

Accommodation Services Roles

Quality & Safeguarding Officers

Quality and Safeguarding Officers assist in supporting and achieving safe and quality services for the people we support.

Their specialist advice, information and training is individualised to different homes developing safe, high quality practices that fit the NDIS Quality and Safeguarding Framework and other legal, practice and industry standards.

Each officer visits the same area of homes to monitor changes and share ideas as well as:

- Foster a culture of quality and safety, reinforcing best practices
- Analyse data and seek out improvement in systems, practices, procedures and preventative initiatives
- Support effective planning and management of safety and quality issues impacting client services
- Facilitate a schedule of self-audits
- Develop and monitor action plans for internal audit and Community Visitor Scheme review reports – as well as respond to reports
- Log issues on a local Continuous Improvement Register
- Monitor incident reporting onto databases

If you would like more information about quality and safety matters, please contact your area's Q&S Officer.

Service Coordinators

Service Coordinators seek better NDIS and Support plans for the people we support, once they set goals together with their loved ones.

Clients and families are encouraged to use them as their direct contact point for arrangements with our service.

Each Service Coordinator has a consistent group that they oversee the arrangements of, from pre-planning, to family meetings and any challenges that arise.

Gathering the extensive evidence required and coordinating the opportunities identified for personal growth involves intensive paperwork and liaison.

They also:

- Liaise about individuals' goals
- Undertake NDIS pre-planning activities
- Initiate planning conversations
- Liaise with families and guardians
- Access lifestyle programs
- Identify other supports needed
- Implement NDIS plans
- Manage sensitive matters & solve problems
- Endeavour to respond within two days, sooner if urgent

If you would like more information on individuals and NDIS plans, please contact the Service Coordinator.

Capacity Building Officers

Capacity Building Officers focus on developing the confidence, capacity and self-advocacy of the people we support.

They also seek to foster greater engagement and meaningful connections within the community by identifying, arranging and engaging with mainstream community supports and services.

Capacity Builders will identify, arrange or assist individuals with appointments, development opportunities/experiences and accessing resources and support to achieve positive outcomes while meeting personal and NDIS goals.

Officers work closely with the people we support including:

- Providing key social, emotional and advisory support services
- Identifying and developing engagement opportunities with mainstream and community services
- Providing support and development of DSOs to maintain that engagement and build rapport
- Improve understanding of the NDIS operations and its principles
- Building capacity of people with disability to exercise choice and control
- Encourage and enable people to move towards self-management, greater independence and meaningful community inclusion.

If you would like more information on further capacity building opportunities for the people we support, please contact your area's Capacity Building Officer.

Where will you find these people?

They sit in each area with the Area Managers and Team Leaders and are also attached to their respective teams. Other than that, they will be out visiting people in their homes. If you're unsure who your officers are, email accomtalk@sa.gov.au.

Guardianship Liaison Officer

The Guardianship Liaison Officer supports clients who may not have active family, friends, or other advocates in their lives. The role works closely with individuals to support them to have greater choice and control in decisions that affect them.

The Guardianship Liaison Officer also works closely with the Office of the Public Advocate (OPA) and Accommodation Services teams building initiatives for supported decision making and quality and safeguarding.

Positive Behaviour Support Team (PBST)

A referral-based service within Accommodation Services that is staffed by experts in many helpful disciplines for the people we support including Developmental Education, Psychology and Social Work.

The PBST aims to improve quality of life and address behaviours of concern and restrictive practices. The team also provides specialist positive behaviour support assessment, intervention and behaviour support plans.

More info on positive behaviour support or restrictive practices services is available from the admin officer on 8372 1423.

Team Leader (PBST)

The Team Leader of PBST offers direction for practitioners and psychologists as well as triaging the referral and intake process for PBS and restrictive practice referrals.

This role also provides education and consultancy to Accommodation Services staff relating to positive behaviour support and restrictive practices, while identifying any areas of training required in the service and responds to high risk events, providing incident management and risk mitigation strategies.

Positive Behaviour Support Practitioner / Psychologist

Positive Behaviour Support Practitioner / Psychologists optimise human rights as they support each client, their staff and carers / guardians to improve quality of life while also reducing behaviours of concern and restrictive practices.

Their role involves:

- Providing specialist Positive Behaviour Support assessment and intervention to support people exhibiting significant behaviours of concern
- Developing interim and comprehensive behaviour support plans (to address behaviours or restrictive practices)
- Training, support and consultation for staff to implement the plans
- Developing strategies for ongoing monitoring and implementation for the life of the plan
- Reviewing plans in a timely manner.

*PBS Psychologists provide specialist advice and education about appropriate psychological health interventions and PBS principles and strategies.

Positive Behaviour Support Practitioner – Restrictive Practices

The Restrictive Practices Practitioner provides additional services to the Practitioner role (left).

These include:

- Restrictive practices consultation
- Education and support of staff relating to restrictive practices
- Assessing clients who have, or are at risk of having restrictive practices imposed on them
- Developing alternatives, least restrictive interventions that aim to reduce and eliminate restrictive practices where possible.

Where will you find PBST members?

The PBS Team work from a centralised office, servicing sites throughout Accommodation Services. For further information regarding individual practitioners, please contact the Team Leader Positive Behaviour Support