

MOTIVATE KIDS



CLIENT POLICY

Individual Programs

Version 2.2 | Reviewed October 2024

Overview

This policy is designed to ensure a person and family-centred approach in delivering therapeutic services to children. It emphasises collaboration with clients, their families, and support networks to promote their health and well-being. The policy outlines how Motivate Kids engages clients in decision-making processes, supports individual health goals, and ensures inclusion and accessibility. This policy applies to all staff and volunteers and provides a detailed framework for communication, individual program development, service agreements, transitions, and respect for diversity.

Scope	Client Policy
Key Information	• Every child has the right to participate fully in family and community life, with an emphasis on inclusion in natural environments and routines. • Choice and control and family centred practices are at the core of what we do. • Motivate Kids supports active recreation, healthy eating, emotional wellbeing, and access to therapy, including the management of nutrition, medication, and safety. • Motivate Kids uses a holistic approach to planning a client's individual program and may collaborate with other agencies or clinician's to meet the client's goals, at all times having regard to Dignity of Risk. • Motivate Kids emphasises cultural diversity, language, and religious beliefs in individual program development. • Where an Exit from services is required, Motivate Kids will consider risks associated with termination of services and may assist transition.
Responsibilities	Staff: • Provide clear and accessible communication to clients, families, and staff about the services provided. • Maintain documentation related to individual programs, service agreements, and transitions. Management: • Provide non-discriminatory Access to Services. • Ensure appropriate documentation. • Ensure all staff and contractors are adequately trained to meet the standards required by this policy. • Promote continuous learning and compliance with ethical guidelines and human rights legislation. • Provide cultural awareness and inclusion training to staff.
Key Documents	• Exit Plan • Individual Program (where relevant) • Health Plan (where relevant) • Mealtime Management Plan (where relevant) • Service Agreement

1. Purpose

The purpose of this Policy is to outline the individual approach Motivate Kids takes when working with their Clients. Through this Policy Motivate Kids ensures that the Clients are aware of the steps Motivate Kids is taking to serve their best interest and improve their health and wellbeing.

2. Policy Statement

1. Motivate Kids supports a Person-centred Approach to delivery of therapy services which may include inputs from support networks such as families, friends and carers to make informed decisions about their health and wellbeing.
2. Motivate Kids understands and supports a family-centred approach to delivery of therapy services and recognises the central role of families in children's lives.
3. Motivate Kids is committed to working collaboratively together with Clients and others to identify strength, needs and life goals that may be reached by the delivery of therapy services.
4. Motivate Kids recognises that every child regardless of their needs has the right to participate fully in their family and community life and to have the same choices, opportunities and experiences as other children. We promote children's inclusion in their natural environment through participation in daily routines, at home, in the community and in early childhood settings.
5. Motivate Kids works with the following principles of Person-centred Approach:
 - a. Respect for people and families by listening and responding to their wishes within the reasonable means and the resources of Motivate Kids having consideration that Motivate Kids provides services to Clients on a limited basis and commonly as part of other services and support the Clients may be receiving;
 - b. Family-centred practices by recognising and supporting families in their caring role;
 - c. Choice and control by providing information, resources and services to support people to make their own decisions;
 - d. Inclusion by working with and promoting the rights of people with disability to access and participate in their community.
6. Motivate Kids shall engage employees and contractors that have the right skills and training to meet the standards prescribed by this Policy.

3. Scope

This Policy applies to all employees and volunteers of Motivate Kids and shall be implemented with all Clients of Motivate Kids.

4. Definitions

1. Any reference to a **Person-centred Approach** also includes family-centred approach when considered in relation to providing services to children.



2. **Dignity of Risk** is the idea that self-determination and the right to take reasonable risks are essential for dignity and self-esteem, thus should not be impeded by excessively cautious caregivers concerned about their Duty of Care.
3. **Informed consent** means permission an individual gives to sharing information, either implied or explicit, after they have demonstrated that they understand the purpose of the request and the likely outcomes of that consent.

5. Communication

1. This Policy shall be communicated to existing Clients on its commencement and to new Clients on the commencement of their service.
2. This Policy shall be communicated to all staff of Motivate Kids on its commencement and to new staff members on the commencement of their employment in compliance with Recruitment and Induction Policy and Training and Registrations Policy.
3. This Policy shall be read in conjunction with:
 - a. Appendix Issued Pursuant to the Information Sharing Guidelines;
 - b. Behaviour Management Policy;
 - c. Client Complaints, Feedback and Grievances Policy;
 - d. Communication, Confidentiality and Privacy Policy;
 - e. Data Breach and Response Policy;
 - f. Duty of Care and Incident Management Policy;
 - g. Performance Management and Disciplinary Policy;
 - h. Recruitment and Induction Policy;
 - i. Protective Practices Policy;
 - j. Risk Management Policy;
 - k. Training and Registrations Policy;
 - l. Vulnerable Persons Policy.
4. Client feedback about the practices of Motivate Kids can be communicated according to the Client Complaints, Feedback and Grievances Policy.
5. This Policy is available in pictorial format.

Policy and Procedure

6. Health and Wellbeing

1. Health and wellbeing includes active recreation and healthy eating as well as the rights a Client has to make informed decisions about health services, including health promotion opportunities, treatments, therapy and rehabilitation.
2. Wellbeing also includes emotional and psychological wellbeing. In providing therapeutic services Motivate Kids shall consider processes, actions and circumstances that support the development of the Client's self-esteem and confidence.
3. A Client's Individual Program shall be developed based on their strengths, needs and life goals; developed plans shall give consideration to active recreation and healthy eating.
4. When developing Health Plans as part of Clients' Individual Programs Motivate Kids shall consider the following, at all times having regard to staff health and safety:

- a. Nutrition;
 - b. Swallowing;
 - c. Mealtime risks;
 - d. Mealtime Management Plans;
 - e. Food preferences and cultural/religious preferences;
 - f. Regular exercise;
 - g. Client safety and risk (how to support the Client);
 - h. Medication.
5. Where recreation forms part of a Health Plan, Motivate Kids shall promote the Client's involvement in the community to achieve health goals. This may involve seeking information and inputs from community and education organisations, the Client's support network, family, carers, friends and others in addition to the Client in determining recreational goals.
 6. Inputs from other health and wellbeing practitioners shall be sought where required to assist planning specific aspects of Individual Programs, especially for nutrition and swallowing in relation to a Mealtime Management Plan.
 7. Other forms of partnerships or collaboration with other agencies (or internal referral, for example, to counsellors or social workers) may also inform decisions to meet the Client's specific goals. Clients shall be encouraged to attend social and recreational activities involving their social network.

7. Individual Programs

1. Motivate Kids provides person-centred services to Clients and in doing so shall have inputs into the health and wellbeing of Clients in compliance with the Duty of Care outlined in the Duty of Care and Incident Management Policy.
2. Duty of Care will always be balanced with Dignity of Risk.
3. Motivate Kids supports active decision-making and individual choice of Clients to make informed decisions and understand their rights and responsibilities and shall provide information on how services uphold human rights having regard to:
 - a. Equal Opportunity Act;
 - b. Age Discrimination Act;
 - c. Australian Human Rights Commission Act;
 - d. Disability Discrimination Act;
 - e. Racial Discrimination Act;
 - f. Sex Discrimination Act.
4. To support Clients in their decision-making Motivate Kids shall:
 - a. Involve the Client, their support network and key family members, friends and carers (with consent) in the development of an Individual Program;
 - b. Focus on desired outcomes and on identifying the skills necessary to achieve these outcomes;
 - c. Consider the best times and environments for Clients to make decisions;
 - d. Collect Client information to properly inform the individual service planning process;
 - e. Seek the Clients' and families' input in the determination of their support needs and life goals in the development and review of an Individual Program;



- f. Include regular visits to the Client's general practitioner and treating health professionals such as dentists and allied health;
 - g. Review the Individual Program is reviewed for appropriate responses to risks to the service (such as emergencies or disasters) that may affect the Client's health, safety and wellbeing;
 - h. Use a strengths-based approach to identifying needs and life goals seeking feedback from Clients;
 - i. Consider how the Individual Program can be developed to include the individual's role in the community;
 - j. Respect Clients' autonomy and right to intimacy and sexual expression;
 - k. Provide information in a format that best suits the individual including written and pictorial format;
 - l. Actively consider risk against benefits when supporting individual choice;
 - m. Provide information to Clients on their rights to have an Advocate to support them in their decision making;
 - n. Document and provide the Individual Program to the Client in a way that they are most likely to understand; and
 - o. Ensure the Individual Program is readily accessible to the Client and staff.
5. Risks may include:
 - a. Decisions and choices that may be harmful to Clients themselves or other people, including staff;
 - b. Decisions and choices that do not align with the NDIS, Early Childhood Intervention Australia, Speech Pathology Australia, Occupational Therapy Australia Ethics and Guidelines, as well as human rights legislation;
 - c. Cognitive impairments or mental health issues which may restrict Clients from making good decisions and choices for themselves.
 6. Whenever families, friends, carers and advocates are involved in decision-making for Clients, Motivate Kids shall obtain their consent and request legal documentation stating that that person is the Client's advocate, legal guardian and/or Power of Attorney.
 7. The Individual Program and any personal information provided by the Client in relation to it shall be documented with copies provided to the Client and family. Information shall be treated in accordance with the Communication, Confidentiality and Privacy Policy.
 8. The achievement of life outcomes shall be monitored and reviewed regularly with the Client against the Individual Program.
 9. Individual Programs shall be reviewed at least annually, or sooner if the Client's or family's circumstances, needs or preferences change significantly or a request is made to undertake a review.
 10. We acknowledge that sometimes there will be changes and interruptions to our services that are unavoidable, and undertake to discuss, explain and agree any changes that might be implemented in the event of an emergency, with the Client, their support network and family ensuring that changes are delivered in a way that is appropriate to their needs, preferences and goals are implemented as far as practicable.



8. Access to Services

1. Motivate Kids will assess the eligibility of the client for access to services prior to entering into a Service Agreement.
2. Where Clients are transitioning to or from Motivate Kids, regard will be had to any risk associated with the transition and these will be planned for in collaboration with the Client and their support network as far as practicable.
3. Motivate Kids will document the priority of access procedure and waiting list procedure where the demand for services exceeds Motivate Kids ability to provide the services.
4. Access to Services will be non-discriminatory having regard to the Disability Discrimination Act, Age Discrimination Act, Australian Human Rights Commission Act, Racial Discrimination Act, Sex Discrimination Act and Equal Opportunity Act.
5. Motivate Kids shall provide access to the physical environment where services are provided to individuals, families, friends, carers and advocates to allow regular auditing.
6. Motivate Kids shall provide access to program documentation to individuals, families, friends, carers and advocates to allow regular auditing.
7. Motivate Kids shall regularly review and benchmark client data to identify potential gaps in access and address these as required.
8. Where therapy services are unable to be provided Motivate Kids will provide a clear and transparent rationale including eligibility criteria, priority of access and/or waiting list policy where necessary. Motivate Kids shall ensure staff providing this information are adequately trained.
9. Where therapy services are not able to be provided, Motivate Kids shall provide information on possible alternative service providers in various formats as required.
10. Motivate Kids shall make available pricing for therapy services to Clients as requested.
11. Before a Service Agreement and Schedule of Services (SOS) is made Motivate Kids will consult with the participant about:
 - a. The services to be provided;
 - b. The cost of the services;
 - c. How the services will be delivered;
 - d. How complaints may be made.
12. Consultation will be in an accessible manner and done as part of the Intake meeting.
13. Client support requirements will be assessed prior to a Service Agreement being made.

9. Service Agreements

1. Motivate Kids will verbally agree or provide written confirmation of therapy services to be provided to a participant having regard to the most appropriate format of communication including alternatives to written print, translation as required or providing information in pictorial format.
2. Service Agreements shall detail the following:
 - a. The support that will be provided;
 - b. The cost of the support;
 - c. How complaints may be made and how they will be handled by Motivate Kids;



- d. The timeframe for notification should withdrawal or termination be necessary;
- e. The review period for the client's support requirements.

Transitions from Our Services (Including Withdrawal, Termination and Temporary Transitions)

1. On occasion we might be required to withdraw services to the Client. This may be due to:
 - a. Being unable to deliver services within the Client's preferences (such as requested gender for the delivery of therapy sessions, time and location preferences);
 - b. Non-payment of fees, after reasonable attempts have been made to recover unpaid fees;
 - c. Breach of the Service Agreement by the Client;
 - d. Inability to recruit, train and retain staff with appropriate skills to safely deliver services under the Service Agreement.
2. Should Motivate Kids be required or decide to withdraw services to a client the following shall occur:
 - a. The client shall be notified in the most appropriate format in accordance with the timeframe noted in the Service Agreement;
 - b. Risks associated with termination of services are identified and documented;
 - c. The Agency shall be advised of any impending termination of services if there is any risk to continuity of supports to the client;
 - d. The client shall be provided with relevant information on alternative service options and referral points;
 - e. Information will be provided on the process for leaving the service;
 - f. The process will be documented shall a client decide to leave the service;
 - g. Where Motivate Kids terminates or withdraws a service this process shall be documented with a clear and transparent rationale for the decision.

10. Documentation

1. A Client's Individual Program may include:
 - a. Assessment of Client's eligibility for service provision;
 - b. Details of Client intake process;
 - c. Consent forms signed by the Client or their nominee and a Motivate Kids' representative;
 - d. Details of the Client's service choices, preferences and recovery goals and how the Client sees the services contribute to the achievement of those goals;
 - e. Assessment of Client's capacity to give consent and/or make decisions regarding their health, finances, lifestyle and services;
 - f. Information about the Client's referral and service and/or medical history;
 - g. Training, education and employment history and/or Client's résumé;
 - h. Documentation regarding services and communication with other parties who are providing, or have provided, services to the Client;
 - i. Details of service coordination, integration of the services from multiple providers and arrangements for collaboration;
 - j. The environment within which services shall be provided to the Client;
 - k. Risk Management plans;
 - l. Client's Exit Plan contained in the Discharge Progress note.



2. Exit plans may include:
 - a. Reasons for exit;
 - b. Satisfaction with service;
 - c. Final date of services;
 - d. Complaint process;
 - e. Information on re-entering Motivate Kids' services;
 - f. Shared support arrangements with other service providers;
 - g. Review of progress towards goals or follow up actions.

The Client, and, subject to consent, their nominees, other service providers and other stakeholders may be involved in developing the exit plan. Copies of the exit plan shall be made available to the Client and with the Client's informed consent, any necessary stakeholders.

11. Culture of Respect

1. Motivate Kids understands and accepts that different individuals will have different cultural, language, diversity and religious beliefs.
2. Staff, contractors and management of Motivate Kids shall take into consideration the cultural diversity, language, and religious beliefs of all people in the development of an Individual Program. Planning with the Client is undertaken with regard to social customs, traditions and the individual's culture and beliefs.

12. Training

1. Motivate Kids shall provide information and training to all staff and management about this Policy and its application.
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13. Commencement and Review

Approval and Review	
Date of commencement	1st October 2018
Current Version	2.2
Approved	Rochelle Mutton
Review Frequency	Every 3 years
Current Version Date	1 st October 2024
Date of next review	1 st October 2027
Document Owner	Director of Therapy

Review History		
Date	Version	Details
1/10/2018	1.0	New policy
30/12/2020	2.0	Inserted documentation section
30/12/2021	2.1	Updated for more inclusive language and information about transitions/exits from services.
1/10/2024	2.2	Updated for Risk Assessment requirements

14. Documents

1. Exit Plan;
2. Individual Program (where relevant);
3. Health Plan (where relevant);
4. Mealtime Management Plan (where relevant);
5. Service Agreement.

15. References

1. External:
 - a. Age Discrimination Act 2004 (Cth);
 - b. Australian Human Rights Commission Act 1986 (Cth);
 - c. Disability Discrimination Act 1993 (SA);
 - d. Disability Discrimination Act 1992 (Cth);
 - e. Early Childhood Intervention National Guidelines;
 - f. Equal Opportunity Act 1984 (SA);
 - g. Information Sharing Guidelines for Promoting Safety and Wellbeing;
 - h. NDIS (Quality Indicators) Guidelines 2018;
 - i. Occupational Therapy Australia Ethics and Guidelines;
 - j. Australian Occupational Therapy Competency Standards (AOTCS) 2018;
 - k. Racial Discrimination Act 1975 (Cth);
 - l. Sex Discrimination Act 1984 (SA).
2. Internal:
 - a. Appendix Issued Pursuant to the Information Sharing Guidelines;





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- b. Behaviour Management Policy;
- c. Client Complaints, Feedback and Grievances Policy;
- d. Communication, Confidentiality and Privacy Policy;
- e. Data Breach and Response Policy;
- f. Duty of Care and Incident Management Policy;
- g. Performance Management and Disciplinary Policy;
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