POLICY
Service Provision

Required for Parent Folder - Yes

1.   Purpose / Objective

The purpose of this policy is to ensure that families/carer wishing to receive early intervention and/or childcare support services from AEIOU Foundation (AEIOU) are informed of the process, requirements and how these supports will be provided.

2.   Application/Scope

This policy applies to the AEIOU Foundation (AEIOU) Board of Directors and sub committees, workers and volunteers, students, contractors, consultants and all AEIOU clients. This policy applies to all locations that AEIOU operates. Documents that are related to accessing our service may be translated upon request.

This policy is closely related to the **Early Childhood Supports Policy** and the **Child – Safety, Wellbeing and Rights Policy**, in the service operations and delivery environment.

3.   Policy Statement

AEIOU is committed to providing each child, the most appropriate supports that meet their needs, goals and preferences. The availability of services and any access / entry criteria (including any associated costs) will be clearly defined and documented, and communicated in a way the person is most likely to understand.

Reasonable adjustments can be made to the support delivery environment to support a participant's identified health support needs, privacy, dignity, quality of life and independence.

Families are supported to understand what circumstances supports are provided and how they can be withdrawn. Service agreements are developed so that each family has a clear understanding of our services and supports chosen and how they will be provided. Collaboration occurs with each family to develop an agreement that establishes expectations, explains the supports AEIOU can deliver and specifies any terms and conditions and documentation required.

Support planning is undertaken with active involvement of family's to reflect the child's and family's requirements, preferences, strength's and goals, which are regularly reviewed as part of our Early Childhood Supports policy processes so that our programme is able to deliver the planned outcomes and make adjustments as necessary to work towards their goals.

Our supports are provided in a safe and non-discriminatory environment, and where agreed by the child and their family/carer, links are developed and maintained through collaboration with other providers in order to fully support the individual and work toward their goals. Transitions into our services and when transitioning out of our service will be undertaken in a planned and coordinated way, with risks considered, and that appropriate documentation completed and communicated.

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4.   Requirements for Performance

4.1   Principles

All children and their families/carer have the right to access services and supports that:

- are person-centred
- respect individual values and beliefs
- respect privacy and dignity
- promote independence and informed choice
- are free from violence, abuse, neglect, exploitation or discrimination
- are well run and have effective governance and operational management practices and processes in place to manage risk, quality, information, feedback and complaints, and incidents
- are delivered by competent, screened and experienced workers
- give confidence in continuity of service support.

4.2   Referrals and Enquiries

AEIOU encourages and welcomes referrals and enquiries. Enquiries received are most commonly for advice around support services provided. AEIOU will endeavour to respond in a style and language that is likely to convey the message to the enquirer, provide constructive comment or direct the enquirer to other resources where the information may be found. Refer to AEIOU's **Service Access and Exit Procedure** for further details.

4.3   Access / Intake to Services and Supports

AEIOU aims to remove barriers that families/carers may face trying to access our services and provides guidance on entry to our services. To assist in achieving this we:

- promote consistent practices
- allow for the diverse and individual needs of children
- consider the health, safety and well-being of children, parent/carer's and workers
- provide information about our services on our website https://aeiou.org.au/about-us , and in brochures and other documented information and media, and directly through meet and greet service centre tours and information sessions.

Further details on the access/intake process are available in AEIOU's **Service Access and Exit Procedure** and the **Service Agreement Management procedure**.

4.4   Service Fees Schedule

Relevant prices will be declared for the Early Intervention and Childcare before delivering a service including any notice periods or cancellation terms. We understand that families/carers are not bound to engage our services after prices are declared. AEIOU will adhere to the NDIS Price Guide or any other NDIS pricing arrangements and guidelines. Prices charged to families/carers will not exceed the price level prescribed for that support in the Pricing Guide. Refer to AEIOU's **Service Fees, Financial Administration and Reporting Procedure** for further details.

4.5   Transitions

Transitions in and out of service may occur. For further details on the transitions process, refer to AEIOU's **Service Access and Exit Procedure**.

4.6 Exits

AEIOU acknowledges that exit from services can occur for varying reasons. A parent/carer has the right to exit the service on behalf of the child. AEIOU may implement an exit process for a child without consent of parent/carer or it may be a result of services being withdrawn. Regardless of the reason, AEIOU will ensure the exit process is fair and transparent and upholds the rights of the child and family/carer. Details of the exit process can be obtained from AEIOU's **Service Access and Exit Procedure**.

5   References / Information

5.1   Knowledge/ Competency Requirements

Competency Requirements
Staff to understand processes relevant to their role in implementing the Service Provision policy and/or know how to access the information when required or if they have a question.

5.2   Monitoring and Measuring Results

We monitor the performance of policy through audits and quality review. We take into consideration any complaints or incidents, data/information, corrective actions, and external audit reports.

5.3   Privacy, Confidentiality and Records Requirements

Privacy - is a human right. Rights related to privacy are set out in Commonwealth Privacy Act 1988, the Australian Privacy Principles and State and Territory Information Privacy laws.

Details about how we implement the privacy principles are detailed in our **Privacy Notice Policy** which is available to all clients. We have developed a range of consent forms to support our obligations for informed consent based on our obligations towards the collection of the client's personal information, how we use this information in the delivery of our services, and our obligations to disclose information to third parties who have a direct interest in the services we provide to the client. We will not disclose information for any other purpose without informed consent from the client, or unless a legal obligation exists for us to disclose information we hold in our control.

5.4   Resources / Infrastructure Requirements

Resource	Location
Quickids (QK)	Stand-alone client enrolment system. Access is provided through the Finance and Administration Team, Parent Liaison and Fees Coordinator.
Website	https://aeiou.org.au/about-us

Brochures and information collateral	Examples,
	AEIOU Your Rights Brochure – Client Information. What you can expect from AEIOU, a guide to your privacy, rights and responsibilities.
	1) Service Brochures
	    a. Adelaide specific brochures
	    b. AEIOU and autism fact sheet
	    c. AEIOU service brochure
	    d. CALD translations
	    e. Flyers regional specific
	    f. Logan specific brochures

| | 2) **AEIOU NDIS Guide** – My Child's Pre-Planning Guide for NDIS
3) **Parent Handbook –** 2019 |

5.5   Related Documents

Controlled documents related to this policy are accessed from the master controlled documents system currently held in G:\Common\QA\AEIOU Policies Procedures Forms Manuals and will be migrated to the Mango platform.

Doc Number	Title
PRO2.01	Service Access and Exit
PRO2.07	Service Fees, Financial Administration and Reporting
PRO2.08	Service Agreement Management
POL3.0	Early Childhood Supports Policy
POL4.0	Child – Safety, Wellbeing and Rights Policy
External	NDIS Price Guide
External	NDIS Commission – Complaint Brochure

5.6   Legislation and Other Relevant Information

Key legislation and information to be aware of for further information and guidance.

Australian Consumer Law, the Competition and Consumer Act 2010 and related Regulations 2010
ACNC Act
Children's Protection Act 1993 (SA)
Children's Protection Act 1999 (QLD)
Coroner's Act
Corporations Act 2001
Disability Services Act 2006 and Regulations 2006 (QLD)
Disability Services Act 1993 (SA)
Education and Care Standards National Law Act 2010
Education and Care Services National Regulations
Education and Early Childhood Services (Registration and Standards) Act 2011 (SA)
Education and Early Childhood Services (Registration and Standards) Regulations 2011 (SA)
Education and Care Services Act 2013 (QLD)
Education and Care Services Regulations 2013 (QLD)
Fair Work Act 2009
Human Rights Act (Qld)
NDIS Act 2013 – and Rules
NDIS (Incident Management and Reportable Incidents) Rules 2018, and Explanatory Statement
NDIS (Restrictive Practices and Behaviour Support) Rules 2018, and Explanatory Statement
NDIS (Code of Conduct) Rules 2018, and Explanatory Statement
NDIS (Procedural fairness) Guidelines 2018
NDIS (Complaints Management and Resolution) Rules 2018, and Explanatory Statement
NDIS (Practice Standards – Worker Screening) Rules 2018
NDIS Quality Indicators Guidelines 2018
NDIS Quality and Safeguards Commission Incident Management System Guidance
NDIS Quality and Safeguards Commission Reportable Incidents Guidance
NDIS Quality and Safeguards Commission Behaviour Support Competency Framework
NDIS Code of Conduct – Guidance for Workers
NDIS Code of Conduct – Guidance for Service Providers
Privacy Act 1988
Information Privacy Principles 1992 (SA)

| Information Privacy Act (QLD) |
| Work Health and Safety Act and Regulations 2011 (QLD) |
| Work Health and Safety Act and Regulations 2012 (SA) |
| Work Health and Safety Act 2011 |
| |
| United Nations (UN) Convention on the Rights of Persons with Disabilities |
| United Nations (UN) Convention on the Rights of Young Children |

5.7   Quality Standards Map

NDIS Practice Standards - Quality Indicator

	Rights and Responsibilities
QI 6	**Person-centred Supports** (6.1, 6.2, 6.3) **Outcome:** Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision making.
QI 7	**Individual Values and beliefs** (7.1, 7.2) **Outcome:** Each participant accesses supports that respect their culture, diversity, values and beliefs.
QI 8	**Privacy and Dignity (**8.1, 8.2, 8.3) **Outcome:** Each participant accesses supports that respect and protect their dignity and right to privacy
QI 9	**Independence and Informed Choice** (9.1, 9.2, 9.3, 9.4, 9.5) **Outcome:** Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.
QI 10	**Violence, Abuse, Neglect, Exploitation and Discrimination** (10.1, 10.2, 10.3) **Outcome:** Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.
	Governance and Operational Management
QI 11	**Governance and Operational Management** (11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8) **Outcome:** Each participant's support is overseen by robust governance and operational management systems relevant to the size and scale of the provider and scope and complexity of supports delivered.
QI 12	**Risk Management** (12.1, 12.2, 12.3) **Outcome:** Risks to participants, workers and the provider are identified and managed.
QI 13	**Quality Management** (13.1, 13.2, 13.3) **Outcome**: Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.
QI 14	**Information Management** (14.1, 14.2, 14.3, 14.4) **Outcome:** Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
QI 15	**Feedback and Complaints Management** (15.1, 15.2, 15.3, 15.4) **Outcome:** Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.
QI 16	**Incident Management** (16.1, 16.2, 16.3) **Outcome:** Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.
QI 17	**Human Resource Management** (17.1, 17.2, 17.3, 17.4, 17.5, 17.6) **Outcome**: Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.
QI 18	**Continuity of Supports** (18.1, 18.2, 18.3, 18.4, 18.5, 18.6) **Outcome:** Each participant has access to timely and appropriate support without interruption
	Provision of Supports
QI 19	**Access to Supports** (19.1, 19.2, 19.3) **Outcome:** Each participant accesses the most appropriate supports that meet their needs, goals and preferences.

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QI 20	**Support Planning** (20.1, 20.2, 20.3, 20.4, 20.5, 20.6) **Outcome:** Each participant is actively involved in the development of their support plans. Support plans reflect the participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.
QI 21	**Service Agreements with Participants** (21.1, 21.2, 21.3) Outcome: Each participant has a clear understanding of the supports they have chosen and how they will be provided.
QI 22	**Responsive Support Provision** (22.1, 22.2, 22.4) **Outcome:** Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.
QI 23	Transition to or from the Provider (23.1, 23.2, 23.3) **Outcome:** Each participant experiences a planned and coordinated transition to or from the provider.
	Early Childhood Supports
QI 56	**The Child** (56.1, 56.2, 56.3, 56.4) **Outcome**: Each child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.
QI 57	**The Family** (57.1, 57.2, 57.3, 57.4, 57.5, 57.6, 57.7, 57.8) **Outcome**: Each family receives family-centred supports that are culturally inclusive, responsive, and focus on their strengths.
QI 58	**Inclusion** (58.1, 58.2, 58.3, 58.4) **Outcome**: Each participant accesses supports that engage their natural environments and enable inclusive and meaningful participation in their family and community life.
QI 59	**Collaboration** (59.1, 59.2, 59.3, 59.4) **Outcome**: Each participant receives coordinated supports from a collaborative team comprising their family, the provider and other relevant providers, to facilitate their development and address the family's needs and priorities.
QI 60	**Capacity Building** (60.1, 60.2, 60.3, 60.4, 60.5) **Outcome**: Each participant receives supports that build knowledge, skills and abilities of the family and other collaborating providers in order to support the child's learning and development.
QI 61	**Evidence-Informed Practice** (61.1, 61.2, 61.3) **Outcome**: Each participant receives evidence-informed supports from providers with quality standards and validated practice.
QI 62	**Outcome Based Approach** (62.1, 62.2, 62.3, 62.4, 62.5, 62.6) **Outcome**: Each participant receives supports that are outcome-based and goal focused.

6 Document Management and Review

The organisation shall review, amend and/or update this document from time to time. Document reviews are scheduled in accordance with document management and Quality Management System Policy and Continual Improvement processes.

6.1 Document Ownership and Review

Approver	Finance and Risk Committee
Document owner	General Manager
Content owner	Executive Management Team, Chief Finance Officer, Risk and Compliance Officer
Contributor/s	Executive Management Team, Risk and Compliance Officer, Centre Management
Metadata	Service access, provision

6.2 Document History

Version	Revision detail / section	Date of issue
1	New policy to replace Service Access Policy and align with the NDIS.	23/08/2019

2	Updated Qld and SA legislation – Education and Care Services Act 2013 and related regulations 2013 QLD, and Education and Early Childhood Services (Registration and Standards) Regulations 2011 (SA).	30/10/2019