

# Adelaide Quality Care

## Policy 1

### Collaboration Policy

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# Collaboration Policy

## PURPOSE AND SCOPE

Adelaide Quality Care's Collaboration Policy has been developed to give clear understanding about the importance of collaborating with participants, families, communities and other providers. This will allow all parties to have input into the service to ensure supports are relevant, appropriate and in line with the service agreement.

Adelaide Quality Care is committed to ensure that employees understand the Collaboration Policy and the importance of working with others to benefit the participant.

## POLICY

Adelaide Quality Care has a collaborative approach to service delivery. Staff are required to undertake this approach when:

- Locating key worker with family and other providers.
- Working with other providers in the supply of supports or services.
- Transition and exiting the service.
- Capacity building.
- Support planning, and
- Developing Service Agreements.

Employees are required to work cooperatively with other agencies in the delivery of service. This may include initial contact, sharing ideas and input from participants and families, following through on ideas of provider, and actively listening to discussions. We will collaborate with all relevant parties to provide clients with the opportunity to access a service network that meets the full range of their needs. Managing Director will contact and establish the relevant service provider and maintain collaborative relationships and protocols and participate in networks with relevant agencies.

Information, knowledge and skills are communicated and shared between the family, the provider, and other collaborating providers. Adelaide Quality Care will collaborate with the participant and their family to ensure that the participant maintains the functionality.

## **PROCEDURE**

### **Key Worker**

Participants and families may require assistance to locate the right person for the participant.

- Discuss requirements with participant, family and /or advocate.
- Gain written consent to be able to share information with other providers.
- Contact other service providers working with the participant to collaborate and determine the criterion.
- Identify a key support worker and contact participant, family/advocate, and the other providers.
- Participant and family / advocate will select the person.
- Record information in participant's support plan.

### **Collaborating with other Providers**

- Make sure consent has been given prior to contacting other providers.
- Consumer Care Coordinator is to make initial contact.
- Maintain contact through emailing, phoning and networking.
- Record contact in participant's support plan.

### **Transition and Exit**

The participant's needs, interests or aspirations may change during the delivery of their supports. This may lead to a need to transition or exit the service. If this occurs then we will with consent of participant, contact the relevant service provider.

- Send documents relevant to the participant.
- Communicate current supports, practices and needs to enable the participant to transfer or exit.

### **Capacity building**

To build the participant's capacity to support and increase functional capacity of the participants, Adelaide Quality Care will:

- Collaborate with participant and family to affirm, challenge, and support.
- Collaborate with providers to:
- Further develop participant's skills and
- Improve practice and relationships.

### **Participant Outcomes**

Collaboration with participant and family is the basis ensuring function outcomes are based on their needs, priorities, and the skills.

- Record collaboration in support plan.

### **Care Planning**

During the assessment and support planning process, collaboration is undertaken with participant, family and/or advocate to:

- Complete a risk assessment
- Document a risk assessment
- Plan appropriate strategies to treat known risks
- Implement appropriate strategies to treat known risks
- Review annually or earlier according to their changing needs or circumstances

### **Service Agreements**

Adelaide Quality Care will collaborate with the participant to:

- Develop a service agreement which establishes;
  - Expectations,
  - Explains the supports to be delivered, and
  - Specifies any conditions attached to the delivery of supports, including why these conditions are attached.

With the consent or direction from the participant, Adelaide Quality Care collaborates in the development of the support plan, with other providers to:

- Develop links
- Maintain links
- Share information
- Meet participant's needs

## **RELATED DOCUMENTS**

- Care Plan
- Consent Form
- Consent Policy

## **REFERENCES**

- National Disability Insurance Agency
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)