



DCSI Equipment Services Strategic Policy

Department for Communities and Social Inclusion (DCSI)

Summary

This policy outlines the DCSI's aims for the provision of equipment, home modification services and artificial limb services.

Table 1: Document Details

Policy Number	DES EP 001
Applies to	Disability SA Disability and Domiciliary Care Services
Issued by	Disability and Domiciliary Care Services
Delegated Authority	Gerrie Mitra, Executive Director, Disability SA and Lynn Young, Executive Director, Disability and Domiciliary Care Services
Custodian	Lynette Pugh, Director Domiciliary Care
Content Author	Matthew Massy-Westropp
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Review Date	31/12/2018
Confidentiality	Public

Table 2 – Revision Record

Date	Version	Revision description
7/3/2017	2.0	General update of policy with changes to eligibility
21/03/2017	3.0	Revised following input from the Operational Advisory Committee on 2017-03-15
4/04/2017	3.1	Final draft following OAC input

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1. Purpose

This policy outlines the department's aim to support eligible people who have permanent disabilities or impaired functional capacity to live safely and independently in their community within South Australia through the provision of equipment, home modifications, artificial limbs and information services.

The policy provides direction for the management, implementation and review of the DCSI Operational Policy on Equipment, the DCSI Operational Policy on Home Modifications, and the SA Artificial Limb Scheme in South Australia Operational Policy.

2. Context

This policy is necessary to ensure that the provision of equipment, home modifications, artificial limbs and information services (hereafter known as equipment) by DCSI are:

- consistent, accessible and delivered in an equitable way
- integrated, coordinated and streamlined
- centred around the person and their primary carer and connected with services within DCSI and other sectors
- provided by trained and competent staff
- well managed to minimise risks
- cost effective and avoid unnecessary duplication
- sustainable and able to respond to the anticipated increase in demand and expectations
- governed by effective performance management structures and processes.

3. Scope

This policy applies to DCSI equipment services that are funded through DCSI by the South Australian Government.

Included

This policy includes people accessing:

- Domiciliary Care (metropolitan) programs
 - those aged under 65 years (under 50 years for Aboriginal and Torres Strait Islander (ATSI) people) with chronic health conditions
 - palliative care

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- Metropolitan Equipment Scheme
- Specialist disability services provided by Disability SA and non-government agencies funded by DCSI
- the Independent Living Centre, including the Continence Resource Centre
- the Artificial Limb Scheme in South Australia.

Excluded

This policy does not apply to:

- home modification services by Housing SA or equipment services provided by the Independent Living Equipment Program (ILEP) in rural and remote areas.
- people who may meet the Equipment Services eligibility requirement but who are also eligible for an equivalent service from another funding source. In this instance, equipment services should be provided through the alternate source.
- people accessing the Commonwealth Home Support Programme, the National Disability Insurance Scheme, Lifetime Support Scheme, the Department for Veteran's Affairs Rehabilitation Appliance Programme, as well as programs provided by other South Australian Government agencies.
- people seeking equipment solely for use in a workplace, educational program, or for transportation or recreational purposes.

4. Policy Detail

4.1 Equipment Services Aims

DCSI Equipment Services aim to provide timely equipment access to eligible people to support their independence, function and safety in tasks of daily living in their home environment. The provision of equipment services will:

- minimise the risk of injury to the person, their carer or their service provider
- optimise the person's capacity to live as independently as possible in their own home and as a member of the community
- avoid unnecessary use of community support services
- facilitate the person to make improvements in their functional capacity
- reduce progression of functional deterioration and the effects of conditions requiring palliative care

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- avoid unnecessary use of residential care services, hospitalisations and enable timely discharge from acute care services.

4.2 Roles and Responsibilities

- Executive Directors, Disability SA and Disability and Domiciliary Care Services – ensure oversight of DCSI’s Equipment Services.
- Executive Directors, Disability SA and Disability and Domiciliary Care Services – ensure timely development and review of this policy.
- Directors - ensure implementation, compliance and review.
- Managers - effective implementation and compliance.
- Employees - need to be aware of and comply with the policy, attend training where applicable, and communicate with their manager regarding any policy issues.

4.3 Eligibility

To be eligible for DCSI Equipment Services, people must be a permanent resident living in the community in South Australia, and be eligible for state funded specialist disability services or state funded programs from Domiciliary Care (metropolitan).

This includes:

- people aged under 65 years (or under 50 years for ATSI people), who are clients of Disability SA and live in an Australian Government funded residential care facility.
- residents of South Australia who hold a current Medicare Card and require an artificial limb from the Artificial Limb Scheme in South Australia.

4.4 Services Provided

Equipment services may include:

- clinical assessment and prescription of equipment and home modifications
- provision of loan equipment, home modifications, artificial limbs and consumable items such as continence products
- replacement, repair and maintenance of loan equipment
- training and follow up in the use of the equipment and home modifications
- review of the need and appropriateness of equipment services provided

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- education and information regarding equipment and home modifications and
- support to those with the capacity to self-purchase or hire.

4.5 Demand Management and Resource Prioritisation

Resources will be prioritised and allocated in a cost efficient, equitable and timely manner, considering the overall needs of clients. Demand management measures, including waiting lists and prioritisation tools, may be required to ensure services are provided within available budgets.

4.6 Co-Contributions

Co-contributions are applicable for some DCSI equipment services in accordance with Domiciliary Care's Client Contribution Policy.

4.7 Governance and Policy Review

The DCSI executive has overall responsibility for operation of the Equipment Services.

Timely evaluation of the Equipment Services Strategic Policy is delegated to the Operational Advisory Committee and should include performance measures, such as time, cost, quality, and outcomes.

This policy will be reviewed as needed in response to relevant reforms and strategic priorities.

5. Risk

The absence of a clear Equipment Services Strategic Policy may result in:

- difficulty in managing and containing costs
- poor client outcomes
- inability to effectively manage and respond to increasing demand in an equitable manner
- unclear relationships with other funded equipment programs
- gaps and fragmentation in the provision of services
- duplication of effort across equipment service partners
- less effective service delivery by DCSI and
- inability to effectively manage risks and monitor performance.

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6. Definitions

Equipment

Equipment refers to items specifically used to access and manage a persons home environment and/or assist with tasks of daily living.

Home modifications

Home modification refers to installation of fittings/fixtures or structural changes to a person's home.

Chronic health condition

A chronic condition is a health condition or disease that is persistent or otherwise long-lasting in its effects or a disease that comes with time. The term chronic is usually applied when the course of the disease lasts for more than three months.

Palliative care (for the purpose of this policy)

Highly responsive access to a range of home based allied health, equipment and some support services to clients to maximise their functional capacity and quality of life while facing the problems associated with a diagnosed progressive life-limiting illness.

Impaired functional capacity

Impairment is defined as any marked loss or deviation in physiological function, psychological function or anatomical structure of the body (World Health Organisation International Classification of functioning, disability and health, 2001).

Permanent disability

Permanent disability means that the child, youth or adult has a disability that:

- is attributable to intellectual, psychiatric, cognitive, neurological, sensory or physical impairment, or a combination of any of these impairments; and
- is, or is likely to be, permanent; and
- results in the person having:
 - a reduced capacity for social interaction, communication, learning, mobility, decision making or self-care; and
 - need for continuing support services; and

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- a disability, notwithstanding that is of an episodic nature (Disability Services Act, 1993).

Community Living

Community living refers to the person's home (rental, mortgaged or otherwise), retirement villages, independent living units, residential parks, self-care units, serviced apartments, boarding houses, or group/supported accommodation or shared house arrangement in the community.

Tasks of daily living

Tasks of daily living include:

- meal time activities
- dressing and grooming
- preparing meals
- mobility within the home and the community
- bathing
- toileting, including continence management
- transfers and bed mobility
- seating and postural needs, including night time posture and
- core communication (i.e. expression of core needs and feelings).

7. Reference Documents

7.1 Directive documents

- National Disability Agreement Insurance Scheme Act 2013
- National Agreement Community Services; (1) Access to Aids and Equipment; National Disability Strategy, 2010-2020
- National Health Reform Agreement
- National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services
- South Australia's Strategic Plan, 2011
- United Nations Convention of the Rights of the Child, 1990

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- Australian Aged Care Quality Act, 2013
- Quality of Care Principles 2014
- Quality Agency Principles 2013
- United Nations Convention on the Rights of Persons with Disabilities, 2008
- DCSI Business Plan 2016-17
- DCSI Strategic Plan 2014 – 2018

7.2 Supporting documents

- Relevant A&NZ Standards for Equipment and Home Modifications
- National Quality Standards Framework – Outside School Hours Care
- SA Health Amputee Limb Service Operational Policy
- Domiciliary Care Client Contribution Policy
- Australian Safety and Quality Framework for Health Care, 2011
- Australian Service Excellence Standards, 2011
- Commonwealth Home Support Programme Manual 2017
- Home Care Packages Programme
- DCSI Operational Policy on Equipment
- DCSI Operational Policy on Home Modifications
- SA Charter of Rights for Children and Young People in Care
- Residential Parks Act 2007

7.3 Related documents and resources

- DCSI Policy Framework 2016

8. Aboriginal Impact Statement Declaration

The needs and interests of Aboriginal people have been considered in the development of the policy and there is no specific direct or indirect impact on Aboriginal people

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9. Policy Approval

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<p>APPROVED</p> <p>Gerrie Mitra Executive Director Disability SA</p> <p>13/ 04 /2017</p>	<p>APPROVED</p> <p>Lynn Young Executive Director Disability and Domiciliary Care Services</p> <p>13/04/2017</p>
<p>Comments:</p>	<p>Comments:</p>

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