

XAVIER CHILDREN'S SUPPORT NETWORK



Family Information Booklet

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Vision Statement

To provide excellence in service provision through innovation and empowerment of families.

Xavier's Mission Statement

To provide a network of services which supports and enables families of children with high support needs to maintain an appropriate quality of life for their children in a family and community environment.

Values

- That each child with a disability is treated with dignity and as a valued member of their community.
- That children with a disability have a right to and are best placed within a nurturing family environment.
- That each child with a disability has the right to reach their individual potential and an appropriate level of independence.
- That children with a disability have the right to participate in inclusive community activities available to all children.
- That each child with a disability and their family has the right and is empowered to make decisions concerning the services they receive.

Principles of Service Provision

All of Xavier Children's Support Network services operate under these principles:

1. Family centred support practice.
2. Inclusion in family and community is promoted.
3. Natural family supports are valued.
4. A flexible and individual support response is ensured.
5. Family integrity is protected.
6. Family empowerment and responsibility must be strengthened.

Xavier's Services

Xavier provides support for children between the ages of 0 and 16 years who have complex high support needs arising from a combination of physical, sensory and intellectual disabilities.

Xavier accepts referrals from families residing within a 35km radius of Brisbane's central business district (CBD). Outside these perimeters and up to a 45km radius of the CBD, limited supports may be available to families, where the family is unable to find supports within their own community due to the complexity of the needs of their child.

Each family accepted into the service is assigned a keyworker who assists the family to identify their needs and make decisions about the kinds of supports and resources required which will maintain and strengthen the family's ability to care for their child. Thus an *Individual Support Plan* is developed. Although the Plan is reviewed annually on a 'formal' basis, the keyworker continues to work with the family to ensure that the supports remain flexible and the Individual Support Plan can be reviewed at any time to ensure that the changing needs of the child and family are adequately met. They will also provide families with ongoing supportive counselling.

The supports and resources which make up the Support Plan will vary between families, based on the family's identified needs. It may include such things as

🌀 *Information, Consultancy and Training*

- A multidisciplinary team of professionals are available to families – registered nurses, occupational therapists and physiotherapist.
- They can provide information, consultancy and training on such things as enteral or oral feeding, suctioning, bathing, positioning, lifting and sleeping.
- This service can be offered to not only the family, but to other individuals supporting the child e.g. staff at child care centres.

🌀 *Individual and Family Counselling*

- Families supported by Xavier have access to a qualified counsellor to assist when emotional, personal and family challenges may arise.

🌀 *Referral/Access to other Services*

- The family may be assisted to access a number of other services and programs in the community and government such as Therapy, Day Care, Respite, Community Support Groups, Community Nursing, Medical Professionals and Housing.

🌀 *Respite*

- In-home support/respite/community access – through Xavier's Community Team
- Out-of-home respite – through Xavier's Structured Respite Providers.

- ⊗ *Direct Family Allowance*
 - Xavier may provide direct funding to families to purchase their own supports such as respite, in-home support, access to other community services, school holiday support or recommended equipment.

- ⊗ *Brokerage*
 - Xavier can also broker funds to another agency when it is in the best interests of the family to receive support from a familiar carer or when the other agency offers the most appropriate support required.

- ⊗ *Equipment*
 - Xavier has an equipment loan pool, which families can access based on availability and a therapist's recommendation.
 - Families can be assisted with applications to the Medical Aids Subsidy Scheme.
 - Assistance with applications for funding or letters of support to non-government funding entities can also be provided.

- ⊗ *Beachcomber Program*
 - This program allows the whole family to have a short 'getaway' for rest and recreation.
 - Families are asked to contribute towards the cost of this program.

- ⊗ *Kid's Club*
 - The Kid's Club program operates during school holidays (two sessions per week) and one Saturday per month throughout the year.
 - It is available to school aged children.
 - During school holidays, children may participate in a group activity or receive one-on-one support to access a community activity, whichever is the most appropriate.

- ⊗ *Siblings' Program*
 - 'Sibs Squad' provides opportunities for siblings (aged 7 to 14) of children receiving Xavier services, to develop relationships with their peers through social interaction within safe and enjoyable environments.
 - The program features a range of events, from participation in monthly activities through to an annual 2-day camp.

- ⊗ *Nursing Consumables & Incontinence Aids*
 - Consumables such as enteral feeding equipment, lotions are available. Families are asked to contribute towards the cost of these items.

✿ *Sewing Items*

- Xavier can assist families by supplying items such as bibs, cot and bed bolsters. Families are asked to contribute towards the cost of these items also.

✿ *Registered Nurse On Call Service*

- A 24 hour, 7 day a week on call registered nurse service is available to a *limited* number of families who have children who are palliative or post *major* surgery.
- This service is also available to Xavier's community team and structured respite providers whilst they are caring for your child.

✿ *Palliative Care Service*

- Palliative care is an integral part of Xavier's services. The palliative care team provides physical, psychological and emotional support for children with a disability who are terminally ill and their families and carers. Services are coordinated and delivered in the environment of the family's choice, which is usually the family home. The service aims to promote the child's quality of life until their death, promote the right of families to make their own health care decisions and offer grief and bereavement support for the family and carers following the child's passing.

✿ *Sleep Counselling Service*

- Families supported by Xavier with children aged 1 to 5 can access a qualified Sleep Counsellor to assist parents & carer's by giving them specific tried and tested behavioural techniques to modify their child's night-time behaviour.

Disability Services "Family Support Package" Facilitation

Xavier is approved by Department of Communities (Disability Services) to provide facilitation of individual Family Support Packages (FSP). Families in receipt of an FSP whether a Xavier family or not, may choose Xavier as their preferred agency to facilitate their package *if* they live within a defined geographical area.

If they are a Xavier family, their keyworker and FSP facilitator will be one and the same person.

Xavier families in receipt of an FSP are under no obligation to choose Xavier as their facilitator.

Children In-Care Support Program

Xavier offers support to children with disabilities who have come under the care and protection of Child Safety and are in alternative family based placement.

The Department of Communities (Child Safety) has engaged Xavier because it has expertise, knowledge and experience of children with disabilities who have complex high support needs. The Department however, maintains primary responsibility for major decisions in relation the child's well being and care.

The Department or Approved Placement Agency, broker to Xavier to provide a package of support to meet the needs of an individual child and carer employed by the Department or Placement Agency. The package of support provides a full range of services, assistance and advice to enable a child with high support needs to live successfully and happily in an alternative family environment.

Each child and alternative family also has a keyworker who is responsible for coordinating resources to meet the child's needs and liaising with the Department of Communities (Child Safety) and/or Approved Placement Agency to ensure adequate support is being provided.

Community Link Program (North Region)

Xavier North Region is funded by HACC (Home & Community Care) to provide assessment, case management, coordination, counselling, information provision and advocacy services to families who have children 0 to 16 years with a disability, who would not *ordinarily* meet our criteria for service.

The focus of support is on building the family's capacity to access and coordinate services to meet their individual needs. The Community Link Program Facilitator works with the family to achieve linkage to *external* resources such as other disability services, community organizations, extended family members, hospitals, schools and other government departments.

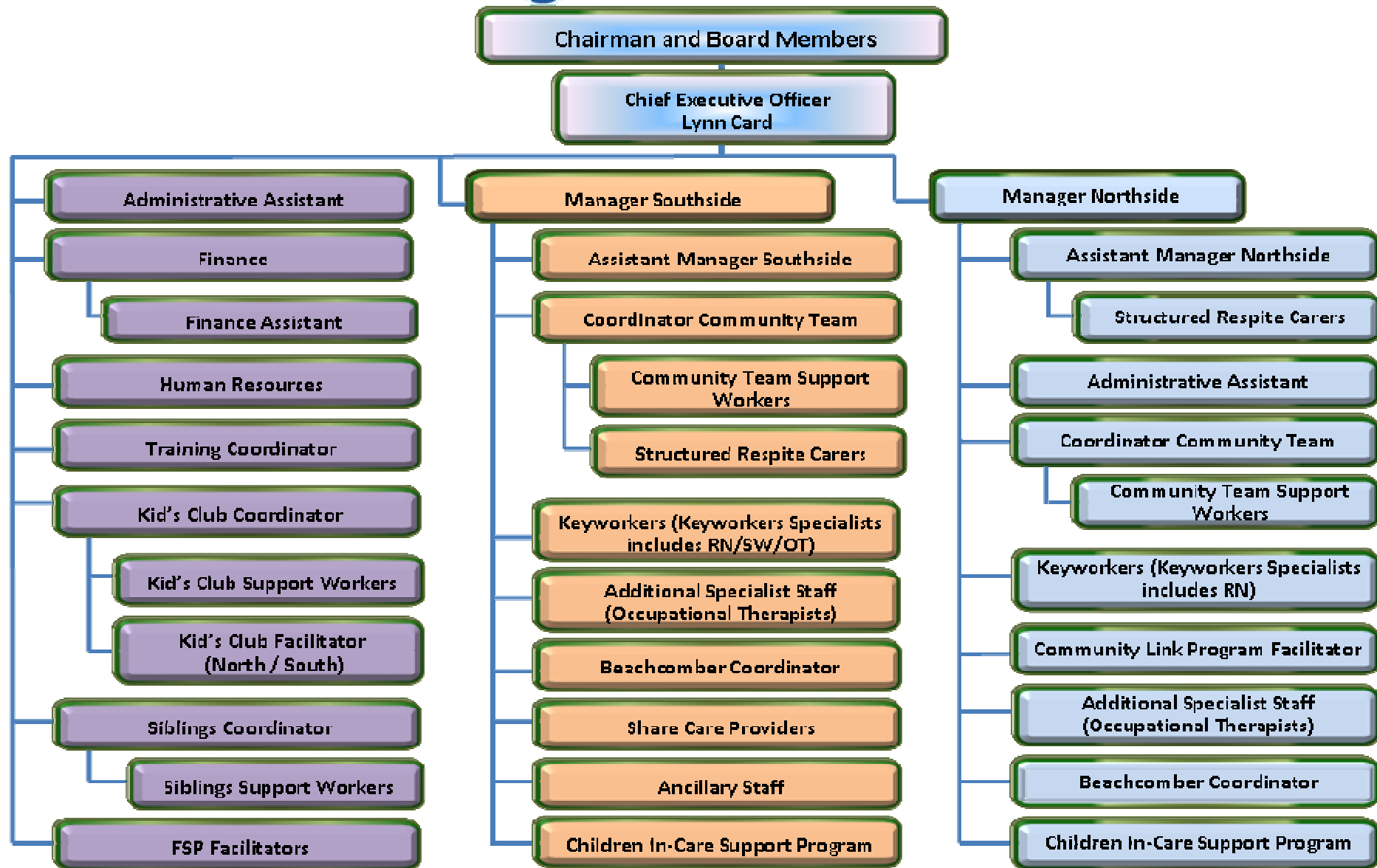
This service is provided within a limited time frame.

Xavier's Structure

Xavier Children's Support Network is a public company governed by a Board comprising of parent representatives, Catholic Archdiocese representatives and community representatives who have a variety of professional backgrounds supportive to Xavier's operations.

The management and day-to-day operations of Xavier are designated to the Chief Executive Officer (CEO). A management team supports the CEO and includes the regional managers, human resource and finance officers. See over for structure chart.

Xavier Organisational Chart



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Funding

Xavier Children's Support Network is primarily funded through grants from Department of Communities (Disability Services). The grant is provided under the terms of a Funding Agreement that outlines the agreed service outcomes for the year against the funding provided. This funding covers the costs of the majority of Xavier's Services including support co-ordination, family-based respite, in-home support, brokerage, direct family payments, specialist support, Beachcombers, Kid's Club and equipment and nursing provisions.

Xavier also receives funding from the HACC program for the provision of in-home respite, support co-ordination and vacation care. This funding is provided under a Service Agreement arrangement requiring a minimum data collection process. The funds are provided for a set number of families and children within specific HACC areas.

Children supported in alternate family placement are funded through the Department of Communities (Child Safety). Children have individual Service Agreements and funding packages that are developed within departmental guidelines.

Additional small amounts of funding are received for individual children and families through brokerage arrangements i.e. Department of Communities (Disability Services) Family Support Program and other disability services. Funding received through applications to various funds i.e. gaming fund and financial institutions allows Xavier to purchase equipment for individual children or make additions to our equipment loan pool.

Legislation

Xavier's services are underpinned by compliance to National Standards derived from legislation i.e. *Disability Services Act (2006)*, *Queensland Health Act* and the Home and Community Care Program National Service Standards.

Other State and Federal legislation that Xavier is required to comply with includes the *Workplace Health and Safety Act (1995)*, *WorkCover Queensland Act 1996*, *Queensland Work Cover Amendment Act 2001*, *Commonwealth Disability Discrimination Act (1992)*, *Equal Employment Opportunity, Privacy Act* and the *Queensland Child Protection Act*.

Xavier's Policies and Procedures

A copy of Xavier's policies are provided in this booklet that relate to the following:

- Service Entry and Exit;
- Privacy, Dignity and Confidentiality;
- Complaints and Disputes, and
- Service User Fees.

Also enclosed are two brochures. 'Listening to Parents' outlines the procedures followed when a complaint is raised by a parent. The other brochure outlines the right of families to seek an advocate during any decision-making processes concerning the services and support they receive from Xavier.

Service Entry and Exit Policy

Xavier's services will provide support for children between the ages of 0 and 16 years who have complex high support needs arising from a combination of physical, sensory and intellectual disabilities.

Xavier accepts referrals from families residing within a 35 km radius of Brisbane's central business district (CBD). Outside these perimeters and up to a 45-kilometre radius of the Brisbane CBD, limited supports to families when due to the complexity of the need of their child, the family is unable to find supports within their own community.

If a wait list exists, priority will be given to:

1. infants and children leaving hospital after birth or injury to return to their natural family;
2. those where no other service support exists; and
3. families with the greater complexity of needs.

Support for children accepted by Xavier's service will continue until the child and family can access other services which can more appropriately meet their needs or after their 16th birthday.

Support for children may continue on a partial basis for a six month period after the child reaches their 16th birthday. This will ensure adequate time is allowed for the planning and movement to appropriate adult services. See Futures Planning Policy.

Families, to which services are not offered due to not meeting our eligibility criteria and/or not within our geographical boundaries, will be informed of the reasons for refusal. They will be assisted to seek supports from other appropriate organisations and will be advised that should their circumstances change, they can reapply for our support. Xavier ensures staff involved in referrals and assessments apply non-discriminatory practices in accordance with the *Queensland Anti-discrimination Act 1991* and Xavier's Code of Conduct by respecting differences of gender, race, culture, religion etc.

All referrals are dealt with in a timely fashion and will follow an open referral process.

Privacy, Dignity and Confidentiality Policy

Xavier complies with *The Privacy Amendment Act 2009* and follows the standards stated within the National Privacy Principles for collection, security, and disclosure.

Each family's right to dignity and privacy is recognised, respected and protected in relation to their personal activities when receiving support through Xavier's services.

Xavier only records and maintains family and child information that is relevant to effective service delivery. Confidentiality is observed by all staff of Xavier both within the organisation and outside of it by ensuring that information about any family or child is given only on a 'need to know' basis through the case management process.

Information concerning a child supported by Xavier can only be released upon written consent of the parent/guardian. Personal images use is protected through formal authorisation processes. Parents also have the right to withdraw a consent for release of information at any time.

Xavier takes reasonable steps to ensure that personal information is protected from misuse, loss, unauthorised access, modification or disclosure. Personal information will be destroyed if no longer needed as per current legislative requirements.

Each family is aware of the information maintained by the service and has the right to see any information which the service keeps in respect of their family and/or children with a disability.

Privacy, Dignity and Confidentiality Procedure

Information collected by Xavier is necessary for the provision of services to families and supports the principles contained in the *Privacy Amendment Act 2009*, summary attached.

1. Parents are made aware of this policy via Xavier's Family Information Booklet. This booklet is provided to new families commencing with Xavier and on a regular basis/when updated to existing families. New families sign their receipt of the family booklet and verbal discussion of the privacy and confidentiality policy, on the Assessment Information Checklist.
2. Parents are also required to regularly sight and sign records such as:
 - Referral information
 - Care plans
 - Case management plans
 - Consent forms
 - Specialist reports, etc.

3. The information contained in a consumer's file, is available only to the consumer and those staff involved in direct service provision. Xavier managers are responsible for conducting regular client file audits which includes ensuring case notes are written in a manner that reflects dignity and respect.
4. Prior to information being released by Xavier to another service, individual or agency, written permission must be obtained from the guardian of the child with a disability. See attached Personal Details Consent Form. Where permission is sought for the release or examination of records, only specific information listed on the consent to release form may be released. See attached Consent to the Release or Examination of Records Form.
5. Verbal consent may be obtained from a parent/guardian by a Keyworker, Therapist or Manager when verbal information is to be exchanged. Verbal consent authorised by signature on the Personal Details consent Form and noted and dated in case notes.
6. Specific authorisation must be attained prior to the taking of or use of personal images of a child or family. See attached Authorisation of Personal Image Form.
7. All staff, management and consumers of this service are made aware of, and would be expected to adhere to, the privacy and confidentiality requirements of the service.
8. Xavier stores consumer's personal information in secure and up to date facilities and on protected computer equipment. Access is given to staff on a need to know basis.
9. To access information held by Xavier, the parent / guardian would need to make a request in writing.
9. Personal information will be maintained until the client reaches the age of 21 years after which if no longer needed, all personal information will be destroyed.
10. The Former Clients Register will be audited each December by the Administrative Assistants North & South to identify past clients who turned 21 years of age in the preceding 12 months.
11. Their personal information will then be removed from the archived files and destroyed by shredding and the client's electronic file will be deleted. This action will be recorded on the Former Clients Register.

Complaints and Disputes Policy

At any time, a parent or guardian using Xavier's services is free to make a complaint about any aspect of the service including suspected abuse or negligence by Xavier Staff. Issues raised will be treated confidentially, fairly, dealt with promptly and without retribution. The Board of Management and Staff of Xavier Children's Support Network respect the right of parents to make complaints and have disputes resolved.

At all stages of the complaints and disputes process, response to the complaint will be made promptly and fairly. The complaint will be discussed with people directly involved in accordance with the principles of natural justice.

In cases of reported complaints of suspected abuse, assault or neglect by Xavier staff, see the Preventing and Responding to Abuse, Assault and Neglect of a child with a disability by Xavier Staff policy and procedures.

Xavier's Complaints and Disputes policy is publicly available and provides open and accountable procedures for dealing with complaints and disputes. This policy is contained in Xavier's Parent Information Booklet provided to all new parents and is regularly published in Xavier's newsletter.

The handling of all complaints or disputes is dealt with in a manner consistent with the organisation's policy on privacy, dignity and confidentiality. Individuals wishing to have a complaint or dispute resolved may seek the support of an advocate at any stage of the dispute resolution process.

Service User Fees Policy

The Xavier Children's Support Network requires all families to contribute on an annual basis to the costs associated with the services they receive.

Service User Fees Procedure

Payments:

1. An invoice will be forwarded to the family on July 1 of each financial year from the finance office (families are requested to use the appropriate Remittance Slip, provided with the invoice).
2. The invoice will provide options to pay by cash, cheque or direct credit. Families can elect to pay annually, quarterly or monthly.
3. Initial payment will be due by July 31.
4. Receipts will be issued and posted to families upon receipt of payment.
5. Monthly statements will be sent to families who have outstanding balances. If fees have been paid in full no statement will be sent.
6. When families commence services with Xavier, the Executive/Admin Assistants (north and south) will notify the Finance Officer of their commencement and appropriate details. Details include the Key-worker's first contact with the family to enable the Finance Officer to calculate the amount of pro rata service user fee due i.e. number of months remaining in year.
7. When families cease services with Xavier, the Executive/Admin Assistants (north and south) will notify the Finance Officer who will remove the family from the service user payments register. Although pre-paid Service user fees are not refundable, the CEO may elect to exercise discretion in this matter, given particular family circumstances.

Non-compliance:

8. Where a family is in arrears of payment of 90 days, a letter will be forwarded from the finance office to the family notifying of the arrears position. The letter will remind the family of their obligations concerning service user fees.
9. Families will be expected to pay the fees in arrears within 30 days.
10. If fees in arrears remain unpaid, a letter will be forwarded to the family from the CEO stating non-payment will result in the withdrawal of a portion of service in order to recover fees – eg Direct Family Payments, Beachcombers.
11. If required, a further letter will be forwarded informing the family of the action taken to recover fees.

PARENT INPUT INTO XAVIER'S SERVICES, MANAGEMENT AND GOVERNANCE

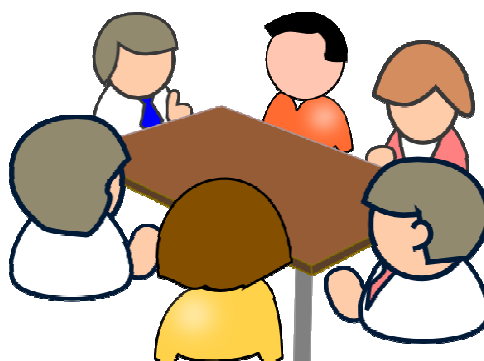
Input from families supported by Xavier is valued. Parents can participate in the following ways

- ❖ **KEYWORKER & REGIONAL MANAGER:** Families are welcome to provide feed-back on the services they receive from Xavier *at any time*. Feed-back can be directed to either the family's keyworker or their regional manager.

- ❖ **PARTICIPATION IN EVENTS & TASKS:** Xavier invites family participation in events such as our Strategic Planning Days and tasks such as preparation of the Parent Training Calendar and Annual Family Survey.

- ❖ **ANNUAL FAMILY SURVEY:** A family survey is conducted in the first half of each year and we strongly encourage families to participate. All feedback is summarized and presented in a report that does not identify individual families; however provides Xavier Board, management and staff with valuable feedback. An action plan to address any deficits in service provision identified from families is developed. An article on the results of the survey appears in the following Xavier Newsletter and a full copy of the Report is available upon request.

- ❖ **BOARD OF MANAGEMENT:** The Xavier Board of Management comprises representatives from the Brisbane Archdiocese, community representatives with a professional background and parent representatives.



Storage of personal information

When a family commences service with Xavier, a personal information file is created; both in hard copy and electronic. Your file will contain such things as:

- assessment information
- individual support plans
- copies of correspondence
- signed consent forms
- staff file notes
- therapist and nurse prescriptions, and
- copies of direct care documentation e.g. care plans and medication forms.

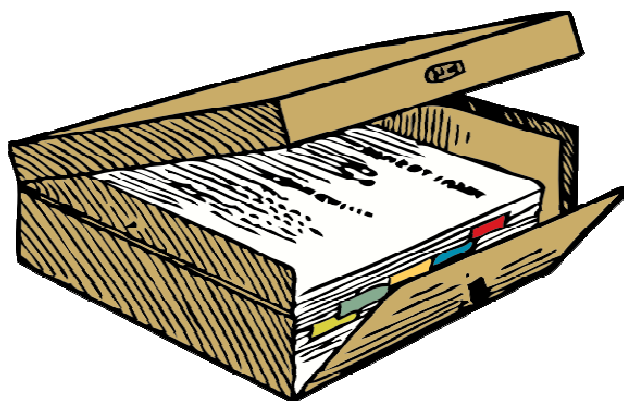
The hard copy file is kept in a locked cupboard and the electronic file on protected computer equipment.

Your family files can only be accessed by relevant staff needing to enter or retrieve data i.e. staff *directly* involved with your service provision.

If you wish to access your file, you can at any time request permission in writing to the area manager.

The area manager may also access your file to conduct regular audits to ensure documentation complies with service standards.

Your personal information once you no longer receive service from Xavier, is archived securely until 21 years after your child's birth. It is then destroyed by shredding and deletion from the computer system.



Rights of Families

Families and children receiving support from Xavier Children's Support Network have the right:

1. To receive services and supports that meet their individual child's and family's needs.
2. To receive services and supports that are flexible and can respond to changing needs of their family and child.
3. To be the primary decision maker concerning the services and supports they receive.
4. To be provided with appropriate information to empower them to make decisions regarding their family and child's needs.
5. To receive services and supports in a manner that ensures their privacy, dignity and confidentiality is respected.
6. To refuse any services or supports provided by Xavier or arranged through external resources.
7. To seek the support of an advocate during any decision-making processes concerning the services and support they receive from Xavier.
8. To receive services in a manner that upholds the legal and human rights of their child and family.

Responsibilities of Families

Families receiving support from Xavier are asked to accept the following responsibilities:

1. Actively participate in the coordination of supports for your family and develop annual support plans, which enable Xavier to provide the most appropriate supports.
2. Acknowledge Xavier's compliance to Workplace health and safety legislation and be supportive in ensuring Xavier's staff are afforded a safe and healthy home environment in which to work.
3. Where applicable ensure your child's medication chart is kept up-to-date and is available for all periods of respite, in-home support and Kid's Club.
4. Meet accountability requirements when in receipt of individualised funding for the purchasing of equipment or supports.
5. Ensure equipment on loan from Xavier is properly cared for and returned in good order.
6. Maintain their fee contribution according to Xavier's Policy.
7. Where applicable, i.e. the Kid's Club and Beachcombers services, families are asked to contribute to the activities of the service such as cost of admission, accommodation etc. Additionally you will be asked to contribute towards the cost of nursing consumables and sewing items. Details associated with fees are available on request.
8. Families participating in Beachcomber and structured respite services will be provided with additional family responsibilities and guidelines relating specifically to their service.
9. If your child comes in contact with anyone who has a notifiable disease and the relevant Authorities have advised you of this, you should urgently advise your Keyworker, in-home staff or respite carer as appropriate.



Southside

284 Pine Mountain Road
Mt Gravatt East Qld 4122

Telephone (07) 3216 8811
Facsimile (07) 3216 8778

Web Site: www.xcsn.org
Email:
postmaster_s@xcsn.org

Northside

1935 Gympie Rd
Bald Hills Qld 4036

Telephone (07) 3261 6950
Facsimile (07) 3261 6055

Web Site: www.xcsn.org
Email:
postmaster_n@xcsn.org

The contents of this booklet though specific to Xavier Children's Support Network, reflect HACC Client Information Handbook Protocols.