

HEARTH COVID19 INTERNAL PROCESS:

WHY:

Hearth is working with its participants on additional one to one support needs in light of schools, day services and community programs closing. Hearth is also working through contingency planning for each participant, working on the assumption that all support workers at some stage will be quarantined for 2 weeks. Hence, additional funding will also be required to match and train additional support workers, essential in complex cases.

WHAT:

Hearth Support Services provides one to one support (support workers) in the home and community.

This is intended as an interim process and guidance for families at a time when the NDIA are not yet in a position to provide clear guidance & direction. It is anticipated that the NDIA will soon define the appropriate process to ensure continuity of support is able to be maintained and the additional related funding is factored in. Given the gravity of the Coronavirus impact, this is not possible in the immediate term.

KEY PRINCIPLES:

- Reasonable & necessary support maintained – The support from group based activities is shifted to individualized support in the home
- Clear audit trail of support – Costed by shift by day by month – First variation to the end April, then month by month
- Clear communication with the Support Coordinators & Plan Managers
- Support Coordinators to engage the NDIA to manage the review process
- Careful monitoring of the funding “burn rate” to inform the timing of the review by all to ensure approved funding is not exceeded

4 STEPS TO SUPPORT & ENABLE ADDITIONAL FUNDING: COVID-19

- 1 PARTICIPANT** - Event to trigger a review of funding requirements (eg Day service closed) - Family to communicate with Hearth Relationship Manager additional shifts and support
- 2 HEARTH** - Relationship Manager to provide quote for additional services. Family to complete a Hearth Schedule of supports for each month period, sign and return to Relationship Manager
- 3 SUPPORT COORDINATOR** - Family to communicate the additional support requirements to their Support Coordinator (SC). The SC to manage the NDIA approval process. In the interim suggest would involve updating the NDIA on the change of circumstances and funding implications. Family to engage the Plan Manager, as appropriate
- 4 HEARTH** – Additional individualised support to commence