



I'ARA SUPPORT COORDINATION POLICY & PROCEDURES

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ACKNOWLEDGEMENT OF COUNTRY

i'ara Support Coordination respectfully acknowledges Australia's Aboriginal and Torres Strait Islander communities and their rich culture. i'ara Support Coordination pays respect to their Elders past, present and emerging. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal and Torres Strait Islander peoples and communities to Australian life and how this enriches us. We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

ACKNOWLEDGEMENT OF PEOPLE WITH DISABILITY

i'ara Support Coordination acknowledges the objectives of the United Nations Convention on the Rights of Persons with Disabilities which affirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms. i'ara embraces this Convention as we continue to support choice and control for all Australians with a disability.

INTRODUCTION

CONTEXT

These Procedures and Policies are designed to establish the minimum standard for Support Coordinators' practice, ensuring they fulfill the expected level of quality, safeguarding and support to people with a disability.

The relevant legislation and principles that encompass the disability sector provide the foundation for these Standards.

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LEGISLATION, RULES & REQUIREMENTS

There is a wide range of legislation, rules, requirements, and responsibilities that Support Coordinators operate under. The below list are frameworks that i'ara Support Coordinators operate under:

UN Convention: United Nations Convention on the Rights of Persons with Disabilities

The Convention is intended as a human rights instrument with an explicit, social development dimension. It adopts a broad categorization of persons with disabilities and reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms.

<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/the-convention-in-brief.html>

Disability Discrimination Act 1992

The Disability Discrimination Act enshrines that people with a disability have the same rights to equality before the law and fundamental rights as the rest of the community in the areas of work, accommodation, education, access to premises, clubs and sport as well as the provision of goods, facilities, services, land, existing laws and the administration of Commonwealth laws and programs.

<https://www.legislation.gov.au/Details/C2016C00763>

Australian Consumer Law

The Australian Consumer Law (ACL) is a single, national law, which applies in the same way nationally and in each State and Territory. It is the principal consumer protection law in Australia. Under the ACL, consumers have the same protections and expectations about business conduct wherever they are in Australia.

<https://consumer.gov.au/resources-and-guides>

Sex Discrimination Act 1984

The Sex Discrimination Act affirms that every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law, without discrimination on the grounds of sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy or potential pregnancy, breastfeeding or family responsibilities.

<https://www.legislation.gov.au/Details/C2014C00002>

Privacy Act 1988

As Australia is a party to the International Covenant on Civil and Political Rights Australia has undertaken to adopt such legislative measures to give effect to the right of persons not to be subjected to arbitrary or unlawful interference with their privacy, family, home or correspondence

<https://www.legislation.gov.au/Details/C2014C00076>

Australian Taxation Law

The Australian Tax Office (ATO) has provided guidance with regard to the charging of GST in relation to the delivery of NDIS supports.

<https://www.ato.gov.au/general/new-legislation/latest-news-on-tax-law-and-policy/>

LEGISLATION, RULES & REQUIREMENTS CONTINUED

National Disability Insurance Scheme Act 2013

The NDIS Act is the legislative instrument that establishes the NDIS with the objective of giving effect to Australia's obligations under the Convention on the Rights of Persons with Disabilities by supporting the independence and social and economic participation of people with disability; provide reasonable and necessary supports, including early intervention supports, for participants in the National Disability Insurance Scheme; and enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

<https://www.legislation.gov.au/Details/C2016C00934>

NDIS (Code of Conduct) Rules 2018

The NDIS Code of Conduct explicitly states the standards and obligations that people with disability and the Australian community can expect of NDIS providers and workers delivering NDIS supports and services.

<https://www.ndiscommission.gov.au/about/legislation-rules-policies>

NDIS (Provider Registration and Practice Standards) Rules 2018

These rules set out some of the conditions that providers must comply with to become and remain registered NDIS providers. They also set out the NDIS Practice Standards that apply to all registered NDIS providers, and those that apply to providers delivering more complex supports in areas including Plan Management.

<https://www.ndiscommission.gov.au/about/legislation-rules-policies>

NDIS (Complaints Management and Resolution) Rules 2018

Registered NDIS providers are required to have complaints management arrangements in place and support people with disability to understand how to make a complaint to the provider and to the NDIS Commissioner. The rules will ensure providers are responsive to the needs of people with disability through the timely resolution of issues and will promote continuous improvement.

<https://www.ndiscommission.gov.au/about/legislation-rules-policies>

NDIS (Incident Management and Reportable Incidents) Rules 2018

Registered NDIS providers must establish incident management arrangements to enable the identification of systemic issues and drive improvements in the quality of the supports they deliver. Providers must also notify, investigate and respond to reportable incidents.

<https://www.ndiscommission.gov.au/about/legislation-rules-policies>

NDIS (Practice Standards – Worker Screening) Rules 2018

Registered NDIS providers must ensure that key personnel and other workers in certain types of roles have a worker screening clearance that meets the requirements of the NDIS Practice Standards. This helps ensure that key personnel and workers in these roles do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

<https://www.ndiscommission.gov.au/about/legislation-rules-policies>

LEGISLATION, RULES & REQUIREMENTS CONTINUED

NDIA Operational Guidelines

The Operational Guidelines set out some of the NDIA's operational information. They are based on the NDIS Legislation and Rules. They explain what we need to consider and how we make decisions based on the legislation.

<https://www.ndis.gov.au/about-us/operational-guidelines>

NDIS Pricing Arrangements and Limits

NDIS Pricing Arrangements and Price Limits assist participants and disability support providers to understand the way that price controls for supports and services work in the NDIS. Depending on the management type of all or part of a participant's plan, price limits may set the maximum prices that registered providers can charge NDIS participants for specific supports.

<https://www.ndis.gov.au/providers/pricing-arrangements>

Improving Support Coordination for Participants

The 'Improving Support Coordination for NDIS Participants' paper outlines the outcomes from reviewing the current support coordination model in the context of both the consultation process, and broader strategic design of the Scheme

<https://www.ndis.gov.au/community/we-listened/improving-support-coordination-participants>



CORE MODULE

The legislative and ethical responsibilities as detailed in the relevant legislation, rules, principles and guidelines (listed above) underpin all practice and therefore form the basis of the Standards outlined in this document.

PRACTICE STANDARD

APPLIED POLICY AND PROCEDURE

Person – centred supports

Outcome: Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

Aboriginal and Torres Strait Islander Policy and Procedure
Person-Centred Supports & Participant Service Charter of Right Policy and Procedure
Advocacy Policy and Procedure

Individual values and beliefs

Outcome: Each participant accesses supports that respect their culture, diversity, values and beliefs.

Individual Values and Beliefs Policy and Procedure

Privacy and Dignity

Outcome: Each participant accesses supports that respect and protect their dignity and right to privacy.

Privacy and Dignity Policy and Procedure

Independence and informed choice

Outcome: Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

Independence and Informed Choice Decision-Making Policy and Procedure

Violence, Abuse, Neglect, Exploitation and Discrimination

Outcome: Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.

Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
Working with Children Policy and Procedure
Zero Tolerance Policy and Procedure

CORE MODULE

Aboriginal and Torres Strait Islander People Policy and Procedures

PURPOSE

- i'ara Support Services Pty Ltd wishes to recognise the Traditional Owners of the Land and the First Nations communities served by our service.
- i'ara Support Services Pty Ltd will provide services and supports that meet the needs of Aboriginal and Torres Strait Islander people.
- To work cohesively with local Aboriginal and/or Torres Strait Islander people.
- i'ara Support Services Pty Ltd to ensure staff are trained in culturally appropriate actions and requirements.

SCOPE

This policy is applicable to all persons who may have any contact with our participants.

POLICY

It is the policy of i'ara Support Services Pty Ltd to create a safe and welcoming environment for all people. The intent of this policy is to ensure that individuals have the right to engage with their Aboriginal and Torres Strait Islander community members and to access the support required to meet their individual needs. If required Support Coordinator will collaborate with Aboriginal and Torres Strait Islander community members to support participants in the development and review of their support plans and activities.

PROCEDURE

Our inclusive approach will promote the cultural safety of Aboriginal and/or Torres Strait Islander People through engaging with the participant, their community and relevant stakeholders. Processes are designed to meet the needs and requirements of the participant.

A variety of procedures may be implemented as per the list below:

- Designing and using images that reflect indigenous symbols or pictures into brochures, on the website or located in the environment.
- Displaying a Statement of Traditional Owners.
- Clarifying if participants identify as an Aboriginal and Torres Strait Islander.
- Contacting and maintaining networks with local Aboriginal and Torres Strait Islander communities.
- Working with community networks for the benefit and support of the participant.
- Contacting the participant's family, extended family and community.
- Establishing communication processes for maintaining an individual's indigenous supports.
- Working with other services in a coordinated manner to enhance supports for the participant.
- Planning will include actions that promote cultural safety and connectedness and respect the cultural and spiritual identity of Aboriginal and Torres Strait Islanders.
- Encouraging and researching community events for the participants, then sharing this information with Worker.
- Working with the local communities in the provision of services, referrals, consortia involvement and memorandums of understanding.

Staff and Volunteer Training

i'ara Support Services Pty Ltd will train all Worker and volunteers to ensure that all frontline workers are able to competently implement Aboriginal or Torres Strait Islander cultural competence strategies. The training aims to increase access to the service by Aboriginal and Torres Strait Islander people.

REFERENCES

- **Human Rights and Equal Opportunity Commission Act 1986**
- **Disability Discrimination Action 1992 (Commonwealth)**
- **Racial Discrimination Act 1975**
- **Sex Discrimination Act 1984**
- **Privacy Act (1988)**
- **NDIS Practice Standards and Quality Indicators 2018**
- **i'ara Staff Training Matrix**

CORE MODULE

Person-Centred Supports Policy and Participant Service Charter of Right

PURPOSE

The NDIS Commission aims to uphold the rights of people with disabilities, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities. Our organisation has used this statement as the basis of our policy.

The purpose of this policy is to empower people with disabilities to exercise choice and control in the support services they receive while ensuring appropriate protections are in place; and building the capacity of people with disabilities, their families, and their carers to make informed decisions about NDIS providers.

SCOPE

The policy applies to all staff and participants. It is aimed at informing participants of their rights.

POLICY

i'ara Support Services Pty Ltd will provide supports that promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making. The Participant Service Charter outlines your rights, how you will be treated, and what you can expect from i'ara Support Services Pty Ltd. This Charter also sets out your responsibilities, and how you can give feedback on any aspect of the service.

i'ara Support Services Pty Ltd takes a person-centred and evidence-based approach to any services that we provide, where the participant, family or their advocate is primary to any decisions being made. i'ara Support Services Pty Ltd exists to work with our participants, their advocates, family members and other service providers as relevant, to provide the services to meet our participant's need, within the scope of our services.

We will provide support and work with community groups or education programs directly, or in partnership with other services. You can find information about our services on our website, www.iarasupport.com.au, in our Service Agreement or by asking one of our staff.

i'ara Support Services Pty Ltd will work with other groups, services and programs either directly or in partnership to ensure that relevant supports are provided. Our Charter of Rights will be given to participants in the form of a **Handbook, Easy Read Format using simple terminologies such as Your Rights, Your Responsibilities and Our Responsibilities.**

CHARTER OF RIGHTS

Your rights as an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals.

i'ara Support Services Pty Ltd adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access and supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination and decision-making.
- Access supports that respect your culture, diversity, values and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports that are overseen by strong operational management.
- Access services that are safeguarded by well-managed risk and incident management systems.
- Receive services from Support Coordinators who are competent, qualified and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by NDIS.

CORE MODULE

Person-Centred Supports Policy and Participant Service Charter of Right continued..

Your Responsibilities

As an individual using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services. *We ask that you:*

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with either our staff or services that you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be available for an pre-organized meeting.
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt-out when asked.

Your Right to give Feedback

i'ara Support Services Pty Ltd values your feedback. If the Participant wishes to give feedback or is not happy with the provision of supports and wishes to make a complaint the Participant/Plan Nominee can contact their allocated Support Coordinator or contact:

Maddi Wright – Managing Director at i'ara Support Coordination

Phone: 0411 343 798

Email: maddi@iarasupport.com.au

If the participant is not satisfied and does not want to contact i'ara Support Coordination, the Participant can contact the NDIS Quality and Safeguard Commission on 1800 035 544.

NDIS CODE OF CONDUCT

Our team will provide supports or services to the participants, and will provide a quality service if you and your family and advocate;

- Provide complete and accurate information about yourself, and your situation
- Explain if there is a change in your health.
- Let your Support Coordinator know if things change, or if you cannot keep an appointment or commitment.
- Act respectfully and safely towards other people using the service, and towards our staff.
- Provide feedback about the service, and how you think we could do things better for you.
- Report back to us if unhappy with our services, or if there is any matter of concern.

Our commitment to participants

i'ara Support Services Pty Ltd takes a strengths-based, person-centred, holistic approach to care and support, where the participant or their advocate is primary to any decisions being made. Our team will ensure that your services are managed with respect and in consultation with you. When you are in contact with our organisation, we will:

- Always treat you with respect.
- Treat you fairly and without discrimination.
- Inform you of your rights and responsibilities through our orientation process, easy read documents and handbooks.
- Protect your personal information and only use it for the right reasons.
- Involve you in decisions about the services that you access.
- Support you to connect with services, informal supports and community supports, including advocacy services if needed.
- Tell you how to provide us with feedback on our service,
- Ensure your safety and undertake practices that prevent injury to you and others.
- Help you to access and use our services.
- Comply with your signed Service Agreement.

CORE MODULE

Person-Centred Supports Policy and Participant Service Charter of Right continued..

- Inform you of your rights and responsibilities.
- Arrange for an interpreter or other language services, if you need this.
- Be polite and respect your views, opinions, personal circumstances and cultural diversity.
- Provide you with advice and different options on other supports and services that may be available.
- Provide staff that have the appropriate skills and competencies to meet your needs.
- Treat you with dignity, fairness and respect, without discrimination or victimisation.
- Inform you how you can make a complaint and provide information on how we will respond to that complaint.
- Provide support that recognises and acknowledges each person's preferences, choices, interests, and capability.
- Support your rights to receive quality support in an appropriate environment which promotes your participation.
- Provide services that meet or exceed relevant industry standards such as the NDIS Practice Standards and Quality Indicators, NDIS Rules and the Charter of Rights.

REFERENCES

- Participant Welcome Pack
- i'ara CRM - Person-Centered Client Profile

LEGISLATION

- NDIS Practice Standards and Quality Indicators 2018
- NDIS Code of Practice Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2019
- Convention on the Rights of Person with Disabilities

CORE MODULE

Advocacy Support Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd recognises the importance of ensuring the participant's right to use an advocate or representative of their choice is maintained. Both participants and potential participants have the right to select and involve an advocate, or a representative of their choice, to participate or act on their behalf at any time.

SCOPE

This policy applies to all participants, staff, volunteers and stakeholders.

POLICY

All participants have the right to use an advocate of their choice to represent their interests and speak on their behalf regarding any aspect of the supports or services that they receive.

Participants can appoint an advocate at any time. i'ara Support Coordinators can assist the participant in appointing an advocate.

Support Coordinators will work cooperatively with the participant's nominated advocate and will show the same respect to the advocate as is shown to the participant. Where participants cannot advocate for themselves, it is i'ara Support Services Pty Ltd's policy to ensure that the participant's interests are represented and supported using a substitute decision-maker.

PROCEDURE

- Discuss the participant's right to appoint an advocate at any time and to have an advocate present to speak on their behalf.
- Provide the participant with advocacy information.
- Explain to the participant their rights regarding advocacy as per the i'ara Support Services Pty Ltd's Service Agreement and Charter of Rights, and the NDIS Practice Standards and Quality Indicators 2018.
- Advise the Participant that if they wish to utilise advocacy services, then i'ara Support Services Pty Ltd can assist them in contacting any of these services.

Note: there is a web-link to access advocacy services which require the input of a postcode. i'ara Support Services Pty Ltd will guide and assist participants in this matter.

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

REFERENCES

- National Disability Insurance Agency
- NDIS Practice Standards and Quality Indicators 2018
- Disability Inclusion Act and Regulation 2014
- Disability Inclusion Act 2014 (NSW)
- Privacy Act (1988)
- i'ara Privacy flyer

CORE MODULE

Individual Values and Beliefs Policy and Procedure

PURPOSE

People with disabilities have the same right as other members of Australian society to realise their full potential. They should be supported to participate in and contribute to social and economic life. Inclusion of, and access for, people with disabilities to mainstream and community-based activities and other government initiatives. (National Disability Strategy 2010-2020).

i'ara Support Services Pty Ltd commits to cultural diversity and to the support of our participants by respecting their culture, diversity, values and beliefs. We will recognise and value the multicultural nature of Australian society and give specific acknowledgement and support to the customs of Australian Indigenous peoples.

SCOPE

This policy is inclusive of all community groups and will include people such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse, various ages and stages of development, sexual orientation and disability. This policy applies to i'ara Support Services Pty Ltd's staff and management.

POLICY

i'ara Support Services Pty Ltd will deliver flexible services that are designed to meet the needs of diverse peoples. We will actively provide a work environment that supports, values and encourages cultural diversity through training staff to develop their cultural understandings. i'ara Support Services Pty Ltd will identify any real or potential barriers for the participant to access our services.

PROCEDURE

i'ara Support Services Pty Ltd will ensure that all participants are treated fairly and in a non-discriminatory manner. This intent incorporates both intake and service delivery processes. Information provided will be in an easy read format, but we will arrange relevant support in the form of home language, or using an interpreter, as required. If a participant has a barrier of not being able to read or understand information, then a support person will be supplied to assist the participant in understanding what is being said or explained.

i'ara Support Services Pty Ltd will support the participant to access supports linked to their culture, diversity, values and beliefs. The type of support and responses will be determined through consultation with the participant and following the choices made by the participant. To assist the participant in making choices about their level of participation in their relevant supports, our team may:

- Actively pursue contacts that have been chosen by the participant.
- Contact local communities such as cultural, religious, sexual orientation groups or spiritual groups including Aboriginal and Torres Strait Islander communities.
- Contact government agencies to support individual participants.
- Seek community members and groups to receive input into the service,
- Contact advocates to assist with the development of community support plans for the participants.
- Actively support the rights of the participant to seek contact with those in the community; relevant to their wishes, goals and aspirations.

i'ara Support Services Pty Ltd promotes inclusion by:

- Working closely with a network of health and allied health professionals to be able to support the holistic needs of our participants.
- Building effective partnerships with the participants and their families, advocates and support people to discuss and foster shared priorities and the participant's individual needs and goals.
- Providing information on community events and other relevant networks that meet participant's needs and identified goals.
- Operating in a manner that ensures all people can access our services.
- Having a diverse workforce with deep cultural understanding and appreciation

RELATED DOCUMENTS

- i'ara Client Profile and Support Plan- i'ara CRM

REFERENCES

- Privacy Act (1988)
- Work Health and Safety Act 2011
- Disability Discrimination Action 1992 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)
- United Nations Convention on the Rights of People with Disabilities

CORE MODULE

Privacy and Dignity Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd will manage and ensure that our organisation provides the participant access to services and supports that respect and protect their dignity and right to privacy.

SCOPE

This policy applies to all staff.

POLICY

i'ara Support Services Pty Ltd is committed to protecting and upholding all stakeholders right to privacy and dignity; including participants, staff, management and representatives of agencies, we deal with. i'ara Support Services Pty Ltd is committed to protecting and upholding the participants right to privacy and dignity as we collect, store and handle information about them, their needs and the services provided to them. i'ara Support Services Pty Ltd requires staff and management to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information. i'ara Support Services Pty Ltd management practices. is subject to NDIS (Quality and Safeguards) Commission rules and regulations. i'ara Support Services will follow the guidelines of the Australian Privacy Principles in its information.

i'ara Support Services Pty Ltd will ensure that:

- It meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of participants and organisational personnel.
- The participants are provided with information about their rights regarding privacy and confidentiality.
- The participants and organisational personnel are provided with privacy, and confidentiality is assured when they are being interviewed or discussing matters of a personal or sensitive nature.
- All staff, management and volunteers understand what is required in meeting these obligations.
- Participants are advised of i'ara Support Services Pty Ltd's confidentiality policies using the language, mode of communications and terms that are most likely to be understood. i'ara Support Services Pty Ltd will attempt to locate interpreters (if needed) and will use easy access materials.

This policy conforms to the Federal Privacy Act (1988) and the Australian Privacy Principles, which govern the collection, use and storage of personal information. This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

PROCEDURES

Dealing with personal information

In dealing with personal information, i'ara Support Services Pty Ltd staff will:

- Ensure privacy for the participants, staff, or management when discussing matters of a personal or sensitive nature.
- Only collect and store personal information that is necessary for the functioning of the organisation and its activities.
- Use fair and lawful ways to collect personal information.
- Collect personal information only with consent from the individual.
- Ensure that people know of the type of personal information being held, the purpose of keeping the information and the method it is collected, used, disclosed, and who will have access to it.
- Ensure that personal information collected or disclosed is accurate, complete, and up-to-date, and provide access to the individual to review information or correct wrong information about themselves.
- Take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure.
- Destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired.
- Ensure that participants understand and agree with what personal information will be collected and why.
- Ensure participants are informed when any recordings occur in either audio and/or visual format. The participant's involvement in any recording must be agreed to in writing.

Participant Records

Participant records will be kept confidential and only handled by staff directly engaged in the delivery of service to the participant. Information about participants may only be made available to other parties with the consent of the participant, or their advocate, guardian or legal representative.

CORE MODULE

Privacy and Dignity Policy and Procedure cont.

Participant Records cont.

A written agreement giving permission to the recording must be maintained in the participant's file. All hard copy files of participant records will be kept securely in a locked filing cabinet.

Responsibilities for Managing Privacy.

All staff are responsible for the management of personal information to which they have access. Director is responsible for the content in i'ara Support Services Pty Ltd publications, communications and on the website and must ensure the following:

- Appropriate consent is obtained for the inclusion of any personal information about any individual, including i'ara Support Services Pty Ltd personnel (Consent Policy and Procedure)
- Information being provided by other agencies or external individuals conforms to privacy principles
- That the website contains a Privacy Statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.

The Director is responsible for safeguarding personal information relating to i'ara Support Services Pty Ltd's staff, management and contractors. The Director will be responsible for:

- Ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information.
- Ensuring that participants and other relevant individuals are provided with information about their rights regarding privacy and dignity.
- Handling any queries or complaints about a privacy issue.

Privacy Information for Participants

At the first contact, participants will be notified of the type of information is being collected about them, how their privacy will be protected, and their rights in relation to this data. Information sharing is part of our legislative requirements. Participants must give consent to any information sharing between our organisation and government bodies. The participant is offered to opt-out of any NDIS information sharing during audits.

Privacy for Personal Discussions

To ensure privacy for participants or Worker when discussing sensitive or personal matters, i'ara Support Services Pty Ltd will only collect personal information which is necessary for the provision of supports and services and which:

- Is given voluntarily; and
- Will be stored securely on the i'ara Support Services Pty Ltd database.

When in possession or control of a record containing personal information, i'ara Support Services Pty Ltd will ensure that the record is protected against loss, unauthorised access, modification or disclosure, by such steps as it is reasonable in the circumstances to take. If it is necessary for that the record be given to a person in connection with the provision of a service to i'ara Support Services Pty Ltd, everything reasonable will be done to prevent unauthorised use or disclosure of that record

i'ara Support Services Pty Ltd will not disclose any personal information to a third party without the individual's consent unless that disclosure is required or authorised by or under law.

RELATED DOCUMENTS

- i'ara privacy info flyer
- i'ara Service Agreement
- NDIS Consent forms - <https://www.ndis.gov.au/about-us/policies/access-information/consent-forms>

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)

CORE MODULE

Independence and Informed-Choice Decision Making Policy

PURPOSE

To ensure that i'ara Support Services Pty Ltd policy is underpinned by international, national and state obligations in relation to the human rights of people with disabilities. Article 12 of the United Nations Convention on the Rights of Persons with Disabilities is the critical driver behind supported decision-making.

To support participants to make informed choices, exercise control and maximise their independence relating to the supports provided. Quality decision-making will underpin the long-term effectiveness of the participant's supports and agreements. It facilitates the achievement of strategic goals, the maximising of participant involvement, well-being and productivity of staff, and the enhancement of participant outcomes.

SCOPE

This policy applies to all i'ara Support Services Pty Ltd staff and participants accessing our services.

POLICY

This policy assumes that each participant has decision-making capacity, unless proven otherwise, and acknowledges that each participant's capacity varies for each decision and situation. All participants have the dignity of risk to make their own decisions.

In instances where a participant's decision-making capacity is in doubt, this policy provides direction regarding the determination of capacity and consent, supporting and facilitating decision-making, and making a decision on behalf of that person where required.

This policy will eliminate the risk of decisions being made about a participant's life without their involvement or against their actual or anticipated wishes. Decisions must be made with the consent of the participant. i'ara Support Services Pty Ltd puts choice and control squarely in the hands of people with disabilities and their dedicated nominee.

PROCEDURE

Advocate

i'ara Support Services Pty Ltd will inform all participants from their first contact with i'ara Support Services Pty Ltd that they have the right to access an advocate (including an independent advocate) of their choosing. They will be informed that it is their right to have the advocate present at any time that they are in contact with i'ara Support Services Pty Ltd.

Decision-making and Choice

During the development of the Service Agreement and during all ongoing interactions with each participant, i'ara Support Services Pty Ltd staff must:

- Inform the participants and/or their nominee of their options regarding their supports.
- Inform the participants and/or their nominee of any risks to themselves or others regarding their options.
- Consult and collaborate with the participant and their nominee's by providing current and relevant information to allow the participant to make decisions.
- Give the participant enough time to absorb and understand all relevant information before and during the decision-making process.
- Provide information in an Easy Read format.
- Assess the participant's service requirements against their NDIS Plan, to plan and provide proper support and design appropriate strategies with the participant and informal supports/nominee
- Undertake review meetings where the participant and nominee's have input.
- Assist with continuity of supports when the participant decides to exit from our service
- Including You Pty Ltd recognises that participants have the right to dignity of risk in their decision-making.

Participants will be informed of:

- o The various relevant options that may support their needs, prior to any decisions being made.
- o The benefits of each of the relevant options.
- o Any of the risks linked to each of the relevant options.

CORE MODULE

Independence and Informed-Choice Decision Making Policy cont.

Participants must be given time to be able to absorb and make the appropriate decisions based on the risks involved. If the participant wishes to undertake an activity that has been deemed by i'ara Support Services Pty Ltd as a risk to the health and safety of the participant then, our team will:

- Inform the participant that if they wish to continue that this is their choice.
- Develop a Risk Management Strategy to reduce the possible risk.
- Notes are kept in the participant's file, stating that they were informed that activity has risks that may be dangerous.

RELATED DOCUMENTS

- i'ara CRM: Client Profile/Support Plan/Risk Management/ Client case notes
- Continuity of client care document
- Transition and Exit Policy and Procedure
- Access to Supports Policy and Procedure
- Support Plan Policy and Procedure
- Responsive Support Provision and Support Management Policy and Procedure

REFERENCES

- National Disability Insurance Scheme (Practice Standards and Quality Indicators) 2018
- United Nations Convention on the Rights of Persons with Disabilities

CORE MODULE

Violence, Abuse, Neglect, Exploitation and Discrimination

PURPOSE

i'ara Support Services Pty Ltd recognises the right of participants to feel safe and to live in an environment where they are protected from assault, neglect, exploitation, discrimination or any other form of abuse. People with disabilities, children and young people are one of the most vulnerable groups in our society. It is essential that i'ara Support Services Pty Ltd identify, consult and respond to instances where persons with disabilities, children or young persons are at risk of significant harm.

SCOPE

i'ara Support Services Pty Ltd will encourage and support any person who has witnessed the abuse of a service user or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution.

DEFINITIONS

Abuse and Neglect: Any behaviour that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a person. Such behaviours may be intentional or unintentional and can include acts of omission (i.e. neglect) and commission (i.e. abuse).

Discrimination: Treating, or proposing to treat someone unfavourably because of a personal characteristic protected by the law. Discrimination includes bullying someone because of a protected characteristic.

Exploitation: The action or fact of mistreating someone to benefit from their work. The action of making use of and benefiting from resources.

Violence: Violent behaviour by a person towards another can include abusive behaviour that is physical, sexual, intimidating and forceful. People with a disability are more likely to experience violence from a carer or family member.

POLICY

This policy aims to:

- Take a preventative, proactive and participatory approach to participant safety;
- Value and empower the participant to contribute to decisions which affect their lives;
- Foster a culture of openness that supports all persons to disclose the risks of harm to participant safety.
- Respect diversity in cultures and child-rearing practices while keeping the participant's safety paramount;
- Provide training to Worker on appropriate conduct and behaviour towards participants;
- Engage only the most suitable people to work with participants and have high-quality Worker, volunteer supervision and professional development;
- Ensure the participants know whom to talk with if they are worried or are feeling unsafe and that they are comfortable and encouraged to raise such issues;
- Report suspected abuse, neglect or mistreatment promptly to the appropriate authorities;
- Share information appropriately and lawfully with other organisations where the safety and wellbeing of the participant is at risk; and
- Value the input of and communicate regularly with families and advocates

All incidents that meet the criteria of a Reportable Incident, the Reportable Incident, Accident and Emergency Policy and Procedure will apply.

Statement of Commitment to Safety

i'ara Support Services Pty Ltd is committed to providing a safe environment where participants are safe and feel safe. Their voices are heard and included in decisions that affect their lives. Attention is to be paid to the cultural safety of participant from culturally and/or linguistically diverse backgrounds.

Every person involved in i'ara Support Services Pty Ltd has a responsibility to understand the critical and specific role they play both, individually and collectively, to ensure that the wellbeing and safety of all participants are at the forefront of all they do and every decision they make.

CORE MODULE

Violence, Abuse, Neglect, Exploitation and Discrimination cont.

Safe Code of Conduct

i'ara Support Services Pty Ltd is committed to the safety and wellbeing of participants. Our business recognises the importance of, and responsibility for, ensuring our environment is a safe, supportive and enriching environment that respects and fosters the dignity and self-esteem of all people, and enables them to thrive.

This Code of Conduct aims to protect both and participants and to reduce any opportunities for abuse or harm to occur. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child protection legislation, disability legislation, policies and procedures and professional standards, codes or ethics as these apply to staff and other personnel.

Acceptable Behaviours

Support Coordinators or any other persons involved with participant-related work are responsible for supporting and promoting the safety of participant by:

- Always upholding the i'ara Support Coordination Pty Ltd Statement of Commitment to the participant's safety.
- Treating the participant and their informal supports with respect
- Listening and responding to the views and concerns of the participant, particularly if they are informing that they or another person has been abused; or that they are worried about their safety or the safety of another participant.
- Promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander participants through interactions with their community leaders and members.
- Promoting the cultural safety, participation and empowerment of people with culturally and/or linguistically diverse backgrounds through engagement with the community accessing the service.
- Promoting the safety, participation and empowerment of people with disabilities
- Reporting any allegations of abuse or any personal safety concerns to management.
- Understanding and complying with all reporting or disclosure obligations (including State Mandatory Reporting) as they relate to protecting the participant from harm or abuse.
- Maintaining the right to live in a safe environment by promoting and informing the participants of their rights.
- If abuse is suspected, ensuring as quickly as possible that the participants are safe and protected from harm.
- Identify self upon entering premises and using required identification.

Unacceptable Behaviours

Support Coordinators or any other persons involved with participant-related work must not:

- Ignore or disregard any concerns, suspicions or disclosures of abuse.
- Develop a relationship with any participant that could be viewed as favouritism or amount to 'grooming' behaviour (for example, offering gifts).
- Exhibit behaviours or engage in activities with participants that may be interpreted as abusive and not justified by the educational, therapeutic, or service delivery context.
- Ignore behaviours by other adults towards young participants when they are overly familiar or inappropriate.
- Treat a participant unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity.
- Communicate directly with an underage participant through personal or private contact channels (including by social media, email, instant messaging, texting) except where that communication is reasonable in all the circumstances, related to work or activities or where there is a safety concern or other urgent matter.

Screening, Supervising, Training and Human Resource Practices to Reduce Risk

Support Coordinators will be required to undertake checks including both NDIS Disability Worker Screening, relevant Police and Working with Children Checks, and Mandatory Worker Orientation Module. Records are maintained in their personnel file in our Customer Relationship Management (CRM) system.

PROCEDURE

Strategies to Identify and Reduce or Remove Risk of Harm

i'ara Support Services Pty Ltd recognise that creating a safe organisation begins with a clear understanding of the potential risks to the participant and other participants in an organisation's setting, including what could go wrong, and what you can do to reduce or remove these risks.

CORE MODULE

Violence, Abuse, Neglect, Exploitation and Discrimination cont.

To reduce the likelihood of harm i'ara Support Services Pty Ltd will consider, define and acted against its organisational risks.

These strategies include:

- Thinking about the organisation, its activities and the services it provides to participants,
- Planning how to make activities as safe as possible,
- Develop a safety plan for individuals who require additional supports,
- Supporting participants with disabilities to understand plans and safety procedures in a manner that supports their understanding,
- Informing participants that have the right to live in a safe environment,
- Being proactive to reduce the likelihood of risks.

Reporting Violence, Abuse, Neglect, Exploitation and Discrimination

A report must be made if:

- A participant shows a change in behaviour or mood that may indicate they are being abused.
- You observe someone behaving towards a participant in a way that makes you feel uncomfortable.
- A participant tells you that they are being abused by another person.
- A person tells you that they are abusing a participant.
- A participant or visitor tells you that they have observed abusive acts.
- A participant informs that they feel discriminated against. (e.g. language and actions)
- A participant presents as unkempt or seeking food.
- There is evidence of unexplained bruising or similar.
- You observe an action or inaction that may be considered abusive.
- You suspect or have any reason to believe a participant is being abused

Failure to report an abusive situation may result in a Criminal Offence.

How to Report

Director will review the information and phone the Police to inform them of abuse. The Support Coordinator will log the incident into the CRM. If the incident is a reportable incident under the NDIS Commission guidelines; then a report to the Commission will be completed also: <https://www.ndiscommission.gov.au/providers/how-notify>

Investigating Allegation or Incident

Director undertakes a review of the allegation or incident by:

1. Gathering data from relevant staff/worker
2. Analyse by determining what occurred, how it occurred, and who was involved
3. Determine the effect on the participant
4. Consult with relevant stakeholders – do not seek information from children (this is a specialist role within the authorities to whom the incident if reported)
5. Inform the participant or their family that they can access an advocate for support
6. Review the outcome against practices
7. Undertake action to prevent the incident from occurring

Documentation

- Record all allegations and incidents in the Incident Register (in i'ara CRM)
- Complete Incident Investigation Form (located in i'ara CRM)
- Reports to be included in the participant's file (in i'ara CRM in notes under the incident date)
- Maintain records for seven (7) years

RELATED DOCUMENTS

- Incident Form and register in i'ara CRM
- Risk Management Form

REFERENCES

- United Nations Convention on the Rights of Persons with Disabilities
- NDIS Quality and Safeguards Practice Standards and Quality Indicators
- NDIS (Incident Management and Reportable Incidents) Rules 2018

CORE MODULE

Zero Tolerance Policy

PURPOSE

- To meet the requirements of the disability abuse prevention strategy.
- To understand, promote and enhance safeguards, and prevent abuse.
- To prevent abuse from occurring.

SCOPE

This policy is relevant to all staff, volunteers or stakeholders.

DEFINITION

Zero Tolerance aims to provide an evidence-based, nationally applicable and contemporary approach to preventing and responding to abuse of people with disabilities. The aim is to assist service providers in developing positive organisational cultures and practices and robust safeguarding mechanisms relevant to the National Disability Insurance Scheme (NDIS).

POLICY

i'ara Support Services Pty Ltd is committed to all elements of the NDIS Code of Conduct. i'ara Support Services Pty Ltd will train staff in all elements of the Code of Conduct and ensure a Zero Tolerance approach is incorporated into practices.

PROCEDURE

i'ara Support Services Pty Ltd will train Support Coordinators to be able to understand and act on a Zero Tolerance approach and ensure that staff appreciates people with disabilities are people first, who have needs, aspirations, preferences and feelings. All staff are required to listen to all participants. So, they can determine their preferences, aspirations, needs and support where it is safe to do so.

- i'ara Support Services Pty Ltd acknowledges that reporting abuse is critical to prevent abusive situations from escalating and future incidents from occurring.
- All staff working with people with disability must report any form of abuse (Zero Tolerance).
- i'ara Support Services Pty Ltd will ensure that all staff are informed that people with disability face significantly higher risks of sexual assault and exploitation than the general population. This is particularly true for women with a disability. In addition, there can be barriers to disclosure that make it difficult for a person with a disability to report sexual abuse and misconduct.

RELATED DOCUMENTS

- Incident Form in the i'ara CRM
- Participant Case Notes in the i'ara CRM
- Violence, Abuse, Neglect, Exploitation and Discrimination Policies and Procedures

REFERENCES

- Disability Discrimination Act 1992 (Commonwealth)
- Disability Amendment Act 2017
- Privacy Act (1988)
- NDIS Practice Standards and Quality Indicators

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

A defined structure and systems have been implemented by the governing body to meet a governing body's financial, legislative, regulatory and contractual responsibilities, and to monitor and respond to quality and safeguarding matters associated with delivering supports to participants.

PRACTICE STANDARD

Governance and Operational Management

Outcome: Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.

Risk Management

Outcome: Risks to participants, workers and the provider are identified and managed.

Quality Management

Outcome: Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

Information Management

Outcome: Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

Feedback and Complaints Management

Outcome: Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

Incident Management

Outcome: Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.

APPLIED POLICY AND PROCEDURE

Corporate Governance Policy
Conflict of Interest Policy and Procedure
Continuous Improvement Policy and Procedure
Work Health and Safety Policy and Procedure

Risk Management Policy and Procedure

Quality Management Policy

Information Management Policy and Procedure
Consent Policy and Procedure

Complaints and Feedback Policy and Procedure

Reportable Incidents, Accident and Emergencies Policy and Procedures

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT**PRACTICE STANDARD****Human Resource Management**

Outcome: Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support

Continuity of Supports

Outcome: Each participant has access to timely and appropriate support without interruption.

Emergency and Disaster Management

Outcome: Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

APPLIED POLICY AND PROCEDURE

**Human Resource Management
Policy
Delegation of Responsibility
Policy and Procedure**

**Continuity of Support
Policy and Procedure**

**Emergency & Disaster
Policy and Procedure**

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Corporate Governance Policy

PURPOSE

Corporate governance is a driver of the performance of the company. Governance refers to the framework of rules, relationships, systems and processes by which an enterprise is directed, controlled and held to account and whereby authority within an organisation is exercised and maintained.

i'ara Support Services Pty Ltd acknowledges that the company is privately held and the liability of the shareholders to pay the debts of the company is limited by the number of shares.

i'ara Support Services Pty Ltd is committed to providing a high-quality service to participants and maintaining business practices that demonstrate high standards of corporate governance.

The purpose of this policy is to:

- Ensure the Company's business operates in accordance with legal, regulatory and company standards.
- Establish a framework for corporate governance that promotes transparency and safeguards against individual's unethical or unlawful practice.
- Outline control measures that govern the internal and external actions of managers, Staff, Contractors and / or any person who is conducting business with i'ara Support Services Pty Ltd.

SCOPE

Principal accountability and approaches to corporate governance are to:

- Fulfil its duty to all i'ara Support Services Pty Ltd's stakeholders including Participants, Participant's Representatives, Staff, Contractors and any person conducting business with the i'ara Support Services Pty Ltd.
- Provide services of value to its Participants.
- Provide meaningful employment for staff, and
- Contribute to the welfare of the community

COMPANY DETAILS

Entity Name: IARA SUPPORT SERVICES PTY LTD

ABN: 83 603 688 348 - Active from 14 Jan 2015

Entity type: Australian Private Company

Goods & Services Tax (GST): Registered from 01 Jul 2020

Main business location: QLD 4870

ASIC Registration: 603 688 348

NDIS Organisation ID: 4050078987

INSURANCE:

Professional Indemnity & Public Liability Combined (BIZ COVER)

Workcover Certificate of Insurance

MISSION STATEMENT

To provide the most informed, specialist, and practical NDIS knowledge to local communities at a grassroots level.

Commitment to Quality:

i'ara Support Services Pty Ltd is committed to providing high-quality services to its participants in a supportive environment. This commitment is in line with the National Disability Insurance Service requirements. i'ara Support Services Pty Ltd will use information from the management of Continuous Improvement, Complaints and Feedback, Incidents, Work Health and Safety, Information Feedback and Risk Management to adjust our policies and practices to ensure that we meet participant's and community's requirements.

i'ara Support Services Pty Ltd will seek feedback from participants and community to ensure that we are meeting their requirements and to provide high quality and responsive service.

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Corporate Governance Policy cont.

Target Group

NDIS Participants who require Support Coordination services.

Services Provided

Level 2: Coordination of Supports 07_002_0106_8_3

Coordination of Supports includes, but is not limited to: Understand the Plan; Connect with Supports and Services; Design Support Approaches; Establish Supports; Coach, Refine, Reflect; Targeted Support Coordination; Crisis: Planning, Prevention, Mitigation and Action; Build Capacity and Resilience; and Report to the NDIA. As well as direct service provision, these support items can be used to claim for: Non-Face-to-Face Support Provision; Provider Travel; Short Notice Cancellations and NDIA Requested Reports.

Level 3: Specialist Support Coordination 07_004_0132_8_3

Specialist Support Coordination includes, but is not limited to: Understand the Plan; Connect with Supports and Services; Design Support Approaches; Establish Supports; Coach, Refine, Reflect; Targeted Support Coordination; Crisis: Planning, Prevention, Mitigation and Action; Address Complex Barriers; Design Complex Service Plan; Build Capacity and Resilience; and Report to the NDIA. As well as direct service provision, these support items can be used to claim for: Non-Face-to-Face Support Provision; Provider Travel; Short Notice Cancellations and NDIA Requested Reports

Psychosocial Recovery Coaching - Weekday Daytime: 07_101_0106_6_3

These support items provide assistance for participants to build capacity and resilience through strong and respectful relationships to support people with psychosocial disability to live a full and contributing life. This support is designed to be able to maintain engagement through periods of increased support needs due to the episodic nature of mental illness. Recovery coaches work collaboratively with participants, families, carers and other services to identify, plan, design and coordinate NDIS supports.

Self-Management Capacity Building (assisting you from the CORE budget): 01_134_0117_8_1

This support item provides participants with flexibility to purchase services to strengthen their abilities and assistance to self-manage their funds and supports. It complements other capacity building supports to help participants to develop skills to have choice and control over their plan.

Assistance With Decision Making, Daily Planning and Budgeting (assisting you from the CAPACITY BUILDING BUDGET): 15_035_0106_1_3

To assist a person to develop and maintain daily budget, including assisting in planning purchases.

Assistance With Accommodation And Tenancy Obligations: 08_005_0106_2_3

This support item is to guide, prompt, or undertake activities to ensure the participant obtains or retains appropriate accommodation. This may include assisting to apply for a rental tenancy or to undertake tenancy obligations in line with the participant's tenancy agreement.

Life Transition Planning Incl. Mentoring Peer-Support And Individual Skill Development: 09_006_0106_6_3

This support item, which includes mentoring, peer-support and individual skill development, is designed to establish volunteer assistance within the participant's home or community to develop skills. For instance, assistance in attending appointments, shopping, bill paying, taking part in social activities and maintaining contact with others.

Roles:

Managing Director - Maddison Wright
Executive Managers
Support Coordinators
Administration Officer

Contractors:

Trinity Accountants: Accountant
Tropical North Bookkeeping: Bookkeeping services
Fowlers Group: Financial Advisors
RBO Consulting: Chief Operating Officer

Conflict of Interest

All key personnel and staff must inform i'ara Support Services Pty Ltd's management regarding any situation in which that person will derive personal benefit from actions or decisions made in their official capacity. The person concerned must complete a Conflict of Interest form.

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Corporate Governance Policy cont.

PROCEDURE

Corporate Governance Principles

Financial Management

i'ara Support Services Pty Ltd will undertake all requirements linked to contractual arrangements. i'ara Support Services Pty Ltd meets both legal and contractual requirements. This may include an Audited Financial Report and Annual Acquittal Statement and, if required, six-monthly Financial Acquittal Statements. An Asset Register will be maintained with a list of all current assets. This will allow for additional purchases as required. Building and property will be reviewed to ensure that premises meet the current requirements of their business. If additional sites are required, then an analysis of costing will be undertaken.

Business Financial Management

Roles and Tasks:

- Financial roles and responsibilities are determined by i'ara Support Services Pty Ltd.
- An accountant will be accessed to complete the required financial compliance and obligations.
- Financial decisions are the responsibility of i'ara Support Services Pty Ltd.

Business Financial Management Practices

The following practices apply to financial management, including the recording of the business earning separately and being documented as a legitimate enterprise, with a clear revenue stream and records of deductible business expenses. As documentation and organisation of information about company transactions will be used to facilitate financial management for tax purposes.

Bank accounts

All bank accounts are maintained. Separate bank accounts are maintained for business and private purposes.

Debit Cards

Cardholders must only use a i'ara Support Services Pty Ltd Corporate Credit Card for official i'ara Support Services Pty Ltd business activities only. The debit card is kept with the Managing Director and permission must be given by the Managing Director to utilise this.

Books of Accounts

i'ara Support Services Pty Ltd is responsible for maintaining accounts, assisting the financial advisor and accountant in the preparation of the annual budget and for preparing monthly, quarterly and annual financial reports. i'ara Support Services Pty Ltd or their delegate is responsible for processing all receipts and payments.

Income

All monies received are receipted and recorded in the electronic financial system- Xero.

Payments

All payments (except petty cash) are made by electronic transfer.

Recurrent payments

Recurrent payments; wherever possible, are made electronically.

Supplier accounts

Wherever accounts are established with suppliers and purchases charged to the accounts. Accounts are paid in full, within the required terms for payment, on receipt of the statement or invoice.

Asset Register

The Asset Register will list the assets owned by i'ara Support Services Pty Ltd. It will contain pertinent details about each fixed asset to track their value and physical location. The register will show the quantity and value of items such as office equipment, motor vehicles, furniture, computers, communications systems and equipment. (see "**Asset Register**" form)

Reconciliations and ATO reports

The following reconciliations and ATO reports are completed at the end of each month:

- All banks accounts are reconciled against bank statements.
- The Instalment Activity Statement is completed and forwarded to the ATO.

The following reconciliations and ATO reports are completed at the end of each quarter:

- The Business Activity Statement is completed and forwarded to the ATO.
- Superannuation Guarantee contributions are reconciled, and payments made.

The following reconciliations and ATO reports are completed at the end of each year:

- Books of accounts are balanced and closed off.
- Wages are reconciled, and Payment Summaries completed and forwarded to staff and the ATO.
- Audit reports are prepared.

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Corporate Governance Policy cont.

Payments and Pricing (NDIS)

- i'ara Support Services Pty Ltd must adhere to the NDIA Price Guide or any other Agency pricing arrangements and guidelines as in force from time to time.
- i'ara Support Services Pty Ltd must declare relevant prices, any notice periods or cancellation terms to Participants before delivering a service. Participants are not bound to engage the services of i'ara Support Services Pty Ltd after their prices have been declared
- i'ara Support Services Pty Ltd can make a payment request once that support has been delivered or provided.
- No other charges are to be added to the cost of the support, including credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees. These requirements apply to all i'ara Support Services Pty Ltd participants whether the participant self-manages their funds, or it is managed by a Plan Manager or the Agency.
- A claim for payment is to be submitted within a reasonable time (and no later than 60 days from the end of the Service Booking) to the Participant or the NDIS.
- i'ara Support Services Pty Ltd will not charge cancellation fees except when provided explicitly in the NDIA Price Guide.
- i'ara Support Services Pty Ltd and Participants (except for those that are self-managing) cannot contract out of the Price Guide. Where there are any inconsistencies between the Service Agreement and the Price Guide, the Price Guide prevails.
- Where required i'ara Support Services Pty Ltd will obtain a quote for services and have this approved by the Participant.

Monitoring, Evaluation and Reporting

i'ara Support Services Pty Ltd exhibits a continuous improvement culture to facilitate the improvement of its services and processes. Stakeholder's input is pursued and, when received, it is reviewed immediately.

Risk Management

i'ara Support Services Pty Ltd will review risks and ensure that these are either eliminated or reduced.

Potential Risks may include: Non-compliance with NDIS

Likelihood: Likely

Impact: High

Strategy: Internal review of policies, procedures, financial structures, staff training

Potential Risks may include: Competitors

Likelihood: Likely

Impact: High

Strategy: Provide high-quality service that encourages loyalty

MARKETING

- Online marketing through Facebook, LinkedIn, and our website
- Community marketing: sector-related events, i'ara Picnic in the Park, guest speakers invited to our office
- Networking: Director and Executive Team attending monthly networking opportunities
- Direct marketing - flyers, business cards, signage

RELATED DOCUMENTS

- Participant Welcome Pack
- Staff Handbook
- Asset Register
- Conflict of Interest register in CRM
- Risk Management Policy
- Continuous Improvement Policy
- Incident, Accident and Emergency Policy
- Quality Management Policy

REFERENCES

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991 (Queensland)
- Disability Discrimination Act 1992 (Commonwealth)
- National Disability Insurance Scheme (Practice Standards and Quality Indicators)
- Privacy Act (1988)

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Conflict of Interest Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd is committed to ensuring that actions and decisions taken at all levels in the organisation are informed, objective and fair. A conflict of interest may affect the way a person acts, the choices they make and/or the way they vote on group decisions. i'ara Support Services Pty Ltd will act proactively to manage any perceived and actual conflicts of interest through the development and maintenance of organisational policies. This management will ensure that corporate and ethical values do not impede the participant's right to choose and control their supports and services. Identified Conflicts of Interest require that action is undertaken to ensure that personal or individual interests do not impact on the organisation's services, activities or decisions.

SCOPE

All management, Worker and contractors must act in the interests of the organisation, and notify the organisation when any conflicts may clash with other interests or commitments.

POLICY

Declaration and management of Conflicts of Interest are required explicitly for Director as part of their legal responsibilities as the controlling member of the organisation. This Conflict of Interest Policy requires management and Worker to disclose any outside interests that conflict with the interests of the organisation. The Director must act impartially and without prejudice and not accept gifts or benefits that would influence any decision relating to i'ara Support Services Pty Ltd.

PROCEDURE

Registration of Known Conflicts of Interest

A **register of conflicts of interest** will be kept, and management and staff will be asked to declare:

- Potential or actual conflicts of interest that exist when a person joins the organisation.
- Conflicts of interest that arise during their involvement with the organisation. The register will be maintained by the Director or their delegate.
- All potential and actual conflicts will be recorded in the register to give sight of the identified and declared conflicts.

All management and Worker are required to declare any potential or actual conflicts of interest that become evident during their involvement with the organisation. Management must disclose potential conflicts prior to the commencement of any meeting. The person must speak with the Director when a conflict becomes apparent and provide formal notification in writing to the Director of the conflict.

Management of Conflicts of Interest

Where a conflict of interest is declared or identified by a Support Coordinator:

- The Support Coordinators immediate supervisor and the Director will assess the conflict.
- If a conflict of interest exists and this is or potentially will affect any clients or staff or the business, the Support Coordinator may be asked to stop working with any clients or stakeholders that might be affected by the conflict of interest.

RELATED DOCUMENTS

- Staff Employee Handbook Code of Conduct
- Privacy and Confidentiality Policy
- Conflict of Interest Declaration (in the iara CRM)

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- NDIS Act 2013
- Privacy Act 1988 (Commonwealth)
- Australian Privacy Principles (APP)
- Privacy and Personal Information Protection Act 1998

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Work Health Safety Management Policy- also see i'ara Handbook, September 2021

PURPOSE

Work Health and Safety (WHS) regulations place an obligation on decision-makers of the service to take reasonable steps to gain an understanding of the hazards and risks associated with working and support activities and to allocate appropriate resources, and processes to eliminate or minimise these risks to health and safety. These legal requirements extend to eliminating risks to staff members, participants, subcontractors, and volunteers whenever it is practical. If it is not feasible to eliminate risks, they should be minimised.

SCOPE

Staff members, participants, volunteers and sub-contractors are also obligated to protect their own and other people's health and safety. Their responsibilities also extend to identifying hazards and risks, managing WHS risks and applying treatments. They should also participate and consult with other people, including supervisors or management, about these risks.

POLICY

i'ara Support Services Pty Ltd aims to promote and maintain the highest degree of physical, mental and social wellbeing of all individuals in the workplace. The organisation will comply with all relevant federal and state legislation to ensure a safe workplace and all personnel have a responsibility to ensure a safe workplace by implementing safe systems of work.

i'ara Support Services Pty Ltd will make resources available to comply with relevant Acts and Regulations associated with workplace health and safety and to ensure that the organisation's workplaces are safe and without risk to health. i'ara Support Services Pty Ltd will undertake regular reviews and take steps to enhance workplace health and safety on a continuous improvement basis.

Responding and Reporting Obligations

- i'ara Support Services Pty Ltd has a responsive **risk management reporting system** in place.
- All incidents of any nature are a matter of concern and as such, should be recorded through incident and hazard reports.
- All notifiable incidents will be reported to state Work Cover and NDIS Commission as per regulatory requirements.
- Details of incidents are to be documented through the incident management system in the i'ara CRM.

RELATED DOCUMENTS

- Incident Form (i'ara CRM)
- Employee handbook- September 2021

REFERENCES

- NDIS (Quality and Safeguards Commission) 2018
- Safe work Australia: National Code of Practice
- Work Health and Safety Act 2011 (Australia)

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Continuous Improvement Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture. It is results-driven with a focus not only on strengthening service delivery but also on individual outcomes. This policy supports i'ara Support Services Pty Ltd to apply the National Disability Insurance Service Practice Standards and Quality Indicators. i'ara Support Services Pty Ltd actively pursues and demonstrates continuous improvement in all aspects of business operations.

SCOPE

All staff, whether permanent or casual, contractors, volunteers or business partners, are responsible for monitoring how well i'ara Support Services Pty Ltd services and supports are working.

POLICY

This policy guides the design and delivery of services and ensures i'ara Support Services Pty Ltd maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

PROCEDURE

The basis of i'ara Support Services Pty Ltd's quality system is a cycle of self-improvement that follows a basic model that involves planning, acting, checking and acting to improve and standardise. This model is used as a whole of organisation level, to determine, measure, analyse and improve performance.

- Identifying problems or improvement opportunities, then investigating and determining the root cause.
- Developing and implementing an action plan, listing tasks, set target dates, nominating responsibility and tracking progress through management.
- Checking that the improvement has led to growth improvement through performance measures and identifying any new or additional measures needed.
- Standardising improvements made through policies or other documents.
- Survey and audit results to measure outcomes required under the NDIS Practice Standards and Quality Indicators in addition to other legislative requirements.
- Services are regularly reviewed and measured for quality and effectiveness.
- Staff and participants are encouraged to provide feedback on how to improve service delivery.
- The participants are to be involved in all decision-making processes that affect them.
- A learning culture of quality of the organisation ensures all staff, regardless of their role, contribute to service quality and quality management.

Sources of Data for Continuous Improvement

- Conduct periodic internal audits to determine whether or not the quality management system conforms to the requirements of the relevant quality standards, and to ensure that legislation, industry standards, and operational processes are correctly understood and implemented.
- Access to government, industry and association information channels and via attendance at industry conferences, networking events and education.
- Feedback from participants as well as from their families and advocates (where possible).
- Staff surveys to measure morale, understanding of policies and procedures, operating environment satisfaction, training and information needs, and commitment to its values.
- Complaint management and Incident reporting.

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

Continuous Improvement Policy and Procedure cont.

RELATED DOCUMENTS

- Complaints / Feedback form and Register in CRM
- Incident Form and Register in CRM
- Continuous Improvement Policy
- Staff Onboarding SOP
- Document Control Register
- Corporate Governance Policy

REFERENCES

- Work Health and Safety Act (2011)
- Disability Inclusion Act and Regulation 2014
- Privacy Act (1988)
- NDIS Practice Standards and Quality Indicators 2018

RISK MANAGEMENT

Risk Management Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd is actively working to identify, address and monitor potential risks to promote a safe environment for participants, staff and visitors and to maintain adequate and viable business operations. By definition, risk is the chance of something happening that will have an impact of the service's objectives. It is measured in terms of consequences and the likelihood and if the risk will have a positive or negative impact.

SCOPE

Risk management is incorporated into all areas of our operations, including service delivery and corporate governance. Risk management is the responsibility of all staff and all areas of the organisation. It is the responsibility of the Director to carry out risk management analysis for the organisation and to take appropriate measures.

POLICY

i'ara Support Services Pty Ltd recognises the importance of managing risk and ensure that all stakeholders are aware of their own roles in identifying, analysing, evaluating, treating, monitoring and communicating risk in a systematic risk management approach.

PROCEDURE

Identification

Risks may be identified by some of the following channels:

- Hazard data.
- Risk assessments including environmental, visual and equipment assessments.
- Incident/Accident information.
- Staff, participant and visitor feedback and complaints.
- Maintenance Log items.
- Review of policies and procedures.
- Information obtained via education and training.

Assess and Planning

i'ara Support Services Pty Ltd has established and maintained a Risk Management Plan. This identifies and addresses:

- **Risks to i'ara Support Services Pty Ltd** - inc loss of funding, inability to deliver funded outcomes within budget, embezzlement of funds, lack of suitably qualified staff, extended staff illness, damage to reputation and relationships, changes in compliance requirements and eligibility, decisions by the Director and loss of data due to natural disasters.
- **Risks to staff** - inc lack of suitably qualified staff, extended staff illness, staff injury due to WHS risks, changes in training and education compliance requirements, impacts of natural disasters and infection.
- **Risks to participants** - inc environmental, fire, falls, transport, staff working in Participant's home, changes in the consistency of performance of activities, interruptions to service delivery and exit plans (transitioning services to another service provider).

The Risk Management Plan includes the following information:

- The risk
- The date the risk was identified
- Risk rating; possible consequence/s of the risk
- The actions to eliminate, mitigate or control the risk
- Risk review dates, new controls and changes to existing controls.

Act - Eliminate, Reduce or Manage

Manage the risk via elimination, mitigation or control

Evaluate

Where risks are ongoing, these items are entered in the Risk Management Plan and Continuous Improvement Plan. Risk management processes and systems are regularly audited as part of our Audit program.

Management is charged with ensuring that all actions required to manage risks are undertaken in accordance with nominated time frames.

RISK MANAGEMENT

Risk Management Policy and Procedure cont.

RELATED DOCUMENTS

- Continuous Improvement Policy
- Compliments, Complaints/Feedback Policy and Form
- Client Profile in CRM
- Risk Assessment SOP
- SAMP risk assessment (CRM)
- Documentation, including meetings and memos
- Position Descriptions

REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)

QUALITY MANAGEMENT

Quality Management Policy

PURPOSE

The Quality Management System has been established to provide focus and direction within i'ara Support Services Pty Ltd to have a positive impact on operational effectiveness resulting in a high-quality service. The policy is developed to ensure:

- The alignment of people and resources is guided by the Mission and Vision;
- The alignment of the planning, quality and risk management systems, and their integration into all areas of our operations;
- There is a clear focus on the stakeholders, foster collaboration, exchange of 'best practice' and critical self-evaluation;
- A whole-of-service approach that reflects our governance and organisational structure with clear responsibilities and accountabilities; and
- There is continuous improvement.

SCOPE

The Quality Management Policy supports the development of a quality culture in which all staff assume responsibility for quality and engage in quality management at all levels and areas of the organisation. It is the responsibility of Director to manage the Quality Management System and to undertake appropriate measures. It is the responsibility of staff engaged in service delivery to follow our quality policies.

POLICY

i'ara Support Services Pty Ltd recognises the importance of managing a quality system. The Quality Management System is designed to support service delivery and ensure that the service meets the requirements under the NDIS Quality Standards and Practice Indicators.

i'ara Support Services Pty Ltd Quality Management System includes:

- Using data gained from complaints and feedback to improve services and procedures (Complaints and Feedback Policy).
- Managing the continuous improvement system to determine areas of improvement, including input from:
 - o Complaints and Feedback Policy and Procedure.
 - o Risk Management Policy and Procedure.
 - o Reportable Incident, Accident and Emergency Policy and Procedure.
 - o Continuous Improvement Policy and Procedure.
- Reporting all relevant improvements from the Continuous Improvement Register into management and Corporate Governance processes to inform the management of the service.
- Risks highlighted through the Risk Management Policy will be used to reduce hazards and improve practices.
- Human resources to include training staff in providing quality support to meet the individual needs of participants, including the register – qualifications, checks, registers.
- Participants are to access to quality services and be able to have input via Complaints and Feedback.
- An internal audit schedule has been devised to ensure that our organisation continues to:
 - o Review legislation that directly affects service provision
 - o Audit and review policies and procedures to meet National Disability Insurance Standards, Rules and Guidelines.
- Service delivery to meet best-practice standards, including evidence-based, person-centred support plans designed for the individual participant.
- Review of policies and procedures combined with feedback strategies allow for quality management of services.

RELATED DOCUMENTS

- Document Control Register
- Continuous Improvement Policy
- Complaints/Feedback Form
- Risk Assessment Form
- Risk Management SOP
- Position Descriptions
- Maintenance of current registrations and insurances
- Complaints and Feedback Policy and Procedure
- Staff onboarding procedure
- Client onboarding procedure
- Corporate Governance Policy

REFERENCES

- Work Health and Safety Act (2011)
- Privacy Act (1988)
- NDIS (Quality and Safeguards) Commission (2018)
- NDIS Practice Standards and Quality Indicators 2018
- National Disability Insurance Scheme Act (2013)

INFORMATION MANAGEMENT

Information Management Policy and Procedure

PURPOSE

To ensure i'ara Support Services Pty Ltd operates effective communication processes and information management systems, and to maintain information systems and practices in accordance with legislative, regulatory compliance and organisational standards.

POLICY

- i'ara Support Services Pty Ltd will maintain effective information management systems that keep appropriate controls of privacy and confidentiality for stakeholders
- i'ara Support Services Pty Ltd is responsible for maintaining the currency of this information with assistance from the Director and other staff as required
- The involvement of all staff is encouraged to ensure i'ara Support Services Pty Ltd's Policies and Procedures reflect practice and to foster ownership and familiarity with the material.
- All staff can access the Policies and Procedures at i'ara Support Services Pty Ltd's office in electronic format.
- Policies and procedures are reviewed every three years at a minimum, or as required.

PROCEDURES

Documentation Procedure:

- Confidentiality of participant's records is maintained.
- All i'ara Support Services Pty Ltd's staff and volunteers responsible for providing, directing or coordinating Participant support, must document their activities.
- Participant's files will provide accurate information regarding their services and support
- Original participant documentation will be stored in the participant's central file.
- All i'ara Support Services Pty Ltd's staff required to document the activities relating to support of participants will be appropriately trained in documentation and record-keeping.
- Participant records will be stored in a safe and secure location with access available to authorised persons only.
- Staff must ensure that all relevant information about the progress of or support provided to a Participant is entered into that person's file notes in a factual, accurate, complete and timely manner.
- Staff must only use information collected from a participant for the purpose for which it was collected.
- Participants should be advised that data which has been collected but which does not identify any participant may be used by the organisation for the purposes of a service promotion, planning and evaluation.
- Participants, family and advocates have a right to access any of their personal information that has been collected. Staff will support such persons to access their personal information as requested.

Security of Files and Participant information:

- All current hard copy files for participants must be kept in a secure area, such as a lockable filing cabinet at the service to ensure that only authorised personnel can gain access to personal information of a participant.
- If stored at the service, current files of participants can only be taken from the service by relevant staff from i'ara Support Services Pty Ltd when it is clearly to provide the participant's information or access to another service such as a doctor.
- Non-current files should not be removed from the service unless:
 - o They are being moved to a more secure archival storage unit.
 - o Permission has been sought from the Director to do so.
- Staff must not undertake any of the following actions without the express approval of the Director:
 - o Photocopy any confidential document, form or record.
 - o Copy any confidential or financial computer data to any other computer, USB or storage system such as google docs.
 - o Convey any confidential data to any unauthorised staff member or to any other person(s).

Staff Records

Staff files are kept in a secure drive only accessible to the Director.

Minutes of Meetings

Minutes of meetings are maintained on the shared drive.

Data Storage and Backup

- All data is stored in the shared drive of the one drive cloud. Only the Director can add new data folders to the shared drive of the server.
- All computer data (including emails) is backed up immediately over the cloud.

Log-in Credentials: Assigned by the Director or their delegate.

INFORMATION MANAGEMENT

Information Management Policy and Procedure cont.

Internet

- Internet access is restricted to work-related purposes. Staff have reviewed and signed a code of conduct in the i'ara Employee Handbook.

Email

- Staff may send and receive minimal personal emails.

Social Media

We are aware that social media promotes communication and information sharing. Staff are required to ensure the privacy and confidentiality of the organisation's information and the privacy and confidentiality of the participant's information. Staff must not access inappropriate information or share any information related to their work through social media sites. Staff are required to seek clarification from the Director if in doubt as to the appropriateness of sharing any information related to their work on social media sites.

Archival and Storage

All records after their active time must be kept in archive files for an additional period. This retention period is determined by regulatory, statutory, legislative requirements.

Destruction of Records

- The following procedures apply for the destruction of records/documents:
 - Shredded first and then placed in recycling bins, or
 - Deleted from the network.
 - Junk mail and instructional post-it notes may be placed in recycling bins or other bins as required

RELATED DOCUMENTS

- All electronic and hard copy i'ara Support Services Pty Ltd documentation
- Guideline to Case notes
- Privacy policy

REFERENCES

- Disability Discrimination Action 1992 (Commonwealth)
- Privacy Act (1988)
- Work Health and Safety Act 2011
- NDIS Practice Standards and Quality Indicators 2018

Consent Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd must gain consent from the participant before sharing any information with family, advocates, other providers and government bodies. Children under the age of 18 will need their family/advocate/guardian's consent to share information with other providers and government bodies. It is the responsibility of all staff to inform participants about their rights regarding the provision of consent.

Consent is equally valid whether it is expressed verbally, non-verbally (implied) or is written.

- **Implied consent** is adequate for most of the support provided by the organisation.
- **Oral consent** is enough for support provision and must be recorded in the i'ara CRM Client case notes with relevant details of the discussion, the date and time of the entry, together with the name of the staff member legibly written. Oral refusal of consent for any intervention must also be recorded also.
- **Written consent** should be gained for the use of an advocate or to share information- Utilise NDIA Consent forms and i'ara Service Agreement

POLICY

- i'ara Support Services Pty Ltd recognises the importance of maintaining the privacy and confidentiality of all participants. There are times when it is essential to share information with other parties, such as government bodies and other service providers.
- i'ara Support Services Pty Ltd will not give any information to person or authority without the participant's consent unless the disclosure is a legal requirement.
- i'ara Support Services Pty Ltd will inform all participants (upon entry into the service) about their rights to privacy and confidentiality.
- i'ara Support Services Pty Ltd will notify all participants that they have an opt-out option if their information is requested for audit purposes.

INFORMATION MANAGEMENT

Consent Policy and Procedure cont.

RELATED DOCUMENTS

- NDIA Consent forms
- i'ara Service Agreement
- Client Onboarding SOP

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- Disability Inclusion Act and Regulation 2014
- Privacy Act (1988)

Complaints and Feedback Policy and Procedure

PURPOSE

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint management system is intended to:

- Enable us to respond to issues raised by people making complaints in a timely way.
- Protect and safeguard clients
- Provide information that can be used by us to deliver quality improvements in our services, Worker and complaint handling.

POLICY

i'ara Support Services Pty Ltd will create an environment where complaints and concerns, compliments and suggestions (feedback) are welcomed and viewed as an opportunity for acknowledgement and improvement. This process is to ensure that individuals have the right to make comments and complaints and are encouraged to exercise their right in blame-free and resolution-focused culture; respecting an individual's right to privacy and confidentiality. It is our policy to follow the principles of procedural fairness and natural justice and comply with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

PROCEDURE

Complaint Process

All complaints will be recorded in a Complaints Register in the i'ara CRM.

Complaints and suggestions can be made through:

- Communicating orally, or in writing, or any other relevant means (ie an email, responding to surveys etc).
- Attending meetings/care conferences.
- Contacting external complaint's agencies (such as the NDIS Commission).

Keep a copy of the information given to the complainant in the file.

Keep all complaint documents for seven (7) years from the day of record.

If a complaint is about:

- Support or services - The complaint will be dealt with by the Director
- A staff member - The complaint will be dealt with by the Director
- The Director - An external person or body may be approached (NDIS Commission Ph: 1800 035 544 - 9 am to 4 pm)

Complaint Management Process

- Acknowledge
- Within one working day, where possible
- Review the Complaint
- Consult with the participant,
- Determine the type of complaint (service, support or process),
- Inform of support regarding their right to an advocate, an interpreter, stages of decision-making, mechanisms to protect privacy, ability to complain to the NDIS Commission and progress and outcome.
- Notify the complainant of each stage of their complaint.
- If a meeting is required then it will be held in a safe environment that has been determined by the complainant
- Where the complainant is a recipient of disability services under the NDIS, check the participant record for a preferred contact for complaints or ask the participant if they would like to nominate a contact from i'ara support Services Pty Ltd to handle complaints.

FEEDBACK AND COMPLAINTS MANAGEMENT

Complaints and Feedback Policy and Procedure cont.

- Assessing the Complaint
 - The Director or their delegate must prioritise the complaint and determine a resolution pathway (where required).
 - After the pathway has been established, the complaint will be investigated.
- Investigation and Decision Process
 - Determine if it is practicable to find an immediate resolution.
 - Consult with the complainant to gather information about the underlying issue.
 - Analyse antecedents and underlying issues in determining a decision.
 - Written responses must be approved by Director before being sent out.
 - Respond to the complainant with a clear decision.
- After the Decision
 - Inform the complainant of the decision, including the reason for the decision and giving options for reviewing the decision
 - Follow-up and consult with complainant about any concerns.
 - Consider if there are any systemic issues.
 - Record the information about the complaint in the Complaint's Register.

Unresolved Complaints

Unresolved complaints will be referred to as the Director for investigation and resolution. Should the complaint not be resolved to the complainant's satisfaction, the complaint will be escalated to a person nominated by the complainant (with the complainant's permission). When complaints cannot be resolved internally, the complainant may be referred to the external agency, listed below:

NDIS Commission

Ph: 1800 035 544 (free call from landlines) or TTY 133 677.

RELATED DOCUMENTS

- Complaint / Feedback Form in i"ara CRM
- i'ara Service Agreement

REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- Privacy Act (1988)

INCIDENT MANAGEMENT

Reportable Incident, Accident and Emergency Policy and Procedure

PURPOSE: To comply with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

To maintain an Incident Management System that covers incidents that consist of acts, omissions, events or circumstances that:

- Occur in connection with the provision of supports or services to a person with a disability; and
- Have, or could have, caused harm to the person with a disability.

SCOPE

All staff are responsible for ensuring the safety of all people who access our services. All incidents must be reported as per this policy. Management is responsible for ensuring that staff are trained and undertake the Worker Orientation Module.

POLICY

i'ara Support Services Pty Ltd recognises that many of the participants of i'ara Support Services Pty Ltd services are at risk of incidents and accidents. i'ara Support Services Pty Ltd's accident, incident and emergency policy seek to:

- Minimise risk and prevent future incidents through the development of appropriate participant-centred plans, staff training, assessment and review.
- Ensure that there is immediate management of an incident, accident or emergency and that each of these events is appropriately prioritised, managed and investigated.
- Identify opportunities to improve the quality of participant supports by ensuring that the Incident system is planned and coordinated and links to the quality and risk management systems.

PROCEDURE

1. Inform of Incident

Report to the Director

Complete an Incident Report (on i'ara CRM) that identifies and records details relating to the incident

2. Investigation

The Director will determine if it is classified as a Reportable Incident by the NDIS commissioner or a different type of incident

Review details of the incident, including people, location, circumstance, outcome - such as injury

Investigate incident and accidents in accordance with the process listed within the Incident Investigation Form

3. Support Participant

Support Coordinaytor ensures that the affected participant is supported and assisted

4. Corrective Actions

Every corrective action must be evaluated to ascertain the effectiveness of the action as per Continuous Improvement Policy – Plan, Do, Check, Act

5. Informing Participants

Inform participants or their advocate about the outcome of the incident in writing or verbally

Collaborative practice will be undertaken to ensure that the participant and their advocate are involved in the management and resolution of the incident.

i'ara Support Services Pty Ltd will risk-assess all participants in conjunction with the Risk Management policy at the Client Intake phase.

Documentation

- All Reportable Incident Reports and Registers must be maintained for seven (7) years.
- This policy will be reviewed on an annual basis or when legislation changes.
- All participants, families and advocates will be informed of this policy in the client onboarding phase.
- Staff are trained in induction of incident management then accordingly through the years, which is recorded in their personnel file.

RELATED DOCUMENTS

- Incident Form
- Staff induction Checklist
- Risk Management Policy and Procedure

REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)
- NDIS (Incident Management and Reportable Incidents) Rules (2018)

NDIS QUALITY AND SAFEGUARDS COMMISSION- WHAT'S THEIR ROLE?

- Improve quality and safety of NDIS supports and services
- Manage registration of NDIS providers
- Provide national consistency
- Resolve problems and identify areas for improvement
- The NDIS Commission regulate all providers and workers delivering NDIS supports and services. This applies to all providers (registered/unregistered) and workers
- Anyone can complain to the NDIS Commission about a breach

WHAT IS A REPORTABLE INCIDENT TO THE COMMISSION?

- A serious incident or allegation which results in harm to an NDIS participant and
- *occurs in connection with NDIS supports and services.*
- The following incidents (including allegations) must be reported to the NDIS Commission:
 - **the death of an NDIS participant**
 - **serious injury of an NDIS participant**
 - **abuse or neglect of an NDIS participant**
 - **unlawful sexual or physical contact with, or assault of, an NDIS participant**
 - **sexual misconduct committed against, or in the presence of, an NDIS participant,**
 - **including grooming of the NDIS participant for sexual activity**
 - **the unauthorised use of a restrictive practice in relation to an NDIS participant.**

HOW DO I REPORT AN INCIDENT?

- The unauthorised use of restrictive practice must be notified to us within **5 business days.**
- If there is harm to a participant, it must be reported within **24 hours.**

1. Become an i'ara Reportable Incidents Approver (ask Manager how to do this).
2. Log into your MyPlace portal, go to the NDIS Commission Section
3. Follow steps to lodge an incident report.
4. ** also lodge the same incident report onto the i'ara CRM, under "Incident Register" tab

WHAT IS A RESTRICTIVE PRACTICE?

'Restrictive practice' means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.'

'Regulated restrictive practices' are:

Seclusion- is the sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted;

Chemical restraint- is the use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition;

Mechanical restraint- is the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes;

Physical restraint - is the use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered as the exercise of care towards a person.

Environmental restraint- restricts a person's free access to all parts of their environment, including items or activities.

HUMAN RESOURCE MANAGEMENT

Human Resource Management Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd's policy objective is to safely and effectively manage our staff. It is also our goal to create a structured, fair, safe and supportive environment that supports i'ara Support Services Pty Ltd's staff to meet organisational requirements and to facilitate the delivery of a high level of participant service and satisfaction.

SCOPE

This policy is designed to incorporate many aspects of human resources and to comply with the Fair Work Act 2009 and NDIS Quality and Safeguards Commission requirements.

POLICY

Human resource management principles:

- All staff are required to undertake and successfully pass the NDIS Worker Screening Check, NDIS Worker Orientation Program and any State requirements.
- All staff will have current, legislated work checks, professional registrations, licences, insurances and other employment requirements (as needed).
- Adequate levels of staff are maintained to provide quality support that meets the assessed needs of participants and organisational requirements.
- Ongoing supervision and support with comprehensive training programs and annual performance reviews are provided to enhance the skills and competence of staff.
- Performance management will be undertaken where there are poor performance and/or allegations of misconduct.
- Human resource management procedures are continually reviewed and improved.
- Expert external advice and information on human resource management are accessed by management when required.
- Working conditions for staff will comply with relevant legislation and be comparable with industry standards.
- i'ara Support Services Pty Ltd will apply the following principles to all aspects of its relationship with staff:
 - o Fairness and equity.
 - o Respect for individuals, their privacy and confidentiality.
 - o Accountability for actions and performance.
 - o Support and encouragement for professional development.
 - o Understanding and workplace flexibility for personal needs.

Staff Recruitment:

All staff are recruited according to our Equal Employment Opportunity Policy (see 3.4 below). All permanent vacancies are advertised externally and internally. Only staff who successfully pass the NDIS worker screening and NDIS Worker Orientation will be employed. The Director is responsible for the recruitment of Worker and Administration staff.

Equal Employment Opportunity Policy:

i'ara Support Services Pty Ltd commits to:

- Providing Equal Employment Opportunity (EEO) to all prospective and current staff.
- Promoting a fair and equitable work environment.
- Complying with all relevant Anti-discrimination legislation.
- Creating and maintaining an environment in which diversity is valued, human dignity is respected, and people are treated with equity and tolerance.
- Ensuring staff and visitors are free from any forms of discrimination, harassment or victimisation.

Our organisation chooses the best person for the job, regardless of:

- Race, Nationality or ethnic origin.
- Disability (physical, intellectual or psychological).
- Gender.
- Age.
- Sexual orientation.
- Marital status, family status and responsibility; including pregnancy.
- Religious or political beliefs.
- Activities or practices.

HUMAN RESOURCE MANAGEMENT

Human Resource Management Policy and Procedure cont.

Code of Conduct and Privacy and Confidentiality

- All staff are required to comply with the Code of Conduct, which encapsulates the respectful, safe and professional delivery of support to our participants, representatives, the community and any other stakeholders.
- Staff are required to sign a 'Code of Conduct' and a 'Privacy and Confidentiality Agreement' on commencement (employee handbook and employment contract).

Position Descriptions

- All staff have a position description which specifies their roles and responsibilities.
- Position descriptions are reviewed and updated.

PROCEDURE

New Staff

- The Director will complete an Orientation Procedure with the new staff member.
- A Staff Orientation Checklist will be completed by the new staff member and signed off by the Director
- All forms and documents signed by the Worker is filed in their personnel file with copies provided to the Worker as appropriate.

Supervision of New Staff

- New staff are supervised and orientated to their position.
- Senior staff are mentored by the Director
- Supervision and support are essential for ensuring that staff are supported in their work and that their work is carried out effectively. The supervisor will arrange for a delegated staff member to support the new staff person's development of skills and knowledge and information sharing.

Performance Development Reviews

- i'ara Support Services Pty Ltd is committed to supporting staff to improve their efficiency and effectiveness. Staff are expected to perform their duties to the best of their ability and to show a high level of personal commitment to provide quality and professional service always.
- Performance development reviews are conducted annually in consultation with individual staff.
- Performance development reviews are based on position descriptions and agreed on work plans.
- The aims of the review are:
 - o To allow free and confidential discussions about work between the staff member and Director.
 - o To discuss the staff member's job performance in the context of their position description.
 - o To discuss any work problems and search for solutions.
 - o To discuss the means of improving work performance, including identification of training and development needs or changes to work practice.

Staff Performance Dispute Procedure:

The following is the procedure to deal with a staff performance dispute, not involving misconduct.

Verbal Warning

Outlines how the staff member must improve their performance. Any assistance needed by the staff member to improve their performance is identified and provided, wherever possible. A date to review the staff member's performance is set while considering providing adequate time for the person to resolve the issue and risk to the organisation.

First Written Warning

If the staff member's performance is still unsatisfactory at the time of the review, there is further discussion with the staff member. This will include the staff member, a representative of their choice (optional) and the Director. The complaint against the staff member and plans for improvement are put in writing and a copy given to the staff member, clearly stating that a lack of development by a given date will result in a final written warning.

Final Written Warning

If at the date set, the staff member's performance has not improved, there is further discussion with the staff member. This includes the staff member, a representative of their choice and the Director. The complaint against the staff member and plans for improvement are recorded in writing, and a copy is given to the staff member clearly stating that a lack of growth by a given date will result in termination.

HUMAN RESOURCE MANAGEMENT

Human Resource Management Policy and Procedure cont.

Termination of Employment

If the problem persists after the date set in the final written warning, the staff member's employment may be terminated. The termination must be approved by the Director. If the termination is not approved, an alternative process for managing the performance issue is developed. Detailed notes of performance dispute management are recorded and kept in the individual staff member's personnel file.

Staff Grievance Procedure

If a staff member has a grievance related to their employment or concerning another staff person, the Worker may approach the Director for discussion and advice on the issue. The consultation is confidential. The staff member may put the matter in writing to a senior staff member and request that the issue is raised. A decision on the issue and discussion with the staff member will occur within seven (7) business days. If the Worker considers that the discussion has not addressed their concerns adequately they may seek external advice. This may be with their union representative or another independent body.

Misconduct:

Misconduct includes severe breaches of our policies and procedures or unacceptable behaviour that warrants the instant dismissal of a staff member. Examples of misconduct :

- Theft of property or funds from our organisation.
- Wilful damage of property belonging to the organisation.
- Intoxication through alcohol or other substances during working hours.
- Verbal or physical harassment or discrimination of any other staff member or participant.
- The disclosure of confidential information regarding the organisation to any other party without prior permission.
- The disclosure of participant information other than information that is necessary to assist participants and to ensure their safety.
- Carrying on a private business from our premises or using the organisation's resources for private business without permission.
- Falsification of any records belonging to the organisation.
- Failure to comply with the Code of Conduct.

Leave: all leave entitlements are outlined in staff contracts.

Timesheet: Staff members lodge hours worked electronically via i'ara CRM for the fortnightly period.

Workers' Compensation: When a staff member suffers an injury or suffers from a disease and work is a substantial contributing factor to that illness or injury, i'ara Support Services Pty Ltd ensures that financial benefits and other assistance are provided as required by the relevant State legislation and regulations.

Staff member Exit Procedure

- An exit interview is conducted by the Director and this will provide useful feedback to the staff member and the organisation.
- The exit interview is to be documented.
- Completed documentation is relevant for review and consideration of improvements.

RELATED DOCUMENTS

- Offer of Employment
- Staff onboarding checklist
- New Staff member Details, including all payroll details
- i'ara Employment Handbook
- NDIS Worker Screening
- NDIS Worker Modules
- Blue Card
- i'ara Training/Induction Matrix

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- National Disability Insurance Scheme (Practice Standards-Worker Screening) Rules 2018
- NDIS (Code of Conduct) Rules 2018
- Work Health and Safety Act 2011
- Workers Compensation Regulation
- Fair Work Act 2009
- Anti-Discrimination Act 1977
- Privacy Act 1988
- Workplace Gender Equality Act 2012

CONTINUITY OF SUPPORTS

Continuity of Support Policy and Procedure

POLICY

Continuity management is an integral part of our operating plan, risk management and decision-making throughout the organisation. i'ara Support Services Pty Ltd will ensure that the participant has consistent supports or services to allow them to undertake daily activities and supports to maintain their life choices.

PROCEDURE

To ensure participants have timely and appropriate support without interruption i'ara Support Services Pty Ltd's Worker will:

- Access, read and comply with the participant's plan.
- Review the strategies listed in the support plan before the provision of support.
- Provide quality services as per plan.
- Document all the participant's preferences and needs to allow for a consistent approach.
- Inform the Director of any absences in advance to allow time to allocate a replacement who meets the criteria of the participant and preferable is known to the participant.
- Contact participants if there are any changes or potential changes in their care, and
- Undertake emergency procedures as required

Disruptions and changes

i'ara Support Services Pty Ltd notifies participants when an unavoidable interruption occurs. Worker make every attempt to inform participants via telephone and email prior to any unavoidable disruptions to services or participant appointments. When not possible, the participants are briefed on arrival at the next meeting or scheduled service.

Service Agreement

i'ara Support Services Pty Ltd ensures arrangements are in place to make sure that support is provided to the participant without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered.

Critical Supports

Contingency plans are drawn-up and adhered to ensure the continuity of care to all participants throughout their time with us. In the case of a disaster, planning will incorporate strategies that enable continual supports before, during and after the disaster. Critical planning will be undertaken for participants who have complex needs.

RELATED DOCUMENTS

- Continuity of client care document
- Client Support plans- i'ara CRM
- Emergency Plan

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018)
- National Disability Insurance Scheme Act (2013)
- Privacy and Confidentiality Act (1988)

EMERGENCY AND DISASTER MANAGEMENT

Emergency and Disaster Policy and Procedure Including COVID-19 Planning

PURPOSE

To address the planning required by i'ara Support Services Pty Ltd to prepare, prevent, manage and respond to emergency and disaster situations whilst mitigating risks to and ensuring continuity of supports that are critical to the health, safety and well-being of participants.

SCOPE

Contingency plans are drawn-up and adhered to ensure the continuity of care to all participants throughout their time with us. In the case of a disaster, planning will incorporate strategies that enable continual supports before, during and after the disaster.

POLICY

i'ara Support Services Pty Ltd's emergency policy seeks to:

- Minimise risk through the development of appropriate participant-centred plans, staff training, assessment and review.
- Communication with supports to ensure continuity of supports for the participant
- Ensure that there is immediate management of an emergency and that each of these events is appropriately prioritised and managed

PROCEDURE

Planning

- i'ara Support Services Pty Ltd has a workplace plan in place that does not disrupt our workforce in an emergency or disaster
- Communicating with participants about the arrangements put in place in the event of an emergency or disaster
- Participants provided with emergency contact numbers at the entry interview with i'ara Support Services Pty Ltd
- Ensure participants have access to, or are supplied with alerts from government bodies and/or emergency services
- Assist participants with access to PPE
- Ensure all staff have access to PPE
- Reviewing the participant's health status to assist and support
- Reviewing the participant's environment to ensure their safety and control mechanisms agreed upon with the participant

Response

- Access, read and comply with the participant's plan
- Undertake emergency procedures as required
- Review the strategies listed in the support plan before the provision of support
- Facilitate timely and effective communication and provide quality services as per plan
- Contact participants if there are any changes or potential changes in their care
- Inform Director of any absences in advance to allow time to allocate a replacement who meets the criteria of the participant

Recovery

- Review and evaluate. Use feedback form to inform areas of improvement
- Train staff in any changes
- Check in with participant, their families and/or advocate to reassess and determine their needs
- Keep participant informed of changes
- Open collaboration with support services and frontline workers of the participant

Staff Training

i'ara Support Services Pty Ltd recognises the importance of planning and preparedness to ensure the safety of both Worker and the participant. Incident/Accident/Emergency minimisation and procedures are taught during Orientation and in regular training sessions all workers involved in providing supports to participants. .

RELATED DOCUMENTS

- Emergency Plan - i'ara CRM
- i'ara Service Agreement
- i'ara Support Services Pty Ltd covid policy

REFERENCES

- Work Health and Safety Act (2011)
- Healthcare Service Providers: Disaster Preparation Guidelines
- NDIS Practice Standards and Quality Indicators 2018

PROVISION OF SUPPORTS**PRACTICE STANDARD****Access to Supports**

Outcome: Each participant accesses the most appropriate supports that meet their needs, goals and preferences.

Support Planning

Outcome: Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

Service Agreements with Participants

Outcome: Each participant has a clear understanding of the supports they have chosen and how they will be provided.

Responsive Support Provision

Outcome: Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

Transitions to or from a Provider

Outcome: Each participant experiences a planned and coordinated transition to or from the provider.

APPLIED POLICY AND PROCEDURE

**Access to Supports
Policy and Procedure**

**Support Planning
Policy and Procedure
Service Agreement
Collaboration Policy and
Procedure**

**Service Agreements
Policy and Procedure**

**Responsive Support Provision
and Support
Management Policy and
Procedure**

**Transition and Exit
Policy and Procedure**

ACCESS TO SUPPORTS

Access to Supports Policy and Procedure

PURPOSE

To provide the participant with the dignity of risk where our team respects each individual's autonomy and self-determination (or dignity) in making choices. The onboarding process will provide relevant, reliable and valid data that assists in identifying a participant's needs.

POLICY

i'ara Support Coordination team members must seek eligibility information from the participant before commencing any onboarding process. i'ara Support Services Pty Ltd will provide the participant with a Service Agreement and inform them of the associated costs. Participants must be part of the decision-making process with their needs at the core of service delivery and planning. An intake form, which includes a risk assessment, must be undertaken before the commencement of the i'ara Support Services Pty Ltd's service.

PROCEDURE

Access to Supports

- The Director or their delegate will inform the participant of the eligibility criteria to access our support services and the associated costs for each service.
- Eligibility criteria for our NDIS services include that the participant currently holds an NDIS Plan that lists access to our registration groups.
- Inform participant of their rights, their voice in the development of their Service Agreement, how to Complain and how we will maintain their Privacy.
- Assessment will be undertaken to ensure that our organisation is able to supply the participant's services in the manner that the participant requires.

Withdrawal of Services

Our organisation may withdraw supports if any of the following occur:

- The participant fails to do what is required of them under the terms of their Service Agreement.
- The participant fails to communicate and provide information about changes to support needs.
- Workplace Health and Safety considerations are ignored.
- Communication has broken down between i'ara Support Services Pty Ltd and the participant, family or advocate.
- Payment for support and/or expenses has not been received as per the Service Agreement.

Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be no less than 14 days. i'ara Support Services Pty Ltd will always work in the best interest of the participant to achieve a safe transition to a new provider of services (see Transition and Exit Policy and Procedures)

Support Planning and Service Agreement Collaboration Policy and Procedures

PURPOSE

i'ara Support Services Pty Ltd's aim is to work with participants, families, advocates, communities and other providers to achieve the best outcome for the participant. This communication will allow all parties to share ideas and knowledge to ensure that the supports are relevant, appropriate and in line with the service agreement.

POLICY

This collaborative approach requires staff to work with relevant parties when:

- Working with other providers in the supply of supports or services
- Assisting the participant in transitioning and exiting the service
- Building the participant's capacity
- Planning with supports for the participant

This collaboration may include initial contact, sharing ideas and input from participants, families and advocates following through on ideas of provider, and actively listening to discussions. We will collaborate with all relevant parties to provide participants with the opportunity to access a service network that meets the full range of their needs.

SUPPORT PLANNING

PROCEDURE

A support coordinator should:

1. Help participants connect to NDIS and other supports
2. Build a participant's capacity and capability to understand their plan, navigate the NDIS and make their own decisions
3. Broker supports and services in line with a participant's wishes and their plan budget
4. Monitor plan budgets and support effectiveness.

Support Planning

During the assessment and support planning process, collaboration is undertaken with participant, family and/or advocate:

- Complete and document a risk assessment
- Plan and implement appropriate strategies to treat known risks
- Review annually or earlier according to their changing needs or circumstances

Transition and Exit

The participant's needs, interests or aspirations may change during the delivery of their supports. These changes may lead to a need to transition to or exit from their current service. If this occurs, then we will, with the consent of a participant:

- Collaborate with providers and participant to develop a plan of action
- Send or request documents relevant to the participant
- Communicate current supports, practices and needs to enable the participant to transfer or exit smoothly
- Document the process in the Participant's Support Plan

Service Agreements

i'ara Support Services Pty Ltd will collaborate with the participant to develop a service agreement which establishes:

- Expectations,
- Explains the supports to be delivered, and
- Specifies any conditions attached to the delivery of supports, including why these conditions are attached

With the consent or direction from the participant i'ara Support Services Pty Ltd collaborates in the development of the support plan, with other providers to:

- Develop and maintain links
- Share information
- Meet participant's needs

RELATED DOCUMENTS

- i'ara CRM Support Plan
- NDIA Consent Form
- i'ara Service Agreement
- Transition and Exit Policy and Procedure
- Risk Management Policy and Procedure

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- Privacy Act (1988)

SERVICE AGREEMENTS WITH PARTICIPANTS

Service Agreements Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd undertakes the development of a Service Agreement during the Access to Supports and Assessment Intake Process and with the collaboration of relevant parties.

SCOPE

It is the responsibility of the Director or the Support Coordinator or their delegate to undertake the development of a Service Agreement with the participant to ensure it is designed specifically for the participant.

POLICY

i'ara Support Services Pty Ltd collaborates with each participant to develop a service agreement which establishes:

- Expectations
- Explains the supports to be delivered

The participant is supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to follow. We will supply an Easy Read format, as required. The participants must give consent or direction to develop and maintain links utilising collaboration with other providers to share information and meet participant needs.

PROCEDURE

i'ara Support Services Pty Ltd undertakes the following process to develop a Service Agreement with each participant:

- Collaborate with participant and/or nominee to ensure that the Service Agreement meets the requirements and is linked to NDIS plan goals
- Use appropriate communication method to explore, explain and determine what is being provided within the agreement
- Records are kept explaining the process undertaken, including consent or direction to collaborate with other providers to share information to enable the team to meet the participant's requirements
- Copy of Service Agreement is given to the participant
- Should a participant not wish to keep a copy of the agreement, then the circumstance under which the participant did not receive a copy of the agreement, must be documented and kept on the participant's file. It is good practice to have the participant make a note on the agreement that a copy was not required

RELATED DOCUMENTS

- i'ara Service Agreement

REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018

TRANSITIONS TO OR FROM A PROVIDER

Transition or Exit Policy and Procedure

PURPOSE

i'ara Support Services Pty Ltd's Transition or Exit policy complies with the National Disability Insurance Scheme Act 2013, which promotes access, inclusion and choice for people with disabilities. The purpose of this policy is to define the processes required to assist and support participants to transition to or exit from services.

SCOPE

This policy applies to all participants receiving supports and services from i'ara Support Services Pty Ltd. The purpose of this policy is to define a Transition or Exit process for participants, family and advocate (where applicable). The policy provides direction for our staff when considering the exit of a participant from the organisation or working with other providers during the transition to the organisation.

POLICY

i'ara Support Services Pty Ltd is committed to providing participants with information and support through the process of transition into, or exiting from, the organisation's services.

- All participants are provided with the necessary information and explanation in the appropriate communication formats in relation to their transition into or exit from the service.
- Participants are provided with information and support through the process of transition into or exit from the organisation's service.
- Participant transition strategies and exit planning will be documented in the participant's support plan in the i'ara CRM.
- The participant entry and exit process for programs are transparent, and the organisation adopts fair and, non-discriminatory practices when a participant chooses to or is required to leave the service.
- To collaborate with other providers for a planned transition to or from our service.
- Risk assessments are to be undertaken, documented and responded to with each transition.
- i'ara Support Services Pty Ltd will record the following information – if the participant goals have been met, or a participant chooses to leave or cease the services, or a participant wishes to transfer to another service provider, or the participant moves location and cannot access the service, or the participant no longer is eligible for services.

PROCEDURE

i'ara Support Services Pty Ltd will undertake a collaborative approach when undertaking all decision-making processing regarding transition and exit to allow for an informed approach. This approach must be recorded in the support plan and include:

- Reasons for the transition.
- Provider transitioning to or from.
- Collaboration communication.
- Communications - method and information given to relevant parties.
- Feedback from participant, family, and advocates or stakeholders.
- Timeframes for the transition.
- Process of the transition that incorporates details of the process, how to apply, and communication process relevant to the participant.
- Risks to the participant with risk management strategies identified.
- Review of the process - adjustments made as required.

Ensure it is explained to all participants at the time of development of their individual service agreement and/or support plan how and when a process of transition or exit can occur.

As per the Service Agreement, give a minimum notice of no less than 14 days or a more extended period, as is adequate to enable the participant and/or nominee to nominate an alternative Provider to deliver those support services.

i'ara Support Services Pty Ltd will give notice of intent to withdraw/terminate services to a participant in accordance with the Service Agreement, which states no less than 14 days' notice or longer, as required.

RELATED DOCUMENTS

- i'ara Service Agreement
- Continuity of Client Care Document