

PRACTICE EXCELLENCE POLICY THE PROVISION OF SUPPORTS

1. POLICY PURPOSE:

This policy sets out our responsibilities when providing supports to clients. This policy supports us to apply the NDIS Practice Standards, in particular Core Module 3: Provision of Supports.

2. POLICY SCOPE:

This policy applies to all paid staff, contract workers, temporary agency workers, students on placement and volunteers. Staff are expected to be familiar with and apply this policy in all their actions. This policy is owned by the Chief Executive Officer

3. POLICY CONTEXT AND STATEMENT:

We recognise all people with disability have human and legal rights which should be respected at all times. We promote and protect those rights as an integral component of each and all our services. Our clients are at the centre of our thoughts, our actions, our service intent, expectations and experiences.

This policy supports us to achieve our responsibilities when providing supports to clients by ensuring each client:

- accesses the most appropriate supports that meet their needs, goals and preferences;
- is actively involved in the development of their support plans which reflect their needs, requirements, preferences, strengths and goals, and are regularly reviewed;
- has a clear understanding of the supports they have chosen and how they will be provided;
- experiences a planned and coordinated transition to or from our organisation.

4. ROLES AND RESPONSIBILITIES:

4.1 Minda Board

- Ensures there is an organisation-wide approach to the effective provision of supports.
- Ensures there are effective organisation-wide systems in place for managing and governing all aspects of the provision of supports.

4.2 Chief Executive Officer and Executive Team:

- Promote a culture of shared responsibility for the effective provision of supports.
- Regularly evaluate and review risks and other relevant information in relation to effective provision of supports.
- Delegate the day-to-day responsibility for ensuring the activities related to this policy are implemented and monitored by the relevant senior managers

Minda Document: The Provision of Supports Policy	Date current version released: December 2021
Document Owner: General Manager, Quality and Safeguarding	Page 1 of 5

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PRACTICE EXCELLENCE POLICY THE PROVISION OF SUPPORTS

- Ensure there are appropriate escalation processes in place for the provision of supports that could result in substantial liability and/or have the potential to come to the attention of the Chief Executive Officer.

4.3 Senior Managers and Managers:

- Have responsibility for ensuring the activities related to this policy are implemented and monitored.

4.4 Employees, Contractors, Volunteers, and Students will:

- Adhere to the principles and aims of this policy and its related procedures and guidelines.

5. LEGISLATIVE REQUIREMENTS:

Commonwealth Legislation

- United Nations Convention on the Rights of Persons with Disability 2006
- Australian Human Rights and Equal Opportunities Act 1986
- Privacy Act 1988
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- National Disability Insurance Scheme (Restrictive Practices and Behavioural Support) Rules 2018
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

South Australian Legislation

- Disability Inclusion Act 2018 (SA)
- Disability Inclusion (NDIS Worker Check) Regulations 2020 (SA)
- Equal Opportunity Act 1984 (SA)

6. SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION:

Internal Resources:

All Provision of Supports documents are available via Practice Excellence Framework and Minda internal SharePoint site

7. KEY PERFORMANCE INDICATORS (KPI), RECORDS, AUDIT:

7.1 Demonstration of compliance with this policy will include:

Minda Document: The Provision of Supports Policy	Date current version released: December 2021
Document Owner: General Manager, Quality and Safeguarding	Page 2 of 5

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PRACTICE EXCELLENCE POLICY THE PROVISION OF SUPPORTS

7.1.1 Access to Supports

- The supports available, and any access / entry criteria (including any associated costs) are clearly defined and documented. This information is communicated to each client using the language, mode of communication and terms that the client is most likely to understand.
- Reasonable adjustments to the support delivery environment are made and monitored to ensure it is fit for purpose and each client's health, privacy, dignity, quality of life and independence is supported.
- Each client is supported to understand under what circumstances supports can be withdrawn. Access to supports required by the client will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the client.

7.1.2 Support Planning

- With each client's consent, work is undertaken with the client and their support network to enable effective assessment and to develop a support plan. Appropriate information and access is sought from a range of resources to ensure the client's needs, support requirements, preferences, strengths and goals are included in the assessment and the support plan.
- In collaboration with each client,
 - risk assessments are regularly undertaken, and documented in their support plans; and
 - appropriate strategies are planned and implemented to treat known risks to them.
- Risk assessments include the following;
 - Consideration of the degree to which participants rely on the provider's services to meet their daily living needs; and
 - The extent to which the health and safety of clients would be affected if those services were disrupted.
- Periodic reviews of the effectiveness of risk management strategies are undertaken with each client to ensure risks are being adequately addressed, and changes are made when required.
- Each support plan is reviewed annually or earlier in collaboration with each client, according to their changing needs or circumstances. Progress in meeting desired outcomes and goals is assessed, at a frequency relevant and proportionate to risks, the client's functionality and the client's wishes.
- Where progress is different from expected outcomes and goals, work is done with the client to change and update the support plan.
- Each client's support plan is
 - Provided to them in the language, mode of communication and terms that they are most likely to understand; andreadily accessible by them and by workers providing supports to them.
- Each client's support plan is communicated, where appropriate and with their consent, to their support network, other providers and relevant government agencies.

Minda Document: The Provision of Supports Policy	Date current version released: December 2021
Document Owner: General Manager, Quality and Safeguarding	Page 3 of 5

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PRACTICE EXCELLENCE POLICY THE PROVISION OF SUPPORTS

- Each client's support plan includes arrangements, where required, for proactive support for preventative health measures, including support to access recommended vaccinations, dental check-ups, comprehensive health assessments and allied health services

7.1.3 Service Agreements with Clients

- Collaboration occurs with each client 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.
- Each client is supported to understand their service agreement and conditions using the language, mode of communication and terms that the client is most likely to understand.
- Where the service agreement is created in writing, each client receives a copy of their agreement signed by the client and by us. Where this is not practicable, or the client chooses not to have an agreement, a record is made of the circumstances under which the client did not receive a copy of their agreement.
- Where we deliver supported independent living supports to clients in specialist disability accommodation dwellings, documented arrangements are in place with each client and our organisation as the specialist disability accommodation provider. At a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters:
 - a) How a Client's concerns about the dwelling will be communicated and addressed;
 - b) How potential conflicts involving client(s) will be managed;
 - c) How changes to client circumstances and/or support needs will be agreed and communicated;
 - d) In shared living, how vacancies will be filled, including each client's right to have their needs, preferences and situation taken into account; and
 - e) How behaviours of concern which may put tenancies at risk will be managed, if this is a relevant issue for the client.
- Service agreements set out the arrangements for providing supports to be put in place in the event of an emergency or disaster.

7.1.4 Responsive Support Provision

- Supports are provided based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet client needs and help achieve desired outcomes.
- Where agreed in the service agreement, and with the client's consent or direction, links are developed and maintained through collaboration with other providers, including health care and allied health providers, to share information, manage risks to clients, and meet client needs.
- Reasonable efforts are made to involve the client in selecting their workers, including the preferred gender of workers providing personal care supports.
- Where a client has specific needs which require monitoring and/or daily support, workers are appropriately trained and understand the client's needs and preferences.

7.1.5 Transition to or from our services

Minda Document: The Provision of Supports Policy	Date current version released: December 2021
Document Owner: General Manager, Quality and Safeguarding	Page 4 of 5

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PRACTICE EXCELLENCE POLICY THE PROVISION OF SUPPORTS

- A planned transition to or from our service is facilitated in collaboration with each client when possible, and this is documented, communicated and effectively managed.
- Risks associated with each transition to or from our service are identified, documented and responded to, including risks associated with temporary transitions from our service to respond to a risk to the client, such as a health care risk requiring hospitalisation.
- Processes for transitioning to or from our service (including temporary transitions) are developed, applied, reviewed and communicated.

7.2 Audit & Review

- This policy is subject to internal and external audit
- This policy will be reviewed and updated as required by our document management processes or as legislation requires.

8. DEFINITIONS:

For the purpose of this procedure the following definitions apply:

Word	Definition
Human rights	<i>are often defined in different ways. The Australian Human Rights Commission defines human rights as: -the recognition and respect of people's dignity -a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living -the basic standards by which we can identify and measure inequality and fairness -those rights associated with the Universal Declaration of Human Rights.</i>

9. Document Approval:

Approved by: Kym Shreeve, Chief Executive Officer

Date: 10/09/2021