

INDIVIDUAL NEEDS POLICY

1. Northern Occupational Support Service Inc (NOSS) recognises the importance of identifying client strengths and needs and developing appropriate individual personal or employment plans to address those needs and enhance a person's quality of life.
2. NOSS actively support the involvement of clients and the use of independent advocates in developing individual plans.
3. Training in living and social skills will be carried out as an integral part of all client support.
4. Client support will aim to enhance the self image of clients and promote their acceptance as valued and productive members of their community.
5. Wherever possible, NOSS will provide opportunities for people with a disability to integrate into their community.
6. The Community Access Manager and/or Workcrew Manager, in conjunction with the individual client and other stakeholders, will develop an individual plan for each client, including specific goals.
7. NOSS encourages and will facilitate, where possible, clients undertaking nationally accredited courses in areas such as Horticulture through external registered training organisations.

PROCEDURES

1. Community Access

- 1.1 The Community Access Manager and/or Program Officer, in conjunction with the client and relevant stakeholders, will develop an individual plan for each client, including specific goals as follows:
 - (i) A Review Meeting will be held within three months of a client's commencement date to discuss support issues and identify specific client goals. The meeting will involve the client (where appropriate), NOSS support workers, family, relevant stakeholders and Program Officer and/or Community Access Manager.
 - (ii) An Individual Personal Plan (IPP) will be developed, including:
 - Personal details
 - Client support information
 - Current activities
 - Client goals

- (iii) Client goals will be documented in Schedule 2 of the Client Support Agreement, including:
 - Strategies to achieve the goals
 - Responsibilities
 - Review dates
- (iv) The IPP will be explained to the client and endorsed by:
 - NOSS General Manager;
 - client's support workers
 - client or nominated family members
- (v) Review meetings will be held when necessary (but at least prior to the expiration of the Client Support Agreement) to:
 - Review goals
 - Discuss client support needs
 - Discuss any other relevant issues.
- (vi) Support workers are responsible for carrying out goals and recording progress in Client Support Book.

2. Bluegum

2.1 The Workcrew Manager, in conjunction with the crew member and other key stakeholders, will develop an Individual Employment Plan (IEP) in accordance with the following procedures. See also Appendix 1, IEP Process Flowchart.

2.2 Skills Assessments

- (i) Skills Assessments provide an ongoing record of crew members' progression in the safe and effective operation of equipment, such as lawn mower, brushcutter, hedge trimmer and ride on mower.
- (ii) The Workcrew Manager will complete Skills Assessments for each item of equipment used by the crew member, as follows:
 - Observe and record crew member's ability to safely use equipment in accordance with steps outlined in Skills Assessment sheet.
 - From the above assessment, identify any goals required to safely use the item of equipment.
- (iii) The initial Skills Assessment will be conducted on completion of three months employment with further assessments on an annual basis.

2.3 Crew Member Support Form

- (i) The Crew Member Support Form contains information on the support required in the areas of social, behavioural, cognitive, vocational, physical assistance, personal care, communication and safety.
- (ii) The Workcrew Manager and Supervisors, will complete and sign off a Crew Member Support Form for each crew member. The Report will be discussed with, and endorsed by, the individual crew member and/or their person responsible.

- (iii) The initial report will be conducted on completion of three months of employment and annually thereafter.

2.4 Individual Employment Plans (IEPs)

- (i) Upon commencement, the Workcrew Manager will develop an IEP for the crew member setting out goals for the first three month period.
- (ii) Upon completion of three months of employment, the Workcrew Manager will hold a meeting with each crew member to identify and prioritise IEP goals and complete an Individual Employment Plan. Client's advocates will be invited if appropriate.
- (iii) The IEP goals will include the following areas:
 - Work Skills (based on Skills Assessment)
 - Vocational including work ethic, career goals etc (based on Crew Member Support Form)
 - Social (including appropriate communication and behaviour and any personal goals)
- (iv) Further meetings will be held to review the IEP on an annual basis.
- (v) The IEP (or Review) will be signed off by:
 - Crew member and/or advocate
 - Workcrew Manager
- (vi) A copy of the IEP will be given to the crew member and/or person responsible when completed.

2.5 Disability Maintenance Instrument (DMI) Process

For all crew members funded by the Department of Social Services, the following process will apply:

- (i) Crew members will sign Consent forms consistent with FaHCSIA requirements on an annual basis.
- (ii) The Workcrew Admin Officer will enter information on FOFMS after sighting signed Consent form.
- (iii) Upon commencement and prior to any DMI review, a Crew Member Support Form will be completed (weekly for those working two days or twice weekly if a worker works more than two days) for a period of 13 weeks.
- (iv) The Workcrew Manager will complete and authorise the DMI once 13 weeks of evidence has been completed and immediately after achievement of employment outcome (13 weeks at 8 hours per week).
- (v) All staff associated with DMI process will undertake training and be kept updated with any changes to ensure they have comprehensive understanding of the processes and terminology used in the DMI evidence collection process

2.6 Training Programs

- (i) The Workcrew Manager will develop a Training Program for each goal as required.
- (ii) The Training Program will document:

- Long and short term goals (identified in IEP)
- Criteria for achieving goal
- Frequency of training
- Strategies to achieve the goals, including reinforcers
- Review dates (no more than six months)

The Training Program will be signed off by:

- Crew member and/or advocate
 - Workcrew Manager
 - Bluegum Supervisors
- (iii) Training Programs will be reviewed to consider whether the goal has been achieved. If so, then a new Training Program will be developed around the next prioritised goal. If not, then a revised review date will be set or the Training Program will be modified.
- (iv) The Workcrew Manager will be responsible for developing Training Records for each Training Program as follows:
- Task analyse goal and record individual steps on Training Record.
 - Determine appropriate recording code ie number of minutes, verbal prompts etc.
 - Arranging training sessions with crew member in accordance with criteria and frequencies set in Training Program.
 - Record progress on each step using specified recording code.

2.7 Awards

- (i) In recognition of crew members achieving individual goals a Certificate will be issued and presented at the next Bluegum function.