

## Enrolment & Transition Policy



### **Policy statement**

Proudly Productive Pty Ltd aim for an efficient team member enrolment and transition into our workshop environment. This policy supports effective and accountable service management and leadership to maximise outcome for individuals, in accordance with Standard 6: Service Management of the National Standards for Disability Services.

### **Scope**

This policy applies to all team members, their parents/guardian as well as staff including permanent and casual, contract workers and volunteers. This policy is owned by the Director.

### **Principles**

Proudly Productive Pty Ltd seeks to minimise any anxiety a new team member may feel and encourage existing team members to welcome peers. This is evident through the feedback we have received from our parent advisory committee.

Proudly Productive operates as a workshop and retail space. We do not charge for materials and equipment, instead we fund this part of the business through the sale of products created by team members in our retail shop and at market stalls. Therefore, a budget in shopping for materials and equipment does apply. All team members are permitted to take home some of their creations, while still learning that they participate in a work environment where most of what is made needs to be sold to customers. We have found this aids in the understanding and immersion in a workplace and adult environment. Occasionally group outings are planned for the team members to use the profits of the shop to pay for the experience.

### **Definitions**

*Team member* - participants in the workshop programs.

*Parent advisory committee* - a small group of parents who have children enrolled in Proudly Productive and have been involved in the business since inception.

## Enrolment & Transition Procedure

This procedure explains how Proudly Productive Pty Ltd will implement the Enrolment & Transition Policy. This procedure supports Proudly Productive Pty Ltd to apply the National Disability Services Standards, in particular: Standard 6: Service Management.

### **Planning and Support**

*After reading the following Procedure if you think the conditions of enrolment can be met, please make contact with Proudly Productive.*

- ***Proudly Productive offer 2 free, 2 hour trial visits. (both visits must occur within 2 weeks).***

- ***Proudly Productive reserves the right to cancel the second visit if they deem a second visit may result in stress to either existing team members or the young adult transitioning.***
- ***New team members must be supported by a familiar support person who knows them well during both transition visits.***
- ***Work Coaches will discuss with the new team member and support person - personal goals and work out the level of care/training involved to help them achieve success.***
- All team members provided with care must be enrolled with Proudly Productive Pty Ltd.
- Enrolment forms must be fully completed for each team member prior to attendance at the Proudly Productive premises, with a specific focus on medical conditions.
- Details of any court orders, parenting orders or parenting plans must be provided to Proudly Productive relating to powers, duties, responsibilities or authorities of any person in relation to the team member or access to the team member.
- ***Parent/guardians must inform Proudly Productive Pty Ltd on the enrolment form if the applying team member has a history of verbal, physical or sexual abuse towards others.***
- *Proudly Productive is also a retail shop, therefore we do not key lock doors meaning it is expected and necessary for team members to have the ability to regulate their behaviour, specifically having self-control not to leave the premises.*
- ***New team members are to complete a trial period of no less than 4 weeks, where the team member is required to successfully participate in the majority of activities provided and not need a level of care that takes work coaches completely away from other team members.***
- Team members must have a cognitive and physical capacity to not require more than one staff member's support in workplace and personal care activities.
- Team members are required to be competent in the following areas
  - Communication and interpersonal skills (including through the use of assisted communication devices, Auslan, etc.)
  - Socially appropriate and acceptable behaviour
  - Ability to follow instructions.
  - Ability to follow a work schedule (supported by alternative formats)
  - Be aware of 'safe' actions
  - Demonstrate a reasonable ability to cognitively follow instructions e.g. do they look at their work while participating in a task. This is to ensure safety when using equipment in woodworking and sewing activities.
  - **Not have a history of/or require Caregivers/Work Coaches to use restrictive practices for behavior management**
- All team members must participate harmoniously within the Proudly Productive environment and not detract from the achievement of goals outlined in the Proudly Productive Vision Statement.
- ***Any violent or inappropriate behaviour from team members or their family will not be tolerated and may result in instant cancellation of the team member's enrolment.***
- **A cancellation is a short notice cancellation if the participant: does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or has given less than two (2) clear business days' notice for a following condition: When the support is less than 8 hours continuous duration 90% of the agreed fee for that day will be invoiced.**

- Accounts are to be paid in full on receipt of invoice (unless prior arrangements are made a late fee will of \$25 apply). Team members who have been sent home due to illness will be required to pay for their booked hours of the same day they were sent home.

### **Responsibility**

- It is the responsibility of the parent/guardian of the enrolled team member to notify Proudly Productive Pty Ltd in writing of any changes to the current details outlined on the team member's enrolment form.
- Team members requiring medication must have it available to them in accordance with the following:
  - Prescribed medication can only be given if it is in its original container, bearing the original label with the name of the respective person and dosage to be given as well as within the expiration date. Team members will be required to self administer medication whenever possible.
  - All non-prescribed medication (e.g. paracetamol) must be in the original container with the original label, having clear dosage instructions and be within the expiration.
  - Any medication administered must be recorded on the 'Authorisation of Medication Form'. Text message sent to parent recording dose and time.

### **Reporting**

- Emergency services will be contacted at the expense of the team member/parent if staff deem it required for the wellbeing of the team member.
- WA Police will be called to the Proudly Productive environment if staff deem it appropriate to keep themselves and other team members safe.

### **Review and Evaluation**

- Proudly Productive Pty Ltd must be informed by the parent/guardian of a team member should there be any change to or addition of medical condition, allergy or dietary restriction.
- A team member who demonstrated changes to their medical condition or behaviour for any reason may be asked to take a break from the Proudly Productive environment by the Director until the medical condition or behaviour has stabilised.
- If a team member's behaviour becomes uncontrollable and staff or other team members are thought to be at risk of either emotional or physical abuse, parents/emergency contacts will be immediately called to pick up the team member. The team member will not be allowed to rejoin the environment until Proudly Productive Pty Ltd are confident the team member is not a physical or emotional danger to others.
- If two or more team members show negative behaviour towards each other a mediation process will take place. Observations by staff members will be taken into account and one or both team members may be asked to either change their day of attendance or leave permanently.

# Cancellations and No-Shows Policy and Procedure

## Policy

Proudly Productive Pty Ltd aims:

- to reflect the requirements of the NDIS Terms of Business for Registered Providers and the most current NDIA Price Guide.
- to balance participants and organisational financial interests in relation to cancellations and no-shows, and
- to make all reasonable attempts to safeguard participants who no-show.

## Procedure

### **Definitions**

- *Cancellation With Notice*: Cancellation of the scheduled delivery of supports with at least the notice as required by the Service Agreement.
- *Cancellation Without Notice*: Where no notice or less than the notice period required by the Service Agreement has been given.
- *No-show*: When a participant does not attend the service, is not available, or is not at the agreed location to receive a scheduled support.

### **Cancellations**

**If unable to attend a session, participants can notify their group leader via phone or email. Participants can also call the Proudly Productive Pty Ltd office on 0415 877 047 between the hours of 9 and 5 and leave a voice or text message.**

Where supports are cancelled with notice (as set out in the Service Agreement), no charge applies.

In the event that notice is not provided or the participant no-shows, Proudly Productive Pty Ltd will charge the customer as per service agreement.

### **Special Circumstances**

Charges may be waived if the customer has experienced a catastrophe, e.g. emergency hospitalisation or a death in the family. The decision to waive the charge will be made by the Director of Proudly Productive. The discretion not to charge does not apply in any other circumstances and is not exercisable by other staff.

### **Safeguarding and No-Shows**

In the event of a no-show, the employee rostered to support the customer will complete the following in sequence unless they are sure of the customer's safety:

- phone the customer to check on their safety (if appropriate to do so)
- phone the nominated emergency contact person.

Information Updated August 2019