

INDIVIDUAL NEEDS POLICY

INTRODUCTION

Northern Occupational Support Service Inc (NOSS) recognises the importance of identifying client needs and developing appropriate individual personal or employment plans to address those needs and enhance a persons quality of life. Clients will be involved at all stages.

NOSS actively supports the use of independent advocates in this process.

COMMUNITY ACCESS

The Community Access Manager, in conjunction with the individual client and other stakeholders, will develop an Individual Personal Plan (IPP) for each client in accordance with the following Procedures:

Procedures

1. Complete a Quality of Life Assessment (QOL) and analyse the information gained.
2. A meeting will be held, within three months of a client's commencement date, to identify specific goals in line with the QOL assessment. The meeting will involve NOSS support workers, family, relevant stakeholders and NOSS Management.
3. An IPP will be developed and will document:
 - Agreed goals
 - Strategies to achieve the goals
 - Responsibilities
 - Review dates
4. The IPP will be explained to the client and endorsed by:
 - Community Access Manager and General Manager;
 - client's support workers
 - nominated family members
 - other relevant stakeholders
5. Review meetings will be held at least every six months to:
 - Review goals
 - Ensure that all support workers have up to date information regarding the client;
 - Discuss client support needs
 - Discuss any other relevant issues.

BLUEGUM

The Assistant Workcrew Manager, in conjunction with the individual 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.

Skills Assessments

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. The Assistant 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.

The initial Skills Assessment will be conducted on completion of three months employment with further assessments on an annual basis.

Crew Member Reports

The Crew Member Report contains information on the support required in the areas of social, behavioural, cognitive, vocational, physical assistance, personal care, communication and safety.

The Workcrew Manager, in consultation with the Assistant Workcrew Manager and Supervisors, will complete and sign off a Crew Member Report (see Appendix 2), for each crew member. The Report will be discussed with, and endorsed by, the individual crew member and/or their person responsible.

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

Individual Employment Plans (IEPs)

Upon commencement the Assistant Workcrew Manager will develop an IEP for the crew member setting out goals for the first three month period.

Upon completion of three months of employment, the Workcrew Manager and the Assistant Workcrew Manager will hold a meeting with each crew member to identify and prioritise IEP goals and complete an Individual Employment Plan Summary (see Appendix 3).

The IEP goals will include the following areas:

- Work Skills (based on Skills Assessment and BSWAT competencies)
- Vocational (including work ethic, career goals etc)
- Social (including appropriate communication and behaviour and any personal goals)

Further meetings will be held to review the IEP on an annual basis.

The IEP (or Review) will be signed off by:

- Crew member and/or person responsible
- Workcrew Manager

A copy of the IEP will be given to the crew member and/or person responsible when completed.

Training Programs

The Assistant Workcrew Manager will develop a Training Program for each goal as required (see Appendix 4).

The Training Program will document:

- Long and short term goals (identified in Performance Appraisal)
- 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 person responsible
- Workcrew Manager
- Assistant Workcrew Manager
- Bluegum Supervisors

Training Programs will be reviewed (see Attachment 4) 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.

The Assistant Workcrew Manager will be responsible for developing Training Records (see Appendix 5) 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.
- Carry out training sessions with crew member in accordance with criteria and frequencies set in Training Program.
- Record progress on each step using specified recording code.

Accredited Training

NOSS encourages and facilitates crew members undertaking nationally accredited courses in areas such as Horticulture through external registered training organisations.

Awards

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