

Disability Services Commission

Procurement of Disability Professional Services Comprehensive and Targeted Services Policy

1. Keywords

Disability Professional Services, Comprehensive Services, Targeted Services, Family Centred Practice, Therapy.

2. Policy Statement

This policy defines comprehensive and targeted services within the procurement of Disability Professional Services. This policy ensures adherence to the comprehensive and targeted split of services in procurement of Disability Professional Services, guides decision making for evaluation panels and ensures clarity in service funding and provision.

3. Principles

- 3.1 The Disability Services Standards provide a framework for the nature of contemporary service delivery for people with disabilities. The Policy Framework for Disability Professional Services and the Service Guidelines for Disability Professional Services reflect contemporary practice based on these standards and guide delivery of comprehensive and targeted services.
- 3.2 Procurement of Disability Professional Services is guided by the legislation, principles and objectives outlined in the Procurement Framework for Human Services 2002.
- 3.3 Disability Services Standard 1, Service Access, seeks to ensure eligible consumers have access to a service on the basis of relative need and available resources. In light of this, it is necessary to ensure that comprehensive and targeted services are clearly defined so that they can play a complementary role in the provision of services to people with disabilities.

4. Definitions

Comprehensive Services are defined as 'multi-focused services that are family or individually centred and provided in partnership with other community services. Comprehensive services have the flexibility to respond to the holistic needs and desired outcomes of the child and family, individual and carer'. These include:

- Early Childhood Intervention;
- School Age Intervention; and
- Adult Intervention services.

Within the scope of intervention for comprehensive services funded by the Commission, specialist clinical approaches and strategies are used that do not constitute a separate stand alone or targeted service but rather demonstrate specialist knowledge and expertise relating to needs of the target group. For example:

- development of behavioural management strategies;
- fabrication and design of orthoses to promote independence; and
- intervention and advice to carers in respect to meal time management.

These are all part of the holistic approach to individuals within a comprehensive service and part of the specialist body of knowledge within the scope of Disability Professional Services. This policy recognises this knowledge and expertise of professionals working within the disability sector as one of the characteristics that defines the difference between disability professional services and generic therapy services.

Targeted Services are defined as 'single focused, highly specified and unique services that are client centred and complementary to other services.' Targeted services are not limited by geographic boundaries and are available across the full range of ages within Disability Professional Services in the following categories:

- equipment display;
- specialised equipment consultancy;
- interventions for challenging behaviours;
- human relationships; and
- statewide consultancy and resource teams with a focus on resourcing service providers to enable them to support individuals who have highly complex and specialised needs that cannot be met by non-disability specific services.

Targeted services have a shorter term, outcome orientated focus and are delivered within a consultative or clinic based service model. These services are characterised by approaches with a specific and specialised focus requiring continual updating and development of knowledge that is not within the required expertise of the disciplines within comprehensive services.

It is recognised that there is a collaborative and dynamic interaction between these two service types. Targeted services will continue to educate and build skills within the comprehensive services. At the same time, comprehensive service providers will keep the specialist targeted services informed of individual, community and family needs and ensure a case managed approach between the two modes of service provision.

The following framework gives a breakdown of purchasing guidelines for Disability Professional Services comprehensive and targeted services.

Comprehensive Services

Category	Definition	Metropolitan Examples	Country Examples
Early Childhood Intervention	0 years - school age	<ul style="list-style-type: none"> • Association for the Blind of WA (Inc) • Autism Association of WA (Inc) • ISADD (Intervention Services for Autism & Developmental Delay) WA • Kids are Kids! Therapy Education Centre Inc • Kids Biz Therapy Centre • Rocky Bay Inc • Senses Foundation (Inc) • Statewide Specialist Services • Telethon Speech and Hearing Centre • The Centre for Cerebral Palsy • Therapy Focus (Inc) • Wize Therapy 	Therapy Partnerships with Department of Health
School Age Intervention	Attending full time educational (school) placements	<ul style="list-style-type: none"> • Association for the Blind of WA (Inc) • Rocky Bay Inc • The Centre for Cerebral Palsy • Therapy Focus (Inc) 	Therapy Partnerships with Department of Health
Adult Intervention	Left school	<ul style="list-style-type: none"> • Association for the Blind of WA (Inc) • Autism Association of WA (Inc) • Nulsen Association (Inc) • Rocky Bay Inc • Senses Foundation (Inc) • Statewide Specialist Services • The Centre for Cerebral Palsy 	Therapy Partnerships with Department of Health

Targeted Services

Category	Definition	Statewide Examples
Equipment Display	All ages and available to individuals eligible for Commission funded and provided services	<ul style="list-style-type: none"> • Independent Living Centre • Noah’s Ark Toy Library
Specialised Equipment Consultancy	Community Aids and Equipment Program eligible consumers	<ul style="list-style-type: none"> • Independent Living Centre • Rocky Bay (Posture Tech) • The Centre for Cerebral Palsy (CP Tech and Interaction For Function)
Interventions for Challenging Behaviours	All ages and available to individuals eligible for Commission funded and provided services	<ul style="list-style-type: none"> • Autism Association of WA • Statewide Specialist Services
Human Relationships	All ages and available to individuals eligible for Commission funded and provided services	<ul style="list-style-type: none"> • Family Planning Western Australia • Sexuality Education Counselling and Consulting Agency •
Statewide Consultancy and Resource Teams with a focus on resourcing service providers to enable them to support individuals who have highly complex and specialised needs that cannot be met by non-disability specific services. ¹	All ages and available to individuals eligible for Commission funded and provided services	<ul style="list-style-type: none"> • Association for the Blind of WA (Inc)- vision impairment • Autism Association of WA (Inc) • Independent Living Centre – School Age Technology • Rocky Bay - neuromuscular disorders • Statewide Specialist Services– intellectual disability and autism and all disabilities • Senses Foundation (Deafblind Statewide Consultation Program) - Individuals who are deafblind or blind with additional disabilities • The Centre for Cerebral Palsy (Country Resource Program) - Cerebral Palsy and like disabilities

¹ Refer to construct in DPS policy for non disability services

These categories will be consistently applied in all activities related to Disability Professional Services procurement.

5. Background

Definition of the purchasing functions and processes is necessary in order to reflect development at a policy level across Disability Professional Services, notably the split into comprehensive and targeted services.

6. Consultation

Providers were consulted regarding the definition of comprehensive and targeted services as part of the Review of School Age Therapy and Professional Services.

7. Implementation

Implementation occurs through the Disability Professional Services growth funding tenders each year and through contract management processes in line with the following steps:

- a Procurement Plan is prepared based on the Disability Professional Services Policy and Funding Framework to guide the procurement of Disability Professional Services comprehensive and targeted services;
- tender documents are prepared to reflect the distinct nature of comprehensive and targeted services;
- the tender briefing is used to further explain comprehensive and targeted services to prospective providers;
- following contract award, services are contracted using the approved comprehensive and targeted schedule templates; and
- contract management processes ensure that services are delivered in line with the service specification contained in the above documentation.

8. Funding or Resource Implications

Adoption of this framework will ensure effective application of Disability Professional Services funds in accordance with the Disability Professional Services Policy and Funding Framework and in response to need.

9. Related Policies

This policy relates to the *Policy Framework for Disability Professional Services*.

10. Communication

This policy, or information derived from this policy, presented in a user accessible format is to be communicated using the following strategies.

Stakeholder	Strategy
Service Contracting and Development Staff	<ul style="list-style-type: none"> • Policy Database on W drive / Sharepoint
Service Provider Organisations	<ul style="list-style-type: none"> • Policy Information Sheet on the Internet and posted for inclusion in their Commission Policy Manual • Within tender documentation for Disability Professional Services

11. Training

This policy, or information derived from this policy, presented in a user accessible format is to be communicated using the following strategies.

Stakeholder	Strategy
Service Contracting and Development Staff	<ul style="list-style-type: none"> • Training on the use of the Policy Database on the Service Contracting and Development W drive
Service Provider Organisations	<ul style="list-style-type: none"> • Policy Information Sheet on the Internet and posted for inclusion in their Commission Policy Manual • At Disability Professional Services Disability Service Organisation forums

12. Evaluation and Review

This policy is reviewed and evaluated according to the Service Contracting and Development Policy System review and evaluation guidelines.

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Reference: W:\Service Contracting and Development\Operational Governance\Policies & Procedures & Templates\Policies\Under Review\Procurement of Disability Professional Services Comprehensive and Targeted Services Policy Final.doc