NDIS LWB

Lifestyle in SIL Houses – Quick Reference Guide

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Introduction

This Quick Reference Guide has been developed to assist staff involved in recording and claiming SIL hours where changes in hours of service have occurred due to service implications of COVID-19. This document is to be read in conjunction with [Lifestyle Support Process v1.3] and provides links to relevant templates and references existing "how to" guidance for each BAU step in the process flow whilst drawing attention to differences or considerations.

Note that existing BAU processes for capturing and claiming for supports which are not changed due to circumstances created by COVID-19 are still in effect.

Different states have different positions that perform the named tasks, and the appropriate staff member for a particular region or State/Territory should be applied.

In outline, this process involves:

- Obtaining client consent, generating service agreement in SACA and recording consent
- Liaising with the current service provider
- Creating the service booking
- Initially populating tracker
- Tracking hours of service daily
- Entering service delivery data into SACA
- Reviewing weekly and handle exceptions
- Claiming in NDIA's myplace portal
- Handling shortfall in funding

TIP: Note that "Lifestyle Supports" is an LWB product and would not be understood sector wide. In discussions with external service providers, you may instead refer to "services or supports they provide to the client". This document refers to "Lifestyle Supports" as a well-understood LWB term. Translate as appropriate in discussions with external service providers.

What is the same as BAU process? What is different?

Similar to the existing Lifestyle Supports process, the client determines the service they require, a service agreement is prepared, consent is obtained from the client or their representative, a service booking is created, and service is delivered.

Anomalies to the BAU process is that the existing service provider must be notified of the client's service change preference (to release funds by ending their relevant service bookings, the myplace portal), engaging the client's support coordinator should they have one, and clear tracking must be put in place to support the claiming of funds for service delivery.

To support the anomalies, a tracker of hours of service is to be maintained, and a template is available to assist local teams to advise existing lifestyle service providers of the clients change preference, which supplements normal local team communications.

All tasks should be familiar as part of BAU processes, just applied to the situation that COVID-19 presents us. For example, service agreement cloning, and service booking adjustment are conducted in the same way as BAU changes to a client's service arrangements.

It is expected that the LWB Disability Signature Pathway is followed, and all the required documents are current, relevant and in place.

*Refer to Footnote Tip for relevance of this Quick Reference Guide to Self-Managed and Plan Managed clients versus NDIA Managed clients.

Procedures of particular note under COVID-19 circumstances:

- Review Roster of Care (ROC)
  - Whilst the house staff and team leader are probably in full understanding of when clients are present in the house or otherwise, the ROC for the SIL property can be examined to determine what lifestyle supports have been scheduled for each client. Determine what hours are classified as Lifestyle Supports and establish who provides these supports (i.e. LWB or the other provider). The ROC can be used as a guide to determine how many additional hours of support may need to be claimed as a result of COVID-19. Note: There is no amendment to be made to the ROC.
- Service Agreement
  - If the client receives Lifestyle Support from an external provider LWB local staff will need to "clone" the current Service Agreement and add in the new Lifestyle services details. No amendment is to be made to the current SIL end dates or line item.
  - The staff will need to gain consent from the client's guardians, which can be verbal consent prior to claiming the services. The method of gaining and recording consent is as per the Service Agreement Quick Reference Guide. Reminder: Consent can be received verbally.
  - If the client already receives Lifestyle Support from an LWB service, a new service agreement is not needed. Claiming can begin immediately, although it is noted that budgets may need to be adjusted as we are likely to exceed the current service agreement values as a result of additional service requirements. If this is the case, the service agreement will need to be cloned and reissued for signing/consent to reflect the new values. TIP: Track budget by monitoring the use of funding against myplace service booking, if it is evident that we are increasing services.
  - A plan review request will need to be initiated with the NDIA if the plan has insufficient funding to support the client during COVID-19. This is in line with the BAU process set out in the Disability Signature Pathway.
- Claiming
  - LWB will claim for the service that has been delivered. This may differ from the individual's previous ratio. If the clients usually receive lifestyle service at a 1:3 ratio however receives services at 1:1 in the house, LWB will charge at the 1:1 ratio. LWB will monitor the utilisation of the Clients plan and ensure that if the funds draw down too quick a plan review will be initiated.
- Communicating with the client's Support Coordinator
  - The support coordinator must be advised of LWB's plan to deliver SIL supports in place of the current provider. They may become involved in engaging the current service provider for release of funds and confirming the client's wishes.
- Communicating with the client
  - The client must be advised of LWB's plan to deliver SIL support whilst their current service provider cannot do so, in order that they provide consent.
- Communications with the existing Lifestyle Provider
  - The existing service provider will be asked to release funds to enable LWB to create a service booking.
- Booking funds in the myplace portal
  - Whilst standard processes are in place for booking funds in the portal, it is likely that budgets will need to be addressed if there is a shortfall in funding.

TIP

Call the DSSC on **1800 316 660** for answers on any technical questions or support needed to perform steps outline in this document.

How to track and claim Lifestyle in SIL

Action by: Person responsible for Service Agreements

Determine day service/lifestyle provider - source: SIL House/Family or support coordinator.

Existing Lifestyle service provider

Purpose: Identify the service provider to be contacted on the client's behalf and determine if a Support Coordinator is involved to assist with this.

Who: Region dependent – e.g Lifestyle Managers / Team Leaders / Engagement Officer.

What now? Address letter to existing service provider, template provided below

TIP: Engage Support Coordinator

If the client has a support coordinator, get in touch with them now.

Consult with the support coordinator to advise them of LWB's intent to "deliver the Lifestyle Supports that were previously provided by an external provider to our clients in SIL. This change has occurred as a result of the COVID-19 circumstances. It is LWB's intention to further discuss this planned approach with the client/their authorised decision maker and other provider."

At this point, the Support Coordinator can assist to mediate or undertake some work, such as coordinating with the other provider and taking a role in confirming this is what the client wants.

The Support Coordinator's role is to support a client to exercise choice and control, and at this point we have to be prepared that alternatives might be suggested by the Support Coordinator. If alternatives are raised, the practicalities of this should be discussed to negotiate the most appropriate supports, for example a service provider may have moved to online sessions, yet in-person supports are still required to facilitate online attendance.

It is noted that there may be some prior discussion with the client to see if they are open to the planned approach and agree to discussions about to be had on their behalf.

TIP: For assistance on guidance on COVID-19 restrictions, contact the COVID-19 call centre.

Contact Client or plan nominee- gain consent to provide lifestyle supports and for the provider to release the clients ISP - Service Agreement in SACA- Clone the existing Service Agreement and add the new line items - do not adjust any SIL information. Ensure client consent is noted in SACA.

Obtain Consent and Generate Service Agreement

Key Notes: Service Provider is asked to release funds from the final day they delivered service up to the client's current plan end date. External provider is asked to provide a copy of the client's Individual Support Plan (ISP) only after the client has given consent.

IMPORTANT: Make a record of client consent as a progress note in CIRTS

For privacy and confidentiality, ensure verbal consent is received from the client that LWB can request a copy of the ISP from the external service provider.

Document/Tool/Template: Go to SACA, clone current SA, add new lines, change support ratio if necessary.

How: Refer to pathway resources: SACA Reference Guide to clone and record client consent. Refer to Service Agreement Quick Reference Guide re conversation with client about services we are going to deliver.

TIP: Ensure SIL information is maintained in the cloned agreement, as it will replace the prior agreement in its entirety.

Who: Region dependent, may be Engagement Officer, Team Leader, House manager, RFO

Q&A: Q: *What if the service provider refuses to release funds or does not release enough funds?* ***A:*** *Message to service provider is "We are managing the administrative burden of continually adjusting service bookings. We have discussed this with the client, and the period we are asking you to release covers the immediate future. This is the client's request."*

TIP: Suggestion for opening dialog with Client, covering consent and provision of plan information and funding

Consult with the client and their support network as per your normal conversations to tell them:

"We are approaching your provider XX to ensure we can continue to delivery your lifestyle supports while provider XX is unable to deliver them. To do this we need to obtain your consent for LWB to deliver these services and ensure we have a current service agreement with you, and associated service bookings to ensure we can get paid. To help us do this, understanding the detail of your NDIS plan (plan budgets and plan end dates) would be very useful. "

At this point client provides information needed for booking.

Provide external provider with official notice - **NOTE:** Provider needs to release funds - LWB to generate Service agreement to client plan end date. Request current lifestyle support plan, budget & plan expiry date.

Advise existing Service Provider:

Purpose: To advise external service provider of the client's wishes and request release of funds.

Ask the provider for the end date of their service booking and check with them whether this is also the end of the client's plan. If the dates are the same, use the client's plan end date as the end date of our service booking. If unsure of the client's plan end date, see Q&A below for solutions.

Follow up with the provider to confirm they have released funds (to avoid unnecessary rework).

In order to ensure continuity of care, request a copy of the client's Lifestyle Support Plan or Individual Support Plan (ISP) from the external service provider, noting that some clients may only have an ISP. This request for a copy can be a verbal conversation and the request is also reinforced in the letter template below.

Documents: Link to letter to families. Link to letter to external providers.

> IMPORTANT: Don't send this letter without obtaining client consent as per prior step.

Q&A: Q: I cannot find out the plan end date, because the current provider does not know it and the client lost their plan. What do I do? **A:** There are a few possible methods: **1.** Ask the Support Co-ordinator if the client has one. **2.** Create a test service booking in the myplace portal using a short date range, e.g.: today's date as the start date and tomorrow's date as the end date. Once submitted, the portal will acknowledge the true start and end dates of the client's plan. This test service booking can then be deleted and the correct one entered. **3.** Otherwise, create service agreement in line with SIL end date, as in many cases this will be the same. Call the DSSC if the end date remains unclear.

> TIP: Refer to "Suggestion for opening dialogue with client" above, which would provide necessary information on service booking end dates and alignment to plan end dates.

Create booking: Commence booking from the day that LWB started to deliver the additional supports in the home.

Create booking:

Tool: Instruction on how to Manage Service Booking from NDIA

SACA will generate a new budget for services which LWB plan to deliver to a client. This new budget amounts to what LWB wants to attempt to book in the service booking, as per BAU process.

Before activating the service agreement and sending final copies of the service agreement to the client, we make a booking and activate the agreement, as per BAU process.

Q&A: Q: If there are insufficient funds to deliver the planned service, the intention is not to reduce service delivery period/hours/ratios etc. Instead, a change of circumstance application must be made with the funding provider. Keep service agreement dates in line with current plan end dates, to avoid changing the SIL arrangements. Do not compromise the existing SIL service agreement date. Where sufficient funds are not available, book as much funds as is allowable in Lifestyle support, activate the service agreement and that will allow LWB to claim some funds whilst providing time to follow up with agency.

Note: The intention is not to change the service agreement time period.

Pre-Populate the Spreadsheet with the Clients name, funding source and NDIA/Funding source number.

Pre-populate:

Purpose: The spreadsheet is intended to record times when clients are in the house when they wouldn't normally be, and out of the house, when they wouldn't normally be. Assistance is given to the house staff by prepopulating the house details and client details. The pre-populated details become the basis of the weekly updates.

The Spreadsheet is not part of BAU process and is specifically created to only capture the delivery of lifestyle supports outside SIL roster of care.

Tool: Link to spreadsheet template

Who: Region dependent - Person assigned to pre-populate must be familiar with the service agreement. e.g. House Manager, Team Leader etc

Notify SIL House -Send the spreadsheet and the USER -GUIDE to support service delivery staff to populate lifestyle supports on the spreadsheet. NOTE: This lifestyle (COVID19 RESPONSE) process sits outside of standard practice - All exisitng Lifestyle supports should be documented as BAU

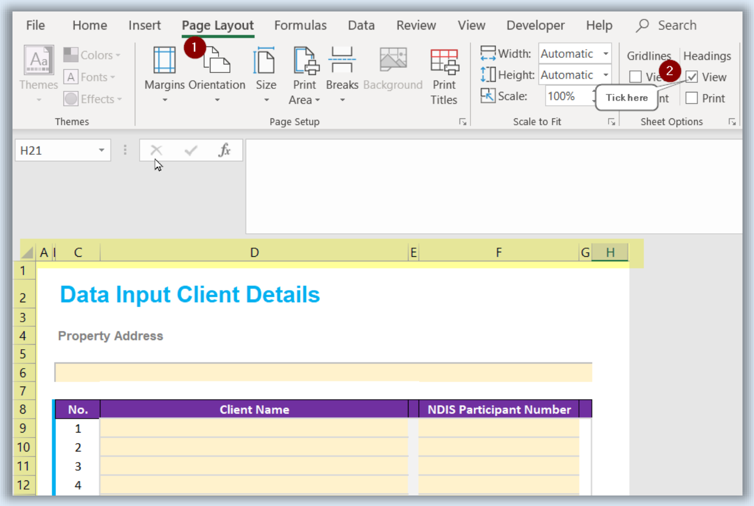
Populate spreadsheet

Purpose: To record times when clients are in the house when they wouldn't normally be, and out of the house, when they wouldn't normally be.

Detailed instructions exist on the first tab of the spreadsheet called "Instructions"

Tool: Spreadsheet as per above step.

Q&A: Q: The instructions refer to cells (e.g. C8) – how do I see the cell reference? **A:** Click Page Layout |Sheet Options |Headings | Tick View



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Action by: Service Delivery Staff

Save the pre-populated copy of the 'Group Home Client Support Hours and Client movement' spreadsheet- use 'save as' function.
Naming convention: *ClientLifestyleSupportHours_1Smith street_26April2020*

NOTE: A seperate workbook is required for each calendar week - The week ends on Sunday.

NOTE: To enable use of the spreadsheet, click the 'Enable Content' button in the yellow SECURITY WARNING at the top of the screen

NOTE: Type the week end date in cell C6 in worksheet titled "2. Daily Input by client". The date must be a Sunday

NOTE: Funding source is 1 (NDIS)

REASONS FOR BEING AT HOME/ Options are: Numbers 4 to 9 on the spreadsheet key - please select one of these.

Begin populating the table starting with cell B13 on worksheet titled "2. Daily Input by Client".

Each column requires the following data:

column B - date client was at home

column D - client name

column G - funding source - refer to legend at top of page

column I - start time when client would normally be outside the home

column J - end time when client would normally return home

column L - support ratio client received when staying home

column M - reason for being home - refer to legend at top of page

column O - where would the client normally be (if applicable list name of external provider)

column P - any other comments to assist the tracking and reporting of this support (Capacity building support)

column Q - if this cell is RED, there is incomplete data in one of the above columns

At the end of the week: (SUNDAY) Save the spreadsheet with the house address and the end date in the filepath name *(e.g ClientLifestyleSupportHours_1Smith street_26April2020)*

Enter the data from the 'Group Home Client Support Hours and Client Movement' Spreadsheet onto SACA - The Service agreement will inform the claiming team if the client is self, NDIS or plan managed, this informs the claiming process

TO FINISH: Email the spreadsheet to the **local contact (enter local contact details here)**

NOTE: The spreadsheet needs to be reviewed weekly, if there are exceptions (e.g. more or less delivery hours) are required the contents from the previous week please make these adjustments before commencing the next weekly cycle.

Populate spreadsheet

Purpose: To record times when clients are in the house when they wouldn't normally be, and out of the house, when they wouldn't normally be.

The spreadsheet is initially prepopulated with house location information, client names for that house, Funding source and their NDIA/Funding Source Provider numbers. These only require amendment if residents change.

Detailed instructions exist on the first tab of the spreadsheet called "Instructions"

Tool: Link to spreadsheet template

TIP: The above link is for use by the person responsible for generating the service agreement so they can prepopulate the data set. House staff should not need to use the blank template as a starting point as it will be pre-populated with house and client details and provided to you for weekly update.

Action by: Person responsible for loading the Claim

Upload claim data to NDIA portal

Claiming

This process is the BAU process. Claim file is downloaded from SACA, by National SIL Quoting and Claiming team. File is uploaded to myplace (NDIA portal). Standard error handling processes are used locally.

Who: NSO SIL Quoting and Claiming Team

In cases where LWB identifies a shortfall in funding, this should be raised with the NDIA Planner, local Engagement Team, or if the provider has not released the funds contact your NDIA Provider Payment Team

Handling shortfalls in funding

Shortfalls in funding should have been addressed using the steps above.

All normal BAU local steps are initiated where it is necessary to request a plan review due to shortfalls in funding.

TIP: In cases where the external provider has not released funds as required, talk to the NDIA Provider Payment Team, as they can assist in this relationship management.

***FOOTNOTE TIP**: This process applies in its entirety to NDIA Managed clients only, which accounts for most LWB clients. The process is the same for Plan Managed and Self-Managed clients up to and including the point of making a service agreement, including obtaining consent. For Plan Managed and Self-Managed clients, do all process steps up to the point of service agreement and follow normal processes for Plan Managed/Self-Managed clients from that point on.

AS A REMINDER…

- **NDIA Managed** clients: Funds are held by the NDIA. Service Providers such as LWB create service bookings in consultation with clients.
- **Plan Managed** clients utilise a financial intermediary. Service Providers do not create service bookings rather they invoice the Plan Manager who pays on invoice. Service Bookings are arranged by the Plan Manager.
- **Self-Managed** clients: Clients manage their financials themselves and the client pays the service provider on invoice.

Further support

Please contact the Disability Staff Support Centre (DSSC) with any further questions.

Contact the
Disability Staff Support Centre
1800 316 660 NDISQs@lwb.org.au