Payments

#	Activity Title	Description	Required tools, templates, decisions
8.0	Receive NDIA payments and reconcile in MYOB	Finance to reconcile.	

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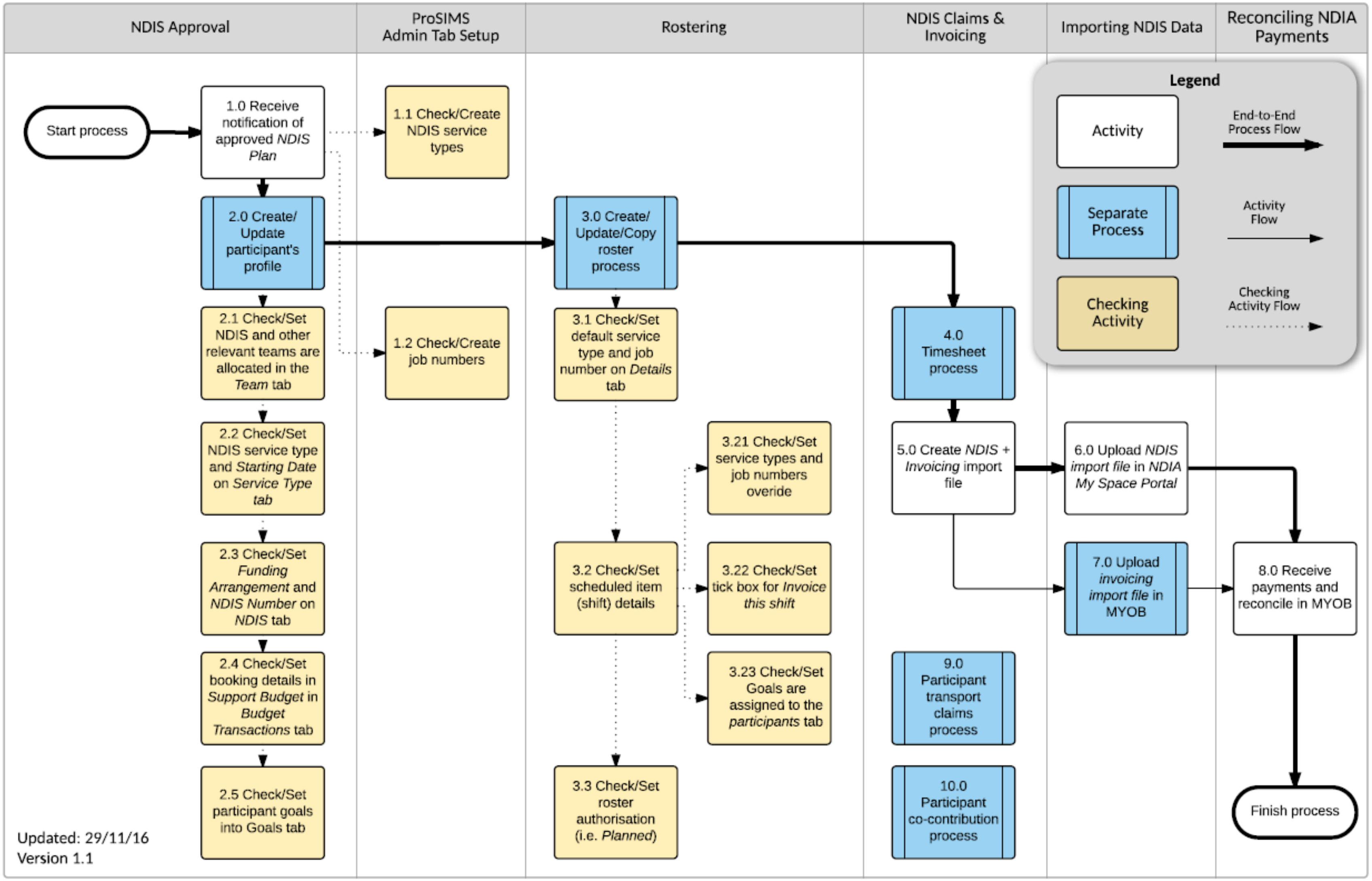
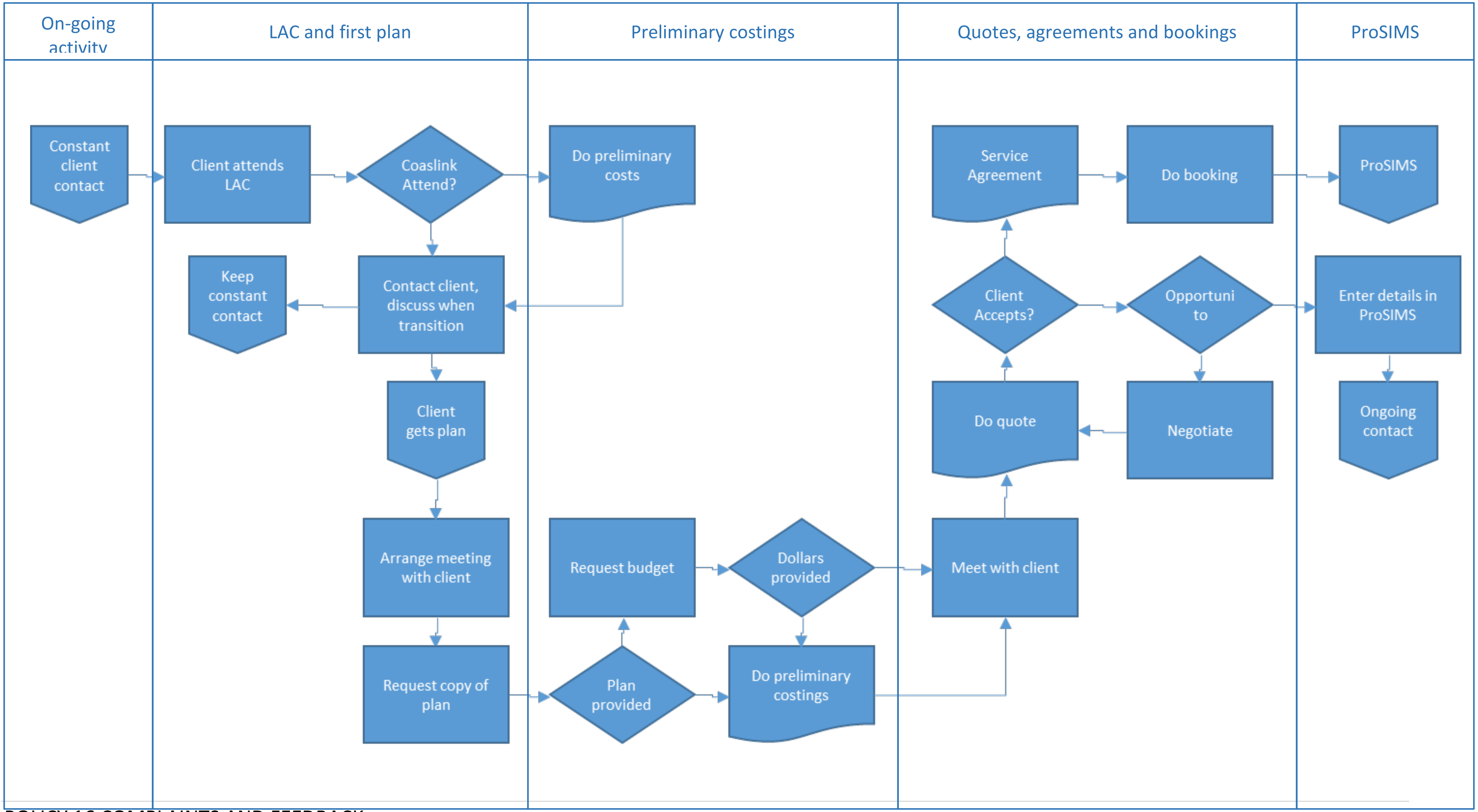


Appendix 2


On-going activity
LAC and first plan
Preliminary costings
Quotes, agreements and bookings
ProSIMS
Constant client contact
Client attends LAC
Coaslink Attend?
Do preliminary costs
Service Agreement
Do booking
ProSIMS
Keep constant contact
Contact client, discuss when transition
Client Accepts?
Opportuni to
Enter details in ProSIMS
Client gets plan
Do quote
Negotiate
Ongoing contact
Arrange meeting with client
Request budget
Dollars provided
Meet with client
Request copy of plan
Plan provided
Do preliminary costings