NDIS Add-on Policies and Procedures for the NDIS Practice Standards

For Aged Care Providers Registered to Provide

NDIS Services to People with Disability

NDIS Practice Standards

Core Module

GGJ Consultants

July 2022

Contents

[Record of Revisions: NDIS Add-on Policies and Procedures ii](#_Toc112239147)

[The GGJ NDIS Add-on iii](#_Toc112239148)

[How to Use the Add-on iii](#_Toc112239149)

[Service Providers iii](#_Toc112239150)

[NDIS Auditors iii](#_Toc112239151)

[1.1 Rights and Responsibilities NDIS Consumers 1](#_Toc112239152)

[1.1.1 Person – Centred Supports 1](#_Toc112239153)

[1.1.2 Individual values and beliefs 4](#_Toc112239154)

[1.1.3 Privacy and Dignity 5](#_Toc112239155)

[1.1.4 Independence and Informed Choice 6](#_Toc112239156)

[1.1.5 Violence, Abuse, Neglect, Exploitation and Discrimination 9](#_Toc112239157)

[1.2 Provider Governance and Operational Management 19](#_Toc112239158)

[1.2.1 Governance and Operational Management 19](#_Toc112239159)

[1.2.2 Risk Management 26](#_Toc112239160)

[8.10.1 Overview 28](#_Toc112239161)

[1.2.3 Quality Management 29](#_Toc112239162)

[1.2.4 Information Management 30](#_Toc112239163)

[1.2.5 Feedback and Complaints Management 32](#_Toc112239164)

[1.2.6 Incident Management 36](#_Toc112239165)

[1.2.7 Human Resource Management 38](#_Toc112239166)

[1.2.8 Continuity of Supports 44](#_Toc112239167)

[1.2.9 Emergency and Disaster Management 46](#_Toc112239168)

[1.3 Provision of Supports 47](#_Toc112239169)

[1.3.1 Access to Supports 47](#_Toc112239170)

[1.3.2 Support Planning 49](#_Toc112239171)

[1.3.3 Service Agreements with Participants 52](#_Toc112239172)

[1.3.4 Responsive Support Provision 54](#_Toc112239173)

[1.3.5 Transitions to or from A Provider 56](#_Toc112239174)

[1.4 Provision of Supports Environment 59](#_Toc112239175)

[1.4.1 Safe Environment 59](#_Toc112239176)

[1.4.2 Participant Money and Property 62](#_Toc112239177)

[1.4.3 Management of Medication 63](#_Toc112239178)

[1.4.4 Mealtime Management 64](#_Toc112239179)

[1.4.5 Management of Waste 67](#_Toc112239180)

Record of Revisions: NDIS Add-on Policies and Procedures

|  |  |  |
| --- | --- | --- |
| Date | Section/s Revised and Notes | Authorisation |
| July 2022 | Policy and procedures implemented | CEO |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

The GGJ NDIS Add-on

The **NDIS Add-on** assists service providers delivering aged care and NDIS services to meet the requirements of the NDIS Practice Standards and Quality Indicators using information from their Aged Care Policies and Procedures that is relevant to the NDIS requirements along with additional NDIS specific information.

The Add-on avoids having a separate set of policies and procedures for aged care and another for the NDIS, when a majority of the information for aged care is applicable to the NDIS. It avoids the workload with having to update two sets of policies and procedures.

The NDIS Add-on includes:

The NDIS Practice Standards and Quality Indicators for Module 1 of the Standards (as of November 2021)

For each quality indicator, references to sections in the Aged Care Policies and Procedures that are relevant to meeting the requirements of the quality indicator

Additional information specific to meeting the requirements of a quality indicator, where the Aged Care Policies and Procedures do not contain adequate information for meeting the indicator.

Note that links to the Aged Care Policies and Procedures are not hyperlinked as we would need to have your Policies and Procedures to do so.

How to Use the Add-on

Service Providers

Note that the Add-on material includes the organisation name: Acorn Aged Care. Remember to change to your organisation in the footer.

Save the Add-on in the same folder as the sections of your Aged Care Policies and Procedures.

NDIS Auditors

Auditors can utilise the NDIS-Add-on to identify and locate the aged care policies and procedures applicable to the NDIS quality indicators in the service provider’s Aged Care Policies and Procedures and in the NDIS Add-on Policies and Procedures.

Note also that the Aged Care Policies and Procedures referred to in the Add-on do not specifically refer to NDIS consumers. The procedures should be read as being inclusive of NDIS consumers and are applied as appropriate to NDIS consumers.

1.1 Rights and Responsibilities NDIS Consumers

1.1.1 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.

**Indicator 1:** Each participant’s legal and human rights are understood and incorporated into everyday practice.

Acorn Aged Care aligns its provision of NDIS services with the:

[United Nations Convention on the Rights of Persons with Disabilities](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html)

[Human Rights and People with Disability](https://humanrights.gov.au/sites/default/files/content/letstalkaboutrights/downloads/HRA_disability.pdf)

[NDIS Act](https://www.legislation.gov.au/Details/C2013A00020)

[NDIS Rights of Participants](https://www.ndiscommission.gov.au/participants/your-rights-ndis-participant)

[NDIS Service Charter](https://www.ndis.gov.au/about-us/policies/service-charter#our-commitment-to-you)

[NDIS Code of Conduct](https://www.ndiscommission.gov.au/providers/ndis-code-conduct) and

Other key documents noted throughout these policies and procedures.

Each consumer’s legal and human rights are understood and incorporated into everyday practice through our policies and procedures.

We adopt as our own, the NDIS Rights of Participants, which “… aim to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence, through:

Empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place

Building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers

Responding to and managing concerns and complaints

Supporting a strong and viable market for disability supports and services.”

This is in keeping with Australia’s commitment to the United Nations Convention on the Rights of Persons with Disabilities.

The NDIS Code of Conduct guidelines are accessed to assist us as a provider and to assist staff to understand their obligations to people with disability. These include:

Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions

Respect the privacy of people with disability

Provide supports and services in a safe and competent manner with care and skill

Act with integrity, honesty, and transparency

Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability

Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability

Take all reasonable steps to prevent and respond to sexual misconduct.

The general principles guiding actions under the NDIS Act also describe the rights of people with disability to:

Realise their potential for physical, social, emotional and intellectual development

Be supported to participate in and contribute to social and economic life to the extent of their ability

Be supported to exercise choice including in relation to taking reasonable risks in pursuit of their goals and the planning and delivery of their supports

Be respected for their worth and dignity and to live free from abuse, neglect and exploitation

Be able to determine their own best interests including the right to exercise choice and control and to engage as equal partners in decisions that will affect their lives to the full extent of their capacity

Have their privacy and dignity respected

Have the role of families, carers and other significant persons in their lives acknowledged and respected

Have access to advocates and supports which promote innovation, quality, continuous improvement, contemporary best practice and effectiveness.[[1]](#footnote-1)

It is also a guiding principle of the National Disability Insurance Scheme Act 2013 (NDIS Act) that people with disability have the same right as other members of Australian society to pursue any grievance.

Links to key documents and excerpts are provided to Board members and staff as part of their orientation. At the first Board meeting after the AGM this information is explained to Board members.

Staff are provided with time to read/browse and discuss these documents as part of their orientation. Different documents and responsibilities are discussed at staff meetings from time to time.

Access to these documents is offered to consumers as a weblink with assisted access to the web material.

Key documents and web pages include:

[United Nations Convention on the Rights of Persons with Disabilities](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html)

[Human Rights and People with Disability](https://humanrights.gov.au/sites/default/files/content/letstalkaboutrights/downloads/HRA_disability.pdf)

[NDIS Rights of Participants](https://www.ndiscommission.gov.au/participants/your-rights-ndis-participant)

[NDIS Service Charter](https://www.ndis.gov.au/about-us/policies/service-charter#our-commitment-to-you)

[NDIS Code of Conduct](https://www.ndiscommission.gov.au/providers/ndis-code-conduct)

[Easy Read NDIS Service Charter](https://www.ndis.gov.au/media/2621/download?attachment)

|  |
| --- |
| See also Aged Care Policies and Procedures:  1.3.1 Service Delivery Principles |

|  |
| --- |
| **Tasks:**  Develop a NDIS Consumer’s Handbook based on the aged care handbook  Include information in the Handbook on human and legal rights  Include in Section 2 of Staff/Volunteer Orientation checklist: “NDIS workers: Rights and Responsibilities to NDIS Consumers (Provide a copy of the subsection)”. |

This is the end of the example.

The NDIS Add-on covers all the requirements in Module 1 of the NDIS Standards,

1. Australian Government National Disability Insurance Scheme Act 2013, s 4. [↑](#footnote-ref-1)