# I.L.O

## MANAGEMENT

# KIT

**pqplus.com.au**

## A COMPLETE TOOLBOX

FOR SUPPORT COORDINATORS
ILO PROVIDERS & NDIS PARTICIPANTS

**INDIVIDUALISED LIVING OPTIONS SUPPORTS**

**WHAT DO THEY TAKE TO DELIVER?**

PERSON-CENTRED APPROACH
IMAGINATION & SENSITIVITY
ORGANISATION & ATTENTION TO DETAIL
LEADERSHIP & TEAMWORK
LONGTERM COMMITMENT
RISK MANAGEMENT & COMPLIANCE
REVIEWS & IMPROVEMENT

**ILO**

MANAGEMENT

**KIT**

A COMPLETE TOOLBOX

## PERSON-CENTRED APPROACH

The ILO KIT supports NDIS participants to lead the project. It guides users through the entire ILO process, builds on participants' strengths and needs, and explores their aspirations and resources.

## IMAGINATION & SENSITIVITY

Dreams and aspirations turn a living arrangement into a *home*. The ILO supports your creativity with ready tools and prompts. Get the conversation started. Log participants' information-sharing preferences and share the vision — sensitively. Let the team know what it's aiming for and create a historic record that keeps the vision alive.

## ORGANISATION & ATTENTION TO DETAIL

There's so much going on in an ILO project. The ILO KIT ensures you've covered all the NDIS requirements — including for the Service Proposal.  Keep everything in one place and everyone in the know.

## LEADERSHIP & TEAMWORK

The success of an ILO project depends on teamwork. Regular updates, contact information, relationships, responsibilities and training — the ILO KIT helps you manage everything.

## LONG-TERM COMMITMENT

A successful ILO project will last long enough for everything to change and must have a mechanism to manage change. The ILO KIT creates a multiyear history of supports that you can read at a glance. It eases transitions between providers, changes in leadership and the support network by providing information in an easy-to-understand format.

## RISK MANAGEMENT & COMPLIANCE

NDIS Quality and Safeguards is built into every part of the ILO KIT — from the policy to the ILO Workbook to the Agreement Templates. Keep participants safe, informed and in control. And prepare your organisation for audit.

## REVIEWS & IMPROVEMENT

Every element of the ILO KIT includes a mechanism for review. Keep things running smoothly and make improvements where possible.

# I.L.O
## MANAGEMENT
## KIT

**THE** ILO MANAGEMENT KIT *INCLUDES*:

- **ILO WORKBOOK**
  *Plan and implement the ILO project.*

- **LIVING ARRANGEMENT TOOLS**
  *Recruit and manage Hosts, Mentors & Housemates.*

- **ILO POLICY & PROCEDURE**
  *A solid basis for Quality Management.*

## ILO WORKBOOK

A comprehensive suite of tools in one Excel workbook. It supports every phase of the ILO process — from discussion and discovery, to strengths and needs, risk and privacy management, team support and training, to living arrangements and support reviews.  Keep the data in one place — in a clear format — and share it easily!

### WHAT HOME MEANS TO ME
Whether designing your own ILO project or working with a client, these conversation starters get everyone on the same page.

### STRENGTHS & NEEDS
Participants bring strengths to a project. They need support too. A great plan depends on getting this right.

### ILO OPTIONS & BUDGET
Very handy when it's time to crunch some numbers!  These tools focus on what the budget allows and what the NDIS is likely to fund from a Service Proposal. They're easy to use, simple and effective.

### RISK MANAGEMENT
Manage risks of all kinds — from medical conditions, to privacy, to supporter understanding. Includes risks to participants living alone with support from a single worker. And it ensures risk treatment strategies are reviewed and improved where necessary.

### SUPPORTS IMPLEMENTATION
A clear picture of how your team delivers support — who is on the team, their role, contact data, access to information, scheduling and agreements. A suite of tools to build the team and their capacity.

### SUPPORTS & LIVING ARRANGEMENT REVIEWS
Create a historical record of improvement strategies. Make sure the ILO keeps delivering and stays safe for the participant, year after year.

## ILO POLICY & PROCEDURE

Clear and methodical, the *Individualised Living Options Policy and Procedure* guides staff through the ILO process — eligibility, exploration and design, support provision, recruitment, training and reviews — including all essential compliance requirements and provider obligations. Note that the policy assumes your organisation has processes in place to address the risks involved in the ILO supports you deliver.

## LIVING ARRANGEMENT TOOLS

Finding the right living arrangement means recruiting the right people, working with them to understand the goals, needs, supports and risks involved. Simplify the process with these easy-to-use tools — and maximise participant safety.

### HOST, MENTOR & HOUSEMATE REGISTER

Match applicants to participants' needs and goals. Keep track of recruitment efforts and manage Quality and Safeguards too — use it in conjunction with the included *Host Home Safety & Wellbeing Checklist*. Easy and effective!

### AGREEMENT TEMPLATES

Clear agreements in simple, friendly English. Make sure everyone understands their roles, rights and obligations. NDIS Participants, ILO Providers, Primary Hosts, Secondary Hosts, and Housemates. These templates provide a reliable foundation — save hours of work each time you use them.

### HOME SAFETY & WELLBEING CHECKLIST

Treat the house like a home, not a factory. Think about privacy, spaces for solitude, communal activity and relaxation, access to and from the community. Of course, this checklist does WH&S-style safety too, but with common disability sector risks in mind. Conduct preliminary checks, monitor ongoing safety — and more.

## THANK YOU

Feedback from experienced ILO providers and others helped to ensure that this toolkit will be effective for years to come. We really appreciate their input and inspiration.

Thanks for your interest in the kit. We'd love to hear your feedback too.
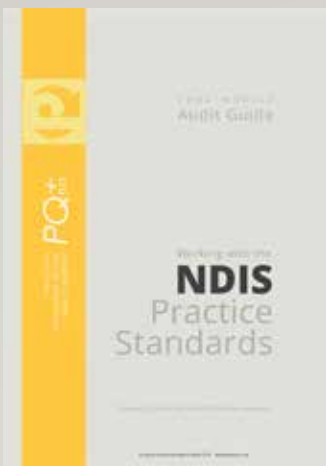
ILO MANAGEMENT KIT

### PARTICIPANT RISK KIT

The policy and tools to meet the NDIS Commission's requirements for providing supports to participants living alone. Comprehensive and easy to use.
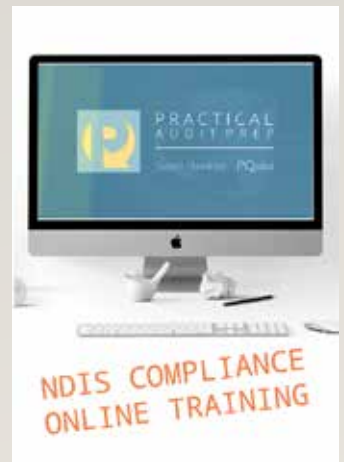
### CORE MODULE AUDIT GUIDE

This PDF guide makes sense of the NDIS Practice Standards and suggests ways to meet each of the criteria. There's an introduction to Quality Management and a strategic guide to audit preparation.

### PRACTICAL AUDIT PREP

This online course prepares your organisation for audit while showing how Quality Management works. We provide loads of tools and show you how to use them.

### NDIS REGISTRATION SUPPORT

PQ*plus* makes the NDIS registration process easier. We provide a full Quality Management system — not just a Policy Manual — and we show you how to use it.

### GAP ANALYSIS

Bring your existing Quality Management system into compliance with the current NDIS requirements.

SERVICES