



# **Manage Meetings**

## **Policies & Procedures**

Shop 5, 38 Princess Street  
Bundaberg East Qld 4670

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[www.123supports.com](http://www.123supports.com)

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# MANAGE MEETINGS

## Scope

This Policy applies to all 123 Support Services Participants and staff members.

## Commitment

123 Support Services' commitment is to ensure easy access to our services. The participant can decide whether they would prefer to attend a meeting with 123 Support Services via phone, skype or at our office or at the Participants residence with the Wide Bay region.

## Definitions

<b>Our Office</b>	Is situated at Shop 5, 38 Princess Street, Bundaberg East, Qld 4670. There is available parking directly in front of the office and access for wheelchairs.
<b>Phone</b>	123 Support Services will contact you for your appointment via the supplied phone number.
<b>Skype</b>	123 Support Services will email you the details of the appointment and how to log into skype at least 24 hours before the appointment.
<b>Participant Residence</b>	<p>123 Support Services is able to attend the participants residence within the Wide Bay Region.</p> <p>Your residence must have:</p> <ul style="list-style-type: none"><li>- a table with 2 chairs minimum</li><li>- access to electrical power point</li></ul>

When contacting 123 Support Services to arrange a 'Set-Up Appointment'. The staff member will establish if you wish to attend your appointment by our office, over the phone or at your residence.

## Attending Your Residence

On arrival the staff member of 123 Support Services will:

- knock on your door and identify themselves;
- Ask about the location of where the meeting will take place;
- Ask for the location of an electrical power point.

To save time at your appointment please have:

- the area clean and tidy;
- your NDIS Plan available or access to;
- service providers details, if applicable.

## **At The Appointment**

At the Set-Up appointment the 123 Support Services staff member will assist you complete a Service Agreement and a Client Profile form to ensure 123 Support Services has all information necessary to assist you with Plan Management.

The staff member will then use the NDIS Plan information to create an estimated services list to break down each service and available hours, while ensuring to retain NDIS funds for reporting purposes of each provider.

The staff member can email your Service Providers with 123 Support Services' details, so they are aware to forward all provider invoices to 123 Support Services for processing. At this appointment the staff member will add you to the Monthly Statement Preference list with you preferred method, email or postal. Along with adding you to the Birthday List.

## **Before Leaving Your Residence**

Before leaving your residence the employee will email you a copy of the service agreement. Within 7 days you will receive a welcome pack from 123 Support Services with:

- 123 Support Services Magnet;
- Welcome Book;
- Copy of fully signed Service Agreement; and
- Complaints Form.

123 Support Services staff members are to be respectful of the participant and their belongings at all times while in the residence of the participant.

All appointments after the Set-up appointment are completed at our office, over the phone, email or skype, unless agreed upon by the Director.

# MANAGEMENT TEAM MEETING AGENDA

## Meeting agenda

This agenda is designed to support the process outlined in the Guidelines for Quality document, Building Better Lives, by keeping the focus on the people being supported and directing workplace matters to the General Manager.

- The agenda will follow:
- the structure and performance of the Management Team
- the performance of each Lifestyle Support Team
- the transition to the National Disability Insurance Scheme
- occupational health and safety
- fire safety
- workplace incidents that need attention or reporting to Disability Services as per their policy on Consumer Related Serious Incident Reporting Policy for Queensland DHHS Funded Community Sector suggestions for change at:
  - an organisational level
  - a team level
  - a direct service delivery level.

## Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

## Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.