

Policy 20	SUPPORTED ACCOMMODATION
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Record of policy development		
Version	Date approved	Date for review
1.1	No changes Dec 2020	December 2022
1.1	May 2019	April 2020
1.0	May 2018	April 2020

Policy purpose: COASTLINK manages Group Home and Independent Living Accommodation to ensure the safe delivery of care and support to clients and organisation personnel.

Policy:

COASTLINK provides an opportunity for people with a disability to live in the community, with support, in a safe environment. The needs and rights of individuals will be respected, and COASTLINK will maintain a high standard of quality and safeguarding to protect those entrusted in our care.

Relevant Standards

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 | 5. Organisation's service environment |
| 2. Ongoing assessment and planning with consumers | 6. Feedback and complaints |
| 3. Personal care and clinical care | 7. Human resources |
| 4. Services and supports for daily living | 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](#)

[*Disability Inclusion Act*](#)

[National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)

[National Disability Insurance Scheme Act 2013](#)

[National Disability Insurance Scheme Code of Conduct](#)

[NDIS Quality and Safeguards Commission](#)

[United Nations Convention on the Rights of Persons with Disabilities](#)

Related Procedures	
Documents/Forms	
Accommodation Managers Checklist	Shared Drive/Document Register/Accommodation
Accommodation Service agreement summary	Shared Drive/Document Register/Accommodation
Accommodation Service agreement	Shared Drive/Document Register/Accommodation
Accommodation Transition Plan	Shared Drive/Document Register/Accommodation
Accommodation Agreement NSW	Shared Drive/Document Register/Accommodation
Bowel chart	Shared Drive/Document Register/Accommodation
Contact list for Residents	Shared Drive/Document Register/Accommodation
Family agreement	Shared Drive/Document Register/Accommodation
Induction checklist for disability support workers	Shared Drive/Document Register/Accommodation
My belongings inventory	Shared Drive/Document Register/Accommodation
My oral health plan	Shared Drive/Document Register/Accommodation

Our house meeting	Shared Drive/Document Register/Accommodation
Rainford Lodge Group home – Personal Expense sheet	Shared Drive/Document Register/Accommodation
Rainford Lodge Visitor book	Shared Drive/Document Register/Accommodation
Record of Seizures	Shared Drive/Document Register/Accommodation
Seizure observation chart	Shared Drive/Document Register/Accommodation
Team meeting agenda	Shared Drive/Document Register/Accommodation

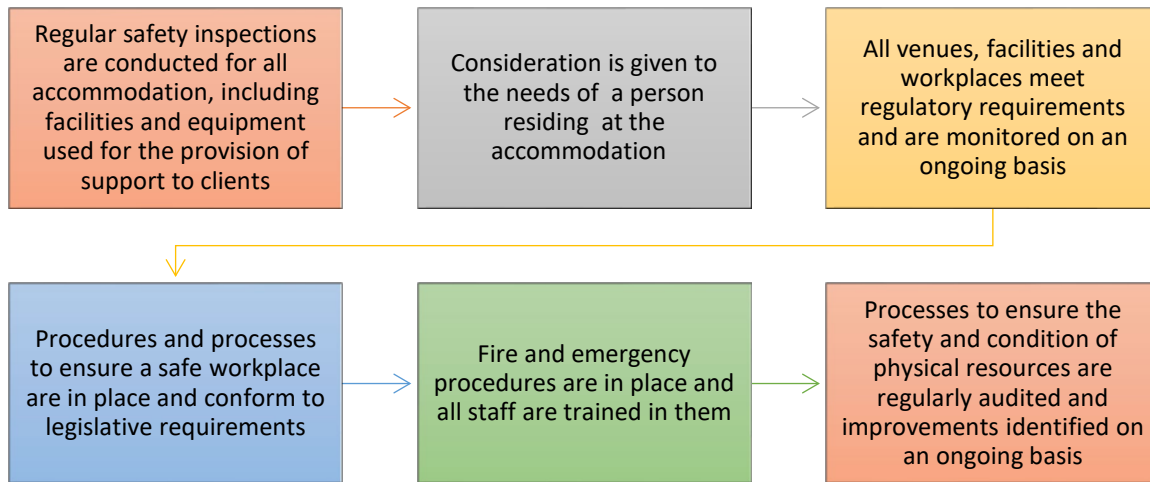
Responsibilities and delegations

This policy applies to: Clients Employees/volunteers	It will be distributed through: Client 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

SUPPORTED ACCOMMODATION PROCEDURE OVERVIEW



SUPPORTED ACCOMMODATION PROCEDURE

1. Introduction

COASTLINK adopts a person centred approach to increase choice and flexibility in how it provides accommodation support for people with disability to live in the community with options similar to others.

Person centred approaches are applicable to the full range of supports available to a person with disability, including supports that are provided by family and friends, supports and services that are generally available in the community, and specialised supports that are provided within the disability service system.

This means that people with disability have more opportunities to live the way they want, and in the most independent way possible.

COASTLINK promotes person centred approaches in accommodation support by collaborating with supported tenants to achieve their goals and outcomes.

2. Purpose

Through the Person Centred Guiding Principles set out below, this Policy presents a basis for people with disability to be supported to achieve the accommodation outcomes they seek.

These principles guide the planning and provision of supports to people living in COASTLINK supported accommodation.

The principles demonstrate a commitment to putting people with disability, their families and carers at the centre of decision making about their supports.

3. Person Centred Guiding Principles

3.1 PERSON AT THE CENTRE

The person with disability is central to the planning and decision making that supports them to achieve their vision about where, how and with whom they live. The person chooses the level of participation in planning according to her or his preference and ability and is encouraged and supported to have as much control as possible over the whole process.

COASTLINK supports this through on-going collaboration with clients and regular team meetings with all clients living together in group accommodation.

3.2 SELF-DIRECTED APPROACH

People with disability identify, design and oversee the supports they require in order to achieve their full potential. This self-directed approach ensures the person with disability, their family, carers and support networks are able to make informed decisions, with support if required, as to what supports best meet their individual needs.

3.3 ACCESSIBLE INFORMATION

People with disability, their families, carers and support networks are provided with the information they need, in the format they require, to assist them to set goals and make plans, decisions and choices about their lives.

3.4 CONSIDERING ALL OPTIONS

Consideration of options available to support the person with disability includes informal supports from family, carers and friends, services in the community including mainstream supports, and options available in specialist disability supports.

3.5 CULTURALLY RESPONSIVE

Support and planning considers and reflects the cultural and linguistic background of the person with disability, their family and carers, recognising and addressing the barriers that these and other differences may create.

3.6 FLEXIBLE

Accommodation supports are responsive and flexible to meet the changing needs and interests of people over time, and provide for their participation in the community, development and maintenance of relationships, and enjoyment of opportunities in training, volunteering and employment.

3.7 WORKING IN PARTNERSHIP

COASTLINK works in partnership with people with disability, their families, carers, support networks and service providers to ensure that active support is offered to facilitate effective and meaningful outcomes.

3.8 TRANSPARENT DECISION MAKING

Decisions on the allocation of accommodation services are made on the basis of information provided by the individual about their accommodation support needs. Decision making is transparent, fair and free from discrimination. The process used and reasons for reaching a decision are recorded and shared appropriately with the person, their family, carers and support network.

All house mates are engaged to ensure the right mix of clients is observed in all group homes.

4. Application of Principles

The Person Centred Guiding Principles in Section 3 set out requirements that COASTLINK staff must uphold when supporting people exploring and receiving accommodation support.

The Policy and Principles are implemented through:

1. Accommodation clients are provided with the opportunity to meet each other and decide if they are compatible to live with one another prior to entering into tenancy arrangements. Clients may only access COASTLINK accommodation when approved by the National Disability Insurance Agency.
2. COASTLINK meets the [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#) for disability service providers. COASTLINK uses a series of templates, forms, tools and checklists to ensure Person Centred Guiding Principles are engaged.
3. COASTLINK supports clients to complete the *My Life and Somewhere to Live* – Easy English guides for people with disability, their families and carers to better understand and obtain services available from community and mainstream providers and specialist accommodation support. COASTLINK Policies and Procedures are available for all COASTLINK clients.

5. Legislation

COASTLINK's Person Centred Guiding Principles align with the principles of the United Nations' Convention on the Rights of Persons with Disabilities 2006 (ratified by Australia in 2008) relating to a person's accommodation support needs.

COASTLINK observes the [*Disability Inclusion Act*](#) which affirms that people with disability have the same rights as people without disability, including the right to exercise choice and control in the pursuit of their goals and the planning and delivery of supports. The Act guides our provision of services to ensure that people with disability have access to mainstream services and are included in the community.

COASTLINK observes the [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#) which focus on person centred approaches and promote choice and control of their services by people with disability.

6. Procedures

6.1 ACCESS TO COASTLINK ACCOMMODATION

The following procedures apply to all people considering accessing COASTLINK accommodation supports.

- Where a vacancy exists, clients will be contacted to discuss options to access COASTLINK accommodation supports. COS, Lac and NDIA may be used to assist in the location of suitable clients. A risk assessment including suitability with other house clients is undertaken.
- A My Space...My Place...My Home document should be completed (both a client and a worker version).
- A letter of offer will be made to suitable clients. The letter of offer only suggests a position is available and does not guarantee access to COASTLINK accommodation. The letter requires clients to be eligible for Supported Independent Living funding through the National Disability Insurance Scheme. They must also be willing to apply for Specialised Disability Accommodation funding.
- If the offer is accepted, clients will be introduced to current house clients.
- If clients are considered compatible, an SIL tool is completed for the new client. Access to funding is then explored.
- Once funding is available, forms and templates must be completed including:
 - a transition plan, written in collaboration with the client and their carers
 - Health Plan – written in consultation with the client's medical practitioner
 - An Oral Health Plan
 - A Personal Effects Inventory
 - A Tenancy Agreement – including rent, board and other financial considerations
 - An Accommodation Supports Agreement – including rent, board and other financial considerations
 - An about me plan or similar to ensure PCP principles are met
 - A House Rules document
 - A Family Agreement

- Relevant direct debit and other funding arrangements including banking and cash handling
- Copies of all Policies and Procedures must be made available to clients. Easy read versions are made available where requested.
- COASTLINK's Complaints Handling policy and hierarchy, and a COASTLINK Handbook are provided to all clients.

6.2 CASH HANDLING

All clients accessing COASTLINK accommodation will be required to complete an agreement on how their rent, board and utilities will be paid for. The Accommodation Service Agreement details these costs. Direct debit arrangements are made where agreed. Electronic Funds Transfers may also be used. No cash or cash equivalent transactions will be allowed

Where a client pays Board, the funds are placed into a group account. This account may only be used for the items agreed in the Accommodation Service Agreement for the running of the house. Any surplus funds will be maintained in trust and reviewed by the house tenants on a six monthly basis. Surplus funds may be either returned to the clients or by way of a consensus vote, be applied to a particular group purpose. These funds do not become the property of COASTLINK.

Individual accounts are maintained by the clients for their own personal spending. A set of accounts including recording and reconciliation of all expenses against receipts can be maintained by COASTLINK if the client agrees in writing.

To protect the clients, staff should not be handling cash or electronic debit cards on behalf of clients. Where a clients requires assistance with cash or the use of an electronic debit card, the worker is to advise the Coordinator who will develop a plan with the client for this to occur according to their personal needs. Processes to ensure that a clients money is managed, protected and accounted for will be developed, applied, reviewed and communicated. The Coordinator must be advised of any clients who require staff to assist with their money, and sign off on the plan.

6.3 ORGANISATIONAL SUPPORTS

Supports will be provided per the Accommodation Service Agreement undertaken with each client.

COASTLINK will provide qualified supports for all clients based on the agreement. Clients will have direct access to support workers who will provide direct supports. A Coordinator will be in place to act as House Manager allowing access to clients on a regular basis and to ensure policies and procedures are met and that all relevant documentation is up to date at all times. The house manager will be the first point of call for initial complaints about direct support staff and will lead support staff in decision making. ⁹Note: Until a Coordinator is given direct control over the Group Homes, the Operations manager will be acting house manager.

6.4 TEAMS AND TEAM MEETINGS

Staff in accommodation properties will meet regularly to discuss running of the household, client requirements, rosters and general work and client care issues.

A standard team meeting agenda will be followed at all times (located in the Document Register under “Accommodation Team Meeting Agenda”).

Meetings will be held at the most convenient time to include as many staff as possible. Not all team need to attend all meeting, however those unable to attend are encouraged to phone into the meeting. Attendance at the meeting is not a paid exercise for those not rostered to work at that time.

Minutes will be recorded for all meetings. Minutes to the meetings will be produced by the elected minute taker within two working days (the meeting structure will be decided at the first team meeting). Team members not at the meeting will sign the minutes as being read and understood once this has occurred.

Items affecting clients will be discussed with the relevant client but not shared among other clients.

6.5 HOUSE MEETINGS

The house staff and residents, and the House Manager/Coordinator will meet on a weekly basis (unless otherwise decided under the “House Rules” (see Documents Register).

A standard agenda (the “House Meeting Agenda”) is located in the Documents Register. This agenda is to be followed at all times and may only be changed at the express agreement under the House Rules.

Minutes will be produced and distributed to all residents and the House Staff Representative (the House Manager/Coordinator). Minutes should be signed as understood and agreed to be correct by attendees of the meeting. Residents unable to attend will be provided a copy of the minutes for their information. They will sign the minutes as being understood when this has occurred.

6.6 VISITORS

The House Residents will decide on the rules governing house visitors.

All house visitors will sign the House Visitor Register on entry to the property and on leaving the property.

Visitors may be banned by group consensus or where they are considered a threat to residents or staff.

6.7 HOUSE RULES

All new residents will be asked to sign the House Rules before they are invited to reside in a group home. The House Rules are binding on all residents.

The House rules are to be agreed upon at the first House Meeting (using a base document stored in the Document Register as “House Rules”). House rules may be changed based on the following:

6.7.1 CHANGES TO HOUSE RULES

House members and the service provider can suggest changes to house rules but each change must be voted on and agreed to by at least two-thirds of all voters. The service provider gets one vote.

Total Voters	Two-Thirds minimum
6	4
5	4
4	3
3	2
2	2

Individual agreed House Rules will be maintained as a controlled document in the Document Register.

6.8 RECORDS

Staff are required to maintain all relevant documentation in line with COASTLINK Policies and Procedures. Specific accommodation documentation is required to be completed including specific accommodation Shift Reports.