NDIS Policies & Procedures Manual

Certification

(Core Module)

Legal name: **ALL ABOUT CARE AUSTRALIA PTY LTD**

Business/trading name: **All About Care Australia**

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Core Module

All About Care Australia recognises its moral and legal responsibility to provide high quality and safe supports and services to NDIS participants in accordance with the NDIS Code of Conduct and the NDIS Practice Standards.

This Manual covers the core module requirements as below:

→ rights and responsibility for participants,

→ governance and operational management,

→ the provision of supports, and

→ the support provision environment.

Also, supplementary modules are documented that apply according to the types of supports and services that All About Care Australia deliver.

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Division 1-Rights and Responsibilities

6 Person-centred supports

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that promote, uphold and respect their legal and human rights as well as individual rights to freedom of expression, self-determination and decision-making, and is enabled to exercise informed choice and control.

All About Care Australia ensures:

→   Each participant's legal and human rights are understood and incorporated into everyday practice.

→   Communication with each participant about the provision of supports is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand.

→   Each participant is supported to engage with their family, friends and chosen community as directed by the participant.

Procedure

At All About Care Australia, we aimed to consider the participants at the centre of our services and supports. A management system has been established in accordance with the participant's legal and human rights.

The Senior Leadership Team (SLT) review these requirements regularly (at least once a year during the annual management review meeting) to make sure they have been understood and incorporated into everyday practice.

All About Care Australia is committed to respecting human rights and believes that all people should be treated with dignity and respect. All About Care Australia seeks to prevent or mitigate any negative human rights impacts in connection with our operations or activities and maximise any potential positive impacts where we are present. All of All About Care Australia 's workers are required to comply with this Policy. As a part of our commitment to respect human rights, All About Care Australia will:

– work to align our business activities and practices with the UN Guiding Principles on Business and Human Rights
– treat our employees fairly and without discrimination, and promote diversity in the workplace
– respect the human rights of the communities in which we operate
– consult with our participants on human rights issues and provide easily accessible feedback and complaints management to resolve grievances in a timely manner

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6 Person-centred supports

- recognise the rights of Indigenous people, acknowledging their connections to lands and waters and respecting their culture

'Worker Handbook' has been developed and communicated. All managers, employees and workers are trained and inducted regarding the participant's legal and human rights. They have read, understood and acknowledged this handbook.

All About Care Australia will:

- provide a 'Service Agreement' and 'Participant Handbook' to each participant which includes the participant's legal and human rights

- identify the participant's needs during the initial assessment process and document them in the 'Participant Assessment & Support Plan'

- plan and perform regular communications with participants in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'

- plan and perform participants engagement with their family, friends and community in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'

- provide an interpreter, if required, for communication with the participant and respect to work with participant's interpreter or representatives

- create a profile for each participant to keep the participant's files (soft copy and/or hard copy) such as services agreement, initial assessment information and other personal records. This profile is person-centred and will be created incorporation with their family, friends and chosen community as directed by the participant in the initial assessment process

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-023-Participant Assessment & Support Plan

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7 Individual values and beliefs

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that respect their culture, diversity, values and beliefs.

All About Care Australia ensures:

→ At the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitively responded to.

→ Each participant's right to practice their culture, values and beliefs while accessing supports is supported

Procedure

At All About Care Australia, the participant's right to practice their culture, values and beliefs while accessing supports is supported. 'Participant Handbook' has been developed that explains the way how we identify and sensitively respond to the culture, diversity, values and beliefs of each participant. A copy of 'Participant Handbook' will be provided to each participant at the service initiation.

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant, including the inputs from their family/support network, are identified during the Initial Assessment Process and documented in the 'Participant Assessment & Support Plan'.

Participant's preferences such as the same language, same culture or specific criteria will be considered, where possible. We will identify the participant's needs during the initial assessment process and document them in the 'Participant Assessment & Support Plan'.

Workers are inducted to recognise and respect the diverse backgrounds and allow participants to practice their culture, values and beliefs while accessing supports. 'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-023-Participant Assessment & Support Plan

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8 Privacy and Dignity

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy.

All About Care Australia ensures:

→ Consistent processes and practices are in place that respects and protect the personal privacy and dignity of each participant.

→ Each participant is advised of confidentiality policies using the language, mode of communication and terms that the participant is most likely to understand.

→ Each participant understands and agrees to what personal information will be collected and the reason, including recorded material in audio and/or visual format

Procedure

At All About Care Australia, we will ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy by complying with the 'Privacy Act 1988' and the 'NDIS Quality and Safeguarding Framework' requirements and other legal obligations.

To ensure privacy for the Participant when discussing sensitive or personal matters, All About Care Australia will only collect personal information which is necessary for the provision of services and supports and given voluntarily to the Provider.

'Privacy & Confidentiality Policy' and 'Participant Consent Policy' have been documented in the 'Participant Handbook' and will be communicated with each participant at the initial assessment process.

All About Care Australia will make sure that each participant understands and acknowledges what type of personal information, including recorded material in audio and/or visual format, will be collected and for what reason.

All personal and confidential information will only be collected, used, retained and disclosed by obtaining the Participant's consent. Please refer to the 'Privacy & Confidentiality Policy' in this 'Participant Handbook'.

All About Care Australia will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives. Regular communications with participants have been planned and performed in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'.

Participant's dignity and right to privacy is also referred to in the 'Service Agreement'.

A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

Employees and workers are trained and inducted regarding privacy and dignity policy. They have read, understood and acknowledged this policy as well as the organisational requirements outlined in the 'Worker Handbook' through the induction process.

8 Privacy and Dignity

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
→ Privacy Act 1988
→ NDIS Quality and Safeguarding Framework

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-023-Participant Assessment & Support Plan

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9 Independence and Informed Choice

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that provide informed choices as well as exercise control to them and maximise their independence relating to the supports provided.

All About Care Australia ensures:

→ Active decision-making and individual choice is supported for each participant, including the timely provision of information using the language, mode of communication and terms that the participant is most likely to understand.

→ Each participant's right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.

→ Each participant's autonomy is respected, including their right to intimacy and sexual expression.

→ Each participant has sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit.

→ Each participant's right to access an advocate (including an independent advocate) of their choosing is supported, as is their right to have the advocate present

Procedure

At All About Care Australia, the participant's autonomy to make their individual choices, as well as their right to intimacy and sexual expression, is respected.

'Decision-making Policy' has been developed and documented in the 'Participant Handbook'.

The benefits and risks of the participant's options and decisions will be advised to the participant.

We will allow sufficient time to the participant to consider and review their options and seek advice at any time.

We respect the participant's right to access an advocate. Please refer to the 'Right to access an advocate Policy' in the 'Participant Handbook'.

'Authority to engage an advocate' form will be completed and signed by the Participant to authorise the nominated advocate to speak, act or write on the Participant's behalf to promote, protect and defend the welfare of and justice for the Participant.

All About Care Australia will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives. Regular communications with participants have been planned and performed in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'.

Participant's right to access and engage an advocate is also referred to in the 'Service Agreement'.

A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

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9 Independence and Informed Choice

Resource

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→ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
→ National Disability Advocacy Program (NDAP)

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-023-Participant Assessment & Support Plan
→ NDIS-FORM-018-Authority to engage an advocate

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10 Violence, Abuse, Neglect, Exploitation & Discrimination

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that free from violence, abuse, neglect, exploitation or discrimination.

All About Care Australia ensures:

→ Policies, procedures and practices are in place which actively prevents violence, abuse, neglect, exploitation or discrimination.

→ Each participant is provided with information about the use of an advocate (including an independent advocate) and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made.

→ Allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again.

Procedure

All About Care Australia has established a process to actively prevent violence, abuse, neglect, exploitation or discrimination that supported by the 'Participant Handbook', 'Worker Handbook' and 'Incident Management Policy & Procedure' (section 16 of this Manual).

All About Care Australia implements the following practices and safeguards in relation to preventing abuse, neglect, and exploitation of the participants.

– Staff proactively attempt to identify and understand the communication modes and individual needs of the participants, that has been documented in the 'Participant Assessment & Support Plan'
– Recruitment, training, and supervision of staff focus on values and the rights of the participants to have a voice, choice and control in their lives.
– Staff are informed of their obligations in interactions with the participants, and their significant others, families, and supporters, to conduct these interactions in a manner that reduces the opportunity for abuse and neglect to occur.
– Meetings are to be held at a location that is consented to by the participants.
– Staff are provided with education and training on recognising and responding to indicators of abuse, neglect and harm, exploitation, and rights-based approaches. Training plans are documented in the 'Worker Employment Register'.

All participants are informed that they must report any incidents including violence, abuse, neglect, exploitation or discrimination.

All About Care Australia will manage all incidents according to the 'NDIS-Incident Management and Reportable Incidents-Rules 2018' and the 'Incident Management Policy & Procedure'. All organisational requirements are documented in 'Incident Report Form' and update 'Incident Register' and will be completed and updated as soon as practical.

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10 Violence, Abuse, Neglect, Exploitation & Discrimination

All participants have the right to raise their complaints or concerns in the unfortunate event of any incident occurring that did not meet the expectations of care.

A formal investigation will commence once we receive a complaint or concern.

Each participant will be provided with information on incident management and investigation outcomes.

A copy of the 'Participant Handbook' and 'Feedback and Complaints Management Form' will be provided to each participant and will be communicated at the service initiation.

We respect the participant's right to access an advocate and provide relevant information. Please refer to the 'Right to access an advocate Policy' in the 'Participant Handbook'.

Workers are inducted to actively prevent violence, abuse, neglect, exploitation or discrimination. 'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
→ NDIS - Incident Management and Reportable Incidents - Rules 2018

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-002-Incident Report Form
→ NDIS-FORM-012-Incident Register
→ NDIS-FORM-003-Feedback and Complaints Management Form

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Division 2 – Governance and Operational Management

11 Governance and Operational Management

Policy

All About Care Australia is committed to implementing a system to ensure all services and supports are overseen by robust governance and operational management systems.

All About Care Australia ensures:

→ Opportunities are provided by the governing body for people with disability to contribute to the governance of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights.

→ A defined structure is 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.

→ The skills and knowledge required for the governing body to govern effectively are identified, and relevant training is undertaken by participants of the governing body to address any gaps.

→ The governing body ensures that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under the NDIS (for example, Agency requirements and guidance), participants' and workers' needs and the wider organisational environment.

→ The performance of management, including responses to individual issues, is monitored by the governing body to drive continuous improvement in management practices.

→ The provider is managed by suitably qualified and/or experienced persons with clearly defined responsibility, authority and accountability for the provision of supports.

→ There is a documented system of delegated responsibility and authority to another suitable person in the absence of a usual position holder in place.

→ Perceived and actual conflicts of interest are proactively managed and documented, including through the development and maintenance of organisational policies.

Procedure

The Senior Leadership Team (SLT) at All About Care Australia has the overall responsibility for overseeing and governing the entire business and management system according to the legislative requirements, organisational policies, procedures, risks and other requirements related to operating under the NDIS, participants' and workers' needs.

We will follow the 'National Disability Insurance Scheme (Registered NDIS Provider Notice of Changes and Events) Guidelines 2019' about giving Commissioner notice of any of the following changes and events:

→ Changes to contact details

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11 Governance and Operational Management

→ Change in the scale of our company as the provider relating to registered classes of supports
→ Significant effect on our ability to comply with registration conditions
→ Adverse changes to access to services
→ Adverse changes in our financial capacity
→ Change in our organisation or governance arrangements
→ Events related to our suitability
→ Events related to our key personnel suitability

Participant's suggestions and feedback are welcome to contribute to the governance of the All About Care Australia and have input into the development of our policies and processes relevant to the provision of services and supports and the protection of participant rights.

SLT also has the responsibility to manage all feedback, complaints, incidents, as well as opportunities for improvement. Please refer to the 'Feedback and Complaints Management Policy & procedure' and 'Incident Management Policy& procedure' (section 15 & 16 of this Manual).

Company structure and delegated authorities are documented in the 'Worker Handbook' and communicated throughout the organisation. Replacement or back up worker is identified for each worker in the 'Worker Employment Register'.

The relevant roles and responsibilities for each position are documented in the 'Position Descriptions'.

All About Care Australia has established a management system in compliance with the 'National Disability Insurance Scheme (Quality Indicators) Guidelines 2018' requirements to promote continuous improvement and deliver the highest quality services and supports. Please refer to the 'Quality Management Policy & procedure' (section 13 of this Manual).

Company policies, procedures, forms and registers are developed to support the All About Care Australia management system. Company strategies and business plans, including the SWOT Analysis, Risk Profile & Strategies and Objectives & KPIs are managed through the 'Strategic and Business Plan' considering the business risk management outcomes in line with the NDIS quality indicators.

At All About Care Australia we aim to ensure that all employees and workers, including the SLT, are competent in relation to their role, hold relevant qualifications to meet each participant's support needs and person-centred support. The worker Screening process is in place to ensure workers are qualified and have no criminal history and also minimise the risks to the participants. Please refer to the 'Human Resource Management Policy & Procedure' (section 17 of this Manual).

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The performance of management, including responses to individual issues, is monitored during the internal audits and annual management review process. Please refer to the 'Quality Management Policy & procedure' (section 13 of this Manual).

All About Care Australia is committed to manage conflicts of interest openly and transparently at all levels in the organisation and comply with NDIS rules and other obligations. Conflict of Interest Policy' has been developed and documented in the 'Participant Handbook' and 'Worker Handbook'. For the identified conflict of interest, All About Care Australia will use 'Conflict of Interest Report Form' and 'Conflict of Interest Register'.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
→ The NDIS Code of Conduct - 2018
→ National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013
→ National Disability Insurance Scheme Provider Toolkit (Registration Guide to Suitability) July 2018
→ National Disability Insurance Scheme Terms of Business (March 2017)
→ National Disability Insurance Scheme (Registered NDIS Provider Notice of Changes and Events) Guidelines 2019

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-003-Feedback and Complaints Management Form
→ NDIS-FORM-019-Position Descriptions
→ NDIS-FORM-001-Worker Employment Register
→ NDIS-FORM-007-Strategic and Business Plan
→ NDIS-FORM-013-Conflict of Interest Report Form
→ NDIS-FORM-014-Conflict of Interest Register

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12 Risk Management

Policy

This policy provides direction to all All About Care Australia employees and workers regarding the identification and management of potential risks to the participant and all relevant parties, as well as the implementation of effective risk management process in the provision of our services and understanding and fulfilling their risk management responsibilities.

All About Care Australia ensures:

→ Risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with the provision of supports are identified, analysed, prioritised and treated

→ A documented system that effectively manages identified risks is in place

→ Support delivery is linked to a risk management system which includes:

- Incident Management

- Complaints Management

- Work Health and Safety

- Human Resource Management

- Financial Management

- Information Management

- Governance

Procedure

All About Care Australia has established a Risk Management Process to effectively manage the potential risks to all relevant parties.

To manage and control the risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with the provision of supports, All About Care Australia uses the following Risk Management Model.

At All About Care Australia, we will:

→ ensure ongoing compliance with all relevant legal and other requirements

→ ensure the risk management process is implemented

→ develop, lead and promote a proactive approach for identifying risks

→ ensure identified risks are analysed and evaluated

→ plan treatment and control measures

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12 Risk Management

→ monitor and review the efficiency and effectiveness of the risk management process

→ consult and communicate risks with employees and other relevant interested parties

→ ensure Support delivery is linked to a risk management system which includes: Incident Management; Complaints Management; Work Health and Safety; Human Resource Management; Financial Management; Information Management; and Governance
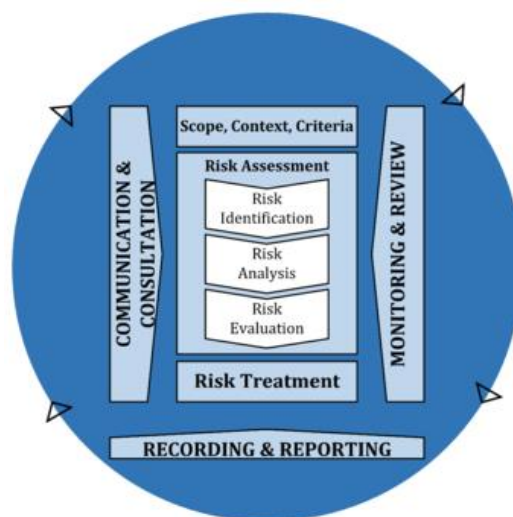
→ review and update the risk register and relevant processes after each incident or complaint

→ maintain all records and related information as appropriate

Risk Identification

All About Care Australia will identify and record the potential risks, assess the level of risk associated with each of the potential risks and define the controls necessary to manage the risks.

Control measures are established for identified risks in accordance with the hierarchy of control and applicable legal and other requirements.

Risk management process will be evaluated at least once a year to verify that all processes remain effective.

All About Care Australia will make sure that all employees, workers, participants and their family/support network are consulted and communicated, and also relevant reports and information are maintained appropriately.

Work Health and Safety risks and hazards

A hazard is a situation with the potential to cause injury or harm or otherwise affect the health, and/or safety of persons at the worksite.

Hazard identification process takes into account the sources of risks and hazards via evaluation of tasks, activities, work practices and environments which may present a risk. This process includes all identifiable and potential risks, but not be limited to:

− Consultation with the participants and their family/support network

− Incident reports

− Complaints and feedback

− Hazard identification reports

− Workplace inspections and audits

− Changes in operations, processes, activities, knowledge and information about hazards

A risk is a chance, however big or small, of a hazard causing harm.

Risk information will be maintained through 'Risk Assessment Register'.

Once hazards have been identified, it is important to determine which of the hazards are the most serious and implement controls to mitigate the risks for these hazards first.

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1 2 R i s k M a n a g e m e n t

It is necessary to determine the worst possible risks from the hazard in terms of 'Death', 'Injury', 'Illness', 'Damage', 'Cost', 'Public safety', 'Prosecution' and 'Worker's Compensation'.
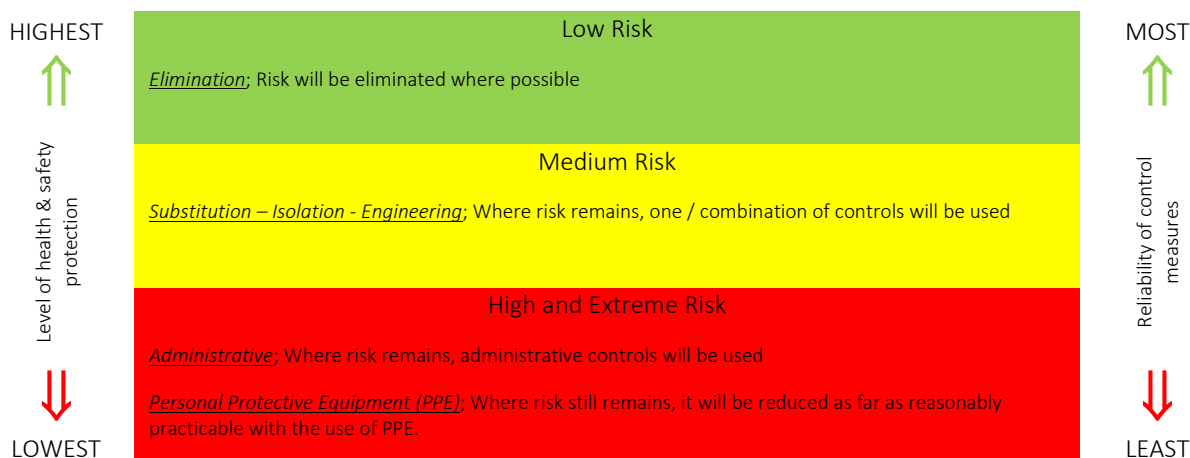
Then it is considered how likely these risks are to happen, particularly in relation to:

→   How often you do the task

→   How often people are near the hazard

→   Whether the hazard has occurred before (either on this site or otherwise in your experience, personal or otherwise)

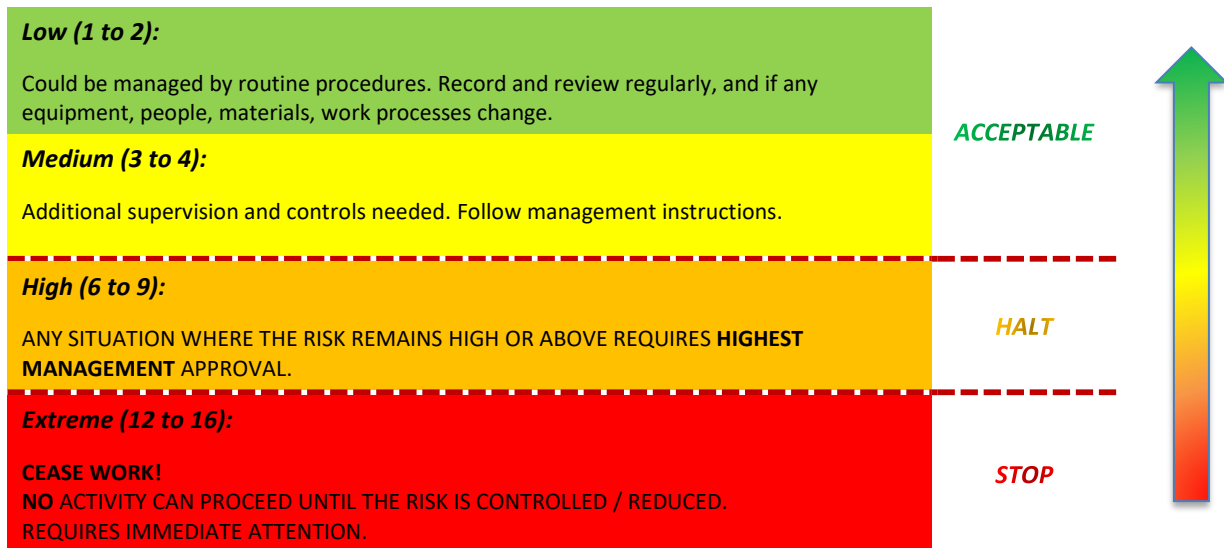→   Whether there have been near-misses

Risk Assessment Matrix

Likelihood		Consequence		Risk Rating				
					C1	C2	C3	C4
L1	Rare: Conceivable but only in extreme circumstances	C1	Insignificant: *WHS*: no treatment required, only minor first aid *Business and financial*: no media coverage, no impact on the business and services, community complaints and dissatisfaction, <$10k lost	L1	1	2	3	4
L2	Unlikely: It could occur at some time in limited circumstances	C2	Minor: *WHS*: minor injury requiring medical treatment *Business and financial*: local media coverage, minor impact on the business and services, $10k-$50k lost	L2	2	4	6	8
L3	Likely: It might occur in some circumstances, but infrequently	C3	Moderate: *WHS*: serious injury/illness requiring specialist, medical treatment or hospitalisation *Business and financial*: regional media coverage, some impact on the business and services, $50k-$250k lost	L3	3	6	9	12
L4	Very Likely: It Will probably occur in many circumstances	C4	Major: *WHS*: death, permanent disability, *Business and financial*: international/national media coverage, serious impact on the business and services, > $250k lost	L4	4	8	12	16

Hierarchy of Controls

HIGHEST ⇧

Level of health & safety protection

LOWEST ⇓

Low Risk

Elimination; Risk will be eliminated where possible

Medium Risk

Substitution – Isolation - Engineering; Where risk remains, one / combination of controls will be used

High and Extreme Risk

Administrative; Where risk remains, administrative controls will be used

Personal Protective Equipment (PPE); Where risk still remains, it will be reduced as far as reasonably practicable with the use of PPE.

MOST ⇧

Reliability of control measures

LEAST ⇓

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12 Risk Management

Acceptable Risk Level and Escalation Process

Low (1 to 2):

Could be managed by routine procedures. Record and review regularly, and if any equipment, people, materials, work processes change.

Medium (3 to 4):

Additional supervision and controls needed. Follow management instructions.

ACCEPTABLE

High (6 to 9):

ANY SITUATION WHERE THE RISK REMAINS HIGH OR ABOVE REQUIRES **HIGHEST MANAGEMENT** APPROVAL.

HALT

Extreme (12 to 16):

CEASE WORK!
NO ACTIVITY CAN PROCEED UNTIL THE RISK IS CONTROLLED / REDUCED.
REQUIRES IMMEDIATE ATTENTION.

STOP

Evaluation of risks involves determining whether the level of risk is acceptable or needs to be attended to.

An informed decision to accept risk with either no management or existing management strategies in place is based on acceptance of the likelihood and consequences of the particular risk.

If a risk is determined to be unacceptable (Extreme Risk), a management plan will be developed and implemented to manage the risk.

All About Care Australia encourages all workers to report hazards immediately. This can be done through consultation meeting, informal communication with the management team and by completing a 'Hazard Identification Report Form'.

All About Care Australia management team will respond to the hazard report immediately and take whatever action is appropriate. Workers will then be consulted about the actions taken and if any further actions are required.

Monitoring and review of all aspects of the risk management process will be carried out at least once a year, or in case of any changes in operations, processes, activities, knowledge and information about hazards that occur throughout the organisation, to:

– minimise the work-related injury and ill-health

– ensure the risk management process is effective and efficient

– ensure the treatment plans and control measures are appropriate and effective

– improve risk assessment process continuously

Risk information will be reported and maintained through appropriate documentation and notification. Hazard/risk reporting is completed through the use of the 'Hazard Identification Report Form'.

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There is also a ' Risk Assessment Register' where all identified risks will be registered that will be maintained updated.

Risk Management Process also supports other processes, including Incident Management, Complaints Management and Information Management.

Regarding the business and financial risks, a similar concept is used, and the above-mentioned Risk Assessment Matrix is used for evaluating these types of risks. The 'Risk Assessment Register' is used for documenting the business and financial risks.

R e s o u r c e

→   National Disability Insurance Scheme Act 2013
→   National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→   National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
→   Work Health and Safety (How to Manage Work Health and Safety Risks) Code of Practice 2015
→   Work Health and Safety Act (2011)
→   ISO 31000:2018

R e l a t e d   D o c u m e n t s

→   NDIS-FORM-004-Hazard Identification Report Form
→   NDIS-FORM-005-Risk Assessment Register

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13 Quality Management

Policy

All About Care Australia is committed to implementing a quality management system that promotes continuous improvement of support delivery.

All About Care Australia ensures:

→ A quality management system is established and maintained to meet the requirements of legislation and these standards.

→ The system is reviewed and updated as required to improve support delivery.

→ A documented program of internal audits is established.

→ The quality management system supports continuous improvement, using outcomes, risk-related data, evidence-informed practice and feedback from participants and workers

Procedure

All About Care Australia has established a quality management system in compliance with the 'National Disability Insurance Scheme (Quality Indicators) Guidelines 2018' requirements to promote continuous improvement and deliver the highest quality services and supports.

Company policies, procedures, forms and registers are developed to support the All About Care Australia management system.

The Senior Leadership Team (SLT) at All About Care Australia has the overall responsibility for overseeing and governing the entire business and management system in line with the legislative requirements, organisational policies, procedures, risks and other requirements related to operating under the NDIS, participants' and workers' needs.

All About Care Australia has established a process for identifying and recording the legal requirements applicable to the business in the 'Legal Requirements Register'. The compliance evaluation process is in place to ensure they have been met satisfactorily.

Strategic goals, objectives and KPIs are determined in the 'Strategic and Business Plan' considering the business risk management outcomes in line with the NDIS quality indicators.

Improvement plans, relevant actions and KPIs are prioritised by the SLT based on different factors such as the impact on the interested parties, cost and time of implementation, resource availability, etc.

Progress of each plan is reviewed quarterly. Summary of the results will be monitored during the annual management review process and recorded in the 'Management Review Report Form'.

All About Care Australia's internal Audit program ensures that all aspects of its activities comply with the principles and requirements of the NDIS obligations and the quality management system. Internal Audit is planned to be conducted for each process on a pre-determined schedule on a yearly basis.

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'Internal Audit Program' and 'Internal audit Report Form' are developed to support this process.

SLT also has the responsibility to manage all feedback, complaints, incidents, as well as opportunities for improvement. Please refer to the 'Feedback and Complaints Management Policy & procedure' and 'Incident Management Policy& procedure' (section 15 & 16 of this Manual).

The formal management review meeting is planned to be performed yearly to assess the opportunities for improvement and the need for changes to the management system. Also, All About Care Australia has planned to conduct several meetings at all level of the organisation to support this process.

The performance and effectiveness of the entire management system will be reviewed during the internal audit and management review process and recorded in the 'Management Review Report Form'.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018

Related Documents

→ NDIS-PRC-001-Participant Handbook
→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-006-Legal Requirements Register
→ NDIS-FORM-007-Strategic and Business Plan
→ NDIS-FORM-008-Internal Audit Program
→ NDIS-FORM-009-Internal Audit Report
→ NDIS-FORM-010-Management Review Report

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14 Information Management

Policy

All About Care Australia is committed to implementing an information management system that it is identifiable, accurately recorded, current, confidential, easily accessible to the participant and appropriately utilised by relevant workers.

All About Care Australia ensures:

→ An information management system is established and maintained to records each participant's information in an accurate and timely manner.

→ Each participant's consent is obtained to collect, use and retain their information or to disclose their information (including assessments) to other parties, including details of the purpose of collection, use and disclosure.

→ Each participant is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

→ Each participant is informed of how their information is stored and used and when and how each participant can access or correct their information and withdraw or amend their prior consent.

→ Documents are stored with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes.

Procedure

All About Care Australia has established and maintained an information management system to ensures each participant information is identifiable, accurately recorded in a timely manner, current, confidential and easily accessible to the participant. This process covers information and records in all formats, including documents, emails, voice messages, memoranda, minutes, audio-visual materials, website, social media and business system data.

System policies and procedures are accessible to employees as read-only documents on the shared drive.

At All About Care Australia, we aim to collect the information accurately and maintain them up to date. All documents are stored on a securely protected database on the shared drive with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. Hard copies will be kept securely in a locked filing cabinet in the office.

The documented information required for NDIS Core Module is listed under 'NDIS Documents Master List' and is reviewed and maintained by All About Care Australia to ensure all documents are kept updated with the latest changes.

All About Care Australia will maintain all records relevant to the participants, including incidents and complaints, for 7 years from the day the record is made.

The personal information that is no longer required or legally expired will be disposed of.

Information Management has been implemented to preserve the confidentiality, integrity and availability of information in the pursuit of protecting All About Care Australia information assets.

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14 Information Management

Information security will be achieved by implementing a suitable set of controls, including policies, processes, procedures, organisational structures and software and hardware functions.

General responsibilities of employees and workers related to the information management process are:

- Attending training sessions on information security relevant to their roles and responsibilities

- Following the responsibilities for the information management

- Being aware of the information management requirements when using or having access to them

- Employees who are given access to confidential information should sign and follow the confidentiality agreement as part of the employee's contract

- Taking special care when using mobile devices specifically in public places and other unprotected areas to ensure that information is not compromised

- Separating the private and business use of the devices and protecting business data on a private device

- keeping passwords and/or secret authentication information confidential

- Avoid keeping a record (e.g. on paper, software file or hand-held device) of passwords and/or secret authentication information unless this can be stored securely and the method of storing has been approved (e.g. password vault)

- Changing passwords and/or secret authentication information whenever there is any indication of its possible compromise

- Selecting quality passwords in accordance with requirements set in relevant policies

- Ensuring that unattended equipment has appropriate protection

- Being aware of detection, prevention and recovery controls to protect against malware

- Cooperating through the information management audits

- Taking action if other employees disregard the requirements

A formal disciplinary process applies to employees and workers who are suspected of committing breaches of information security.

All manager, employees and workers are trained and inducted regarding the information management requirements and responsibilities.

'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

All personal and confidential information will only be collected, used, retained and disclosed by obtaining the Participant's consent. Please refer to the 'Privacy & Confidentiality Policy' in the 'Participant Handbook'.

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We will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

Each participant has the right to gain access to the information we hold about them. Our privacy policy contains information on how you may request access to, and correction of, their personal information and how you may complain about a breach of their privacy and how we will deal with such a complaint.

The Participant's written consent will be obtained through the 'Participant Consent Form' at the start of any new planned activities.

The participant is required to read and understand this 'Participant Consent Policy' and 'Privacy & Confidentiality Policy' and sign the 'Acknowledgement' section of the 'Participant Handbook'.

Each participant can make a complaint about a breach of privacy using the details provided in the 'Feedback and Complaints Policy' section of this 'Participant Handbook' and/or complete our 'Feedback and Complaints Management Form' that has been provided in the 'Welcome Pack'.

Participant's dignity and right to privacy are also referred to in the 'Service Agreement'.

A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

Resource

→   National Disability Insurance Scheme Act 2013
→   National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→   Privacy Act 1988

Related Documents

→   NDIS-PRC-001-Participant Handbook
→   NDIS-PRC-002-Worker Handbook
→   NDIS-FORM-020-Participant Consent Form
→   NDIS-FORM-017-Service Agreement
→   NDIS-FORM-003-Feedback and Complaints Management Form
→   NDIS-FORM-001-Worker Employment Register
→   NDIS-FORM-035-NDIS Documents Master List

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15 Feedback and Complaints Management

Policy

All About Care Australia is committed to implementing a Feedback and Complaints Management Process to ensure that all participants have knowledge of and access to our complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

All About Care Australia ensures:

→ A complaints management and resolution system is maintained. The system follows principles of procedural fairness and natural justice and complies with the requirements under the NDIS - Complaints Management and Resolution - Rules 2018.

→ Each participant is provided with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access advocates. There is a supportive environment for any person who provides feedback and/or makes complaints.

→ Demonstrated continuous improvement in complaints and feedback management by regular review of complaint and feedback policies and procedures, seeking of participant views on the accessibility of the complaints management and resolution system, and incorporation of feedback throughout the organisation.

→ All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.

This policy provides direction to all All About Care Australia employees regarding the importance of responding effectively to complaints and defines what constitutes a complaint and the process for managing a complaint.

Procedure

A complaint can be 'an expression of dissatisfaction with a service provided' or 'a concern that provides feedback regarding any aspect of service that identifies issues requiring a response'.

At All About Care Australia, we will:

→ ensure that any person can easily make a complaint orally or in writing (including an anonymous complaint)

→ provide information about how to make a complaint to the provider and to the Commissioner

→ ensure that all complaints are dealt with fairly and quickly

→ ensure appropriate support and assistance is provided to any person who wishes to make or has made a complaint

→ ensure that a person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint

→ ensure the information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances

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→ keep records about complaints that they receive

→ demonstrate continuous improvement in complaints and feedback management by regular reviews

All About Care Australia provides information about how to communicate feedback or make a complaint to the participants and their family/support network through the 'Welcome Pack' and 'Participant Handbook'.

Complaints can be made by a participant and/or participant's family/support network.

Complaints can be made by a participant, participant's family/support network. Anonymous feedbacks/ complaints are accepted too. The way on how to raise an anonymous complaint, including direct contact and escalation to the NDIS Commission has been provided in the 'Feedback and Complaints Management Form' and as part of 'Participants Welcome Pack'.

All About Care Australia is aiming to ensure all complaints are acknowledged, assessed and resolved in a fair, efficient and timely manner.

The complaint will be acknowledged in person, orally or in writing within 5 calendar days after receiving the complaints.

We respect the participant's right to access an advocate. Please refer to the 'Right to access an advocate Policy' in this 'Participant Handbook'.

Managing the complaint

It is our responsibility to listen to and respond to a complaint. The aim is to manage frontline complaints at the point of contact and to resolve the complaint as soon as possible. This process includes, but not be limited to:

- communicate with the person making the complaint

- provide an environment for them to express their concerns

- clarify the concerns and identify their expectation about the results

- explain the process of managing the complaint and resolution system

- express our understanding, empathy and apology

- complete the 'Feedback and Complaints Management Form' and update 'Feedback and Complaints Register' as soon as practical

- communicate the progress and outcome of the investigation with the participant, participant's family/support network

- follow up with the person making the complaint to make sure whether they are satisfied with the resolution process and outcomes

Review and risk assessment

All complaints are reviewed and investigated. All investigation information is collected in the 'Feedback and Complaints Management Form' and 'Feedback and Complaints Register'.

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'Feedback and Complaints Management Form' also will be shared with participants and their family/support network as a part of the 'Welcome Pack' and 'Participant Handbook'.

The root cause of the complaint will be analysed to identify what has happened and determined the appropriate action. Required actions are determined and implemented as per recommendations from the investigation and review in developing and ensuring improved practice.

A suitable timeframe for the implementation of recommendations is documented in action plans and the 'Feedback and Complaints Management Form'. Information also includes who will be accountable for the implementation.

Ongoing monitoring is in place to ensure recommendations are addressed in a timely manner and to evaluate the success of any action taken to achieve improvement.

Feedback regarding the effectiveness of recommendations is discussed with the participant in seeking feedback relating to the implemented recommendations. This feedback can be informal or formal.

If applicable, a risk assessment will be undertaken to ensure all aspects of the services and activities are managed and controlled in a safe manner. 'Risk Assessment Register' to be updated.

Statistics and other information relating to complaints will be collected and registered in the 'Feedback and Complaints Register' to review the efficiency and effectiveness of the Complaints Management process to make sure they all well managed and also identifying and eliminating any systematic issue. Summary of the results will be monitored during the annual management review process and recorded in the 'Management Review Report Form'.

Participant's right to make a complaint is also referred to in the 'Service Agreement'. A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

Awareness and Training

All manager, employees and workers are trained and inducted regarding the feedback and complaint management requirements and responsibilities.

'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

Record keeping

All About Care Australia will maintain all records relevant to the complaint for 7 years from the day the record is made.

Resource

→   National Disability Insurance Scheme Act 2013
→   National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→   NDIS - Complaints Management and Resolution - Rules 2018

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Related Documents

→   NDIS-PRC-001-Participant Handbook
→   NDIS-PRC-002-Worker Handbook
→   NDIS-FORM-017-Service Agreement
→   NDIS-FORM-003-Feedback and Complaints Management Form
→   NDIS-FORM-011-Feedback and Complaints Register
→   NDIS-FORM-005-Risk Assessment Register
→   NDIS-FORM-001-Worker Employment Register
→   NDIS-FORM-010-Management Review Report

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16 Incident Management

Policy

All About Care Australia is committed to implementing an incident management system to ensure that all participants are safeguarded, and incidents are acknowledged, respond to, well-managed and learned from.

All About Care Australia ensures:

→ An incident management system is maintained. The system complies with the requirements under the NDIS - Incident Management and Reportable Incidents - Rules 2018.

→ Each participant is provided with information on incident management, including how incidents involving the participant have been managed.

→ Demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling and outcomes of incidents, seeking of the participant and worker views, and incorporation of feedback throughout the provider's organisation.

→ All workers are aware of, trained in, and comply with the required procedures in relation to incident management.

Procedure

All About Care Australia has established an incident management system to be followed in identifying, managing and resolving incidents.

At All About Care Australia, we will identify, assess, manage and resolve incidents that:

- have, or could have, caused harm to a person with a disability receiving supports or services; and

- acts by a person with a disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and

- reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

Also, All About Care Australia will keep record about incidents, specify the people to whom incidents must be reported, specify how people with disability affected by an incident will be supported and involved in resolving the incident and when any action is required and make copies of the documented system available to workers, participants and their family/support network appropriately.

Incidents may be identified through direct observation, discussion with participant and support network, practitioner self-reflection, complaints, audits and reviews. Incidents may be identified at the time they occur or at any time after the event.

At All About Care Australia, we encourage and support any person to report any type of incidents including violence, abuse, neglect, exploitation or discrimination during the services and supports.

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All participants and/or their representative must report any incidents including violence, abuse, neglect, exploitation or discrimination to using the details provided in the 'Feedback and Complaints Policy' section of the 'Participant Handbook' and/or complete our 'Feedback and Complaints Management Form' that has been provided in the 'Welcome Pack'.

Where violence, abuse, neglect, exploitation or discrimination has occurred, All About Care Australia will respond promptly to protect the Participant from any further harm.

All incidents are recorded and managed through the 'Incident Report Form' in a timely manner.

If a reportable incident occurs or is alleged to have occurred, All About Care Australia gives details about the incident to the Commissioner. Details of certain incidents (such as the death of a person with a disability) are notified within 24 hours, while others are notified within 5 business days.

Reportable incidents

Certain incidents that happen, or are alleged to have happened, in connection with the provision of supports or services by All About Care Australia are known as reportable incidents. The following incidents (including allegations) arising in the context of NDIS supports or services are 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 restrictive practice in relation to an NDIS participant

Reporting Timeframe

Reportable incident	Required timeframe
Death of a person with disability	24 hours
Serious injury of a person with disability	24 hours
Abuse or neglect of a person with disability	24 hours
Unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
Use of restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	5 business days

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Notifying the Commissioner

The Commissioner will be notified of the following information within 24 hours (*maybe given by telephone or in writing*):

- the name and contact details of All About Care Australia
- a description of the reportable incident
- a description of the impact on or harm caused to the person with a disability (except for 'the death of a person')
- the immediate actions are taken in response to the reportable incident
- the name and contact details of the person making the notification
- if known—the time, date and place at which the reportable incident occurred
- the names and contact details of the persons involved in the reportable incident
- any other information required by the Commissioner

The following information will be provided to the Commissioner within 5 business days after All About Care Australia became aware that the incident occurred (*in writing*):

- the names and contact details of any witnesses to the reportable incident
- any further actions proposed to be taken in response to the reportable incident

The Commissioner will be notified of *'Other Reportable Incidents'* of the following information within 5 business days (*in writing*):

- the name and contact details of All About Care Australia
- a description of the impact on or harm caused to the person with a disability
- if known—the time, date and place at which the incident occurred
- the names and contact details of the persons involved in the incident
- the names and contact details of any witnesses to the incident
- immediate actions are taken in response to the incident
- any further actions proposed to be taken in response to the incident
- the name and contact details of the person making the notification
- any other information required by the Commissioner

The Commissioner is **NOT** required to be notified if obtaining the information would or could reasonably be expected to:

- prejudice the conduct of a criminal investigation; or
- expose a person with a disability to a risk of harm

The Commissioner will be kept updated and provided with a final report.

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Recording and Managing the incident

Following actions are considered to reduce the harmful consequences of the incident; includes, but not be limited to:

– provide immediate care to individuals involved in the incident

– make the environment safe to prevent immediate recurrence of the incident

– remove malfunctioning equipment

– notify emergency personnel if required

– complete the 'Incident Report Form' and update 'Incident Register' as soon as practical

– notify the Commissioner as per the above instruction

– notify the participant and their family/support network with the details of the incident and what actions have been taken as early as possible

– notify other authorities as required

Review and risk assessment

All incidents are reviewed and investigated. All investigation information is collected in the 'Incident Report Form' and 'Incident Register'.

The root cause of the incident will be analysed to understand how and why the incident occurred, to identify ways of improving the provision of care and preventing a recurrence.

Required actions are determined and implemented as per recommendations from the investigation and review in developing and ensuring improved practice.

A suitable timeframe for the implementation of recommendations is documented in action plans and the 'Incident Report Form'.

Information also includes who will be accountable for the implementation.

Ongoing monitoring is required to ensure recommendations are addressed in a timely manner and to evaluate the success of any action taken to achieve improvement.

If applicable, risk assessment is undertaken to ensure all aspects of the services and activities are managed and controlled in a safe manner. 'Risk Assessment Register' will be updated accordingly.

Incidents and associated corrective/ preventive actions along with other information relating to incidents will be collected and registered in the 'Incident register' to track specific incidents and to review the efficiency and effectiveness of the Incident Management process to make sure that they do not recur or occur elsewhere, and also, identifying and eliminating any systematic issue

The Incident management process is also referred to in the 'Service Agreement'. A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

Awareness and Training

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All manager, employees and workers are trained and inducted regarding the feedback and complaint management requirements and responsibilities.

'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

Record keeping

All About Care Australia will maintain all records relevant to the incident for 7 years from the day that notification of the reportable incident is given.

Resource

→　National Disability Insurance Scheme Act 2013
→　National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→　NDIS - Incident Management and Reportable Incidents - Rules 2018
→　Work Health and Safety Act (2011)

Related Documents

→　NDIS-PRC-001-Participant Handbook
→　NDIS-PRC-002-Worker Handbook
→　NDIS-FORM-017-Service Agreement
→　NDIS-FORM-002-Incident Report Form
→　NDIS-FORM-012-Incident Register
→　NDIS-FORM-005-Risk Assessment Register
→　NDIS-FORM-003-Feedback and Complaints Management Form
→　NDIS-FORM-001-Worker Employment Register

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17 Human Resource Management

Policy

Management of All About Care Australia is committed to safely and effectively manage all its employees and workers in line with the NDIS Code of Conduct to provide a safe and high-quality service to the participants and their family/support network. Also, it ensures 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.

All About Care Australia will:

→ 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

→ take all reasonable steps to prevent sexual misconduct

Also, it ensures:

→ The skills and knowledge required of each position are identified and documented together with the responsibilities, scope and limitations of each position.

→ Records of worker pre-employment checks, qualifications and experience are maintained.

→ An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.

→ A system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers is in place to ensure that workers meet the needs of each participant. The system identifies training that is mandatory and includes training in relation to staff obligations under the NDIS Practice Standards and other National Disability Insurance Scheme rules.

→ Timely supervision, support and resources are available to workers.

→ The performance of workers is managed, developed and documented, including through providing feedback and development opportunities.

Procedure

All About Care Australia is committed to safely and effectively manage all its employees and workers in line with the NDIS Code of Conduct to provide a safe and high-quality service to the participants and their family/support network. In this regard, a Human Resource Management process has been

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established against the '<u>National Disability Insurance Scheme (Quality Indicators) Guidelines 2018</u>' and '<u>National Disability Insurance Scheme (Code of Conduct) Rules 2018</u>' requirements.

At [Company] we aim to ensure that all employees and workers, including the SLT, are competent in relation to their role, hold relevant qualifications to meet each participant's support needs and person-centred support.

Also, we will:

→   comply with all relevant legal and other requirements

→   comply with NDIS Code of Conduct and other relevant policies and procedures

→   report and manage all hazards, near misses and incidents accordingly

→   manage and resolve all complaints

→   maintain a high standard of information security

→   provide required training and induction, and maintain relevant qualifications

→   maintain Workers Compensation Insurance

→   maintain Working with Children Check (WWCC)

→   provide personal protective equipment (PPE) as required, and maintain the safety of the workplace environment and facilities

→   maintain hand hygiene and infection control compliance

All About Care Australia uses '<u>Worker Employment Register</u>' to ensure all pre-employment records are collected and maintained appropriately. These records include but are not limited to:

–   Primary and secondary identification documents to meet the 100 points of identification

–   Right to work

–   Pre-employment (workers Screening)

–   Qualifications and or experience

–   NDIS worker orientation program

This register is a live document and is updating on an ongoing basis.

Roles and responsibilities

The Senior Leadership Team (SLT) at All About Care Australia has the overall responsibility for overseeing and governing the entire business and management system in line with the legislative requirements, organisational policies, procedures, risks and other requirements related to operating under the NDIS, participants' and workers' needs.

Company structure and delegated authorities are documented in the '<u>Worker Handbook</u>' and communicated throughout the organisation.

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The relevant roles and responsibilities for each position is documented in the 'Position Descriptions'.

Competency and orientation

The worker Screening process is in place to ensure workers are qualified and have no criminal history and also minimise the risks to the participants.

All About Care Australia has established a competency process to ensure mandatory and desirable qualifications and skills are fulfilled by candidates to meet the organisation standards as well as the legislative and the NDIS rules and requirements.

A pre-employment / Worker Screening process is in place to ensure workers are qualified and have no criminal history and also minimise the risks to the participants. These checks are included but not limited to: National Police Checks, Working with Children Check, NDIS Screening Scheme, Individual Support and/or Disability qualification, First aid, Manual Handling, etc. We follow the 'Worker Screening Requirements' applicable to our state/ territory.

All About Care Australia uses 'Worker Employment Register' to ensure all pre-employment records are collected and maintained appropriately.

Required qualifications are documented in the position description for each role. 'Worker Employment Register' has been developed to manage the employees and workers competency requirements.

The status of each person will be evaluated with the NDIS Practice Standards and other rules as well as the organisational standards. Employees and workers need to attend training courses to fill possible gaps. 'Worker Employment Register' is used to plan the training courses.

Records of worker pre-employment checks, qualifications and experience are maintained in each individual employee profile considering the confidentiality and 'Information Management Policy & Procedure' (section 14 of this Manual) requirements.

An orientation and induction process has been implemented that is required to be undertaken for workers, including completion of the mandatory 'NDIS Worker Orientation Program' and 'COVID-19 Infection Control Training'.

'Company Induction Checklist' is in place that will be signed by both inductor and inductee.

'Worker Handbook' has been developed to provide All About Care Australia polices to all workers that are necessary to deliver quality services and supports in a safe and sound manner. This document will be acknowledged and signed by workers.

All About Care Australia is committed to providing required resources, supervision and support to workers during their employment period.

Workers performance evaluation

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17 Human Resource Management

All About Care Australia has established a Worker Performance Evaluation process to evaluate the effectiveness of training and education for workers and make sure that workers meet the needs of each participant.

In addition, the performance evaluation process provides feedback and development opportunities for workers.

This review is planned to be carried out on a yearly basis.

'Worker Performance Evaluation form' is used to perform the evaluation process.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ National Disability Insurance Scheme (Code of Conduct) Rules 2018
→ NDIS Worker Orientation Program
→ Work Health and Safety Act (2011)

Related Documents

→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-001-Worker Employment Register
→ NDIS-FORM-015-Company Induction Checklist
→ NDIS-FORM-016-Worker Performance Evaluation form
→ NDIS-FORM-019-Position Descriptions

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18 Continuity of Supports

Policy

All About Care Australia is committed to implementing a system to ensure each participant has access to timely and appropriate support without interruption.

All About Care Australia ensures:

→ Day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports.

→ In the event of worker absence or vacancy, a suitably qualified and/or experienced person performs the role.

→ Supports are planned with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each participant to ensure the participant's experience is consistent with their expressed preferences.

→ Arrangements are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement.

→ Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant.

→ Where applicable, disaster preparedness and planning measures are in place to enable the continuation of critical supports before, during and after a disaster.

Procedure

All About Care Australia has established a continuity of support process to support planning and service delivery. A person-centred support planning is in place for each participant who will be completed during the assessment phase and reviewed regularly.

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant, including the inputs from their family/support network, are identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'.

Agreed services and supports between the Participant and the Provider is documented in the 'Service Agreement' and 'Service and Support Schedule Form'.

Participant's preferences such as the same language, same culture or specific criteria will be considered, where possible.

All About Care Australia is committed to the continuous support for each participant, and in the event of worker absence or vacancy, a suitably qualified and experienced person will perform the role.

An alternative arrangement will be set with the participant approval in case of unavoidable interruptions.

Replacement or back up worker is identified for each worker in the 'Worker Employment Register'.

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Other interruptive events are listed along with the control measures in the Disaster recovery plan below. The control measure will be undertaken by Recovery person/team who is/are appointed by the Director.

Disaster preparedness and planning

Disaster Event	Business impact	Control measures
Loss of building through fire, flood, storm, etc.	No access to workplace and data, performance will be compromised	Backs up participants data and documents from the system, contact employees and participants to assess their situations and resume visits, move applications to a wireless system, compliance with fire codes
Local network failure	Unable to access participants and employee's information for rostering and duty sign up, no access to data, performance will be compromised	Repair network, recover backup data, hardware upgrades, end-of-life replacements, print hard copies and file them
Power failure	No access to data, performance will be compromised	Move applications to a wireless system, emergency generator, print hard copies and file them
Loss of Internet Connection	No access to data, performance will be compromised	Switch to backup, print hard copies and file them
Unauthorised modification of the content	No access to data, performance will be compromised	Restore modified content, repair security breach, determine root vulnerability.
Data loss	No access to data, performance will be compromised	Restore data from backup, determine the cause and mitigate solution as needed,
Emails	Internal communication failure as well as service providers, as well as business general housekeeping, marketing, etc.	Sync all emails through the cloud to access information, access information through a separate device
Social Media	Unable to broadcast activities, offers, reviews as well blog and social interaction	Consistent web check as well as installation of anti-virus software, regular web maintenance checks
Webpage	Loss of participants leads for the business and participant access to the portal as well as carer applicants	Consistent web check as well as installation of anti-virus software, regular web maintenance checks
Epidemics and pandemics such as COVID-19	Government restrictions and Lockdowns will affect access to the participants	Consider these hazards and associated risks in the Risk Assessment Register Follow the rules and guidelines from Safe Work and Public Health Authority regarding cleaning, disinfection, social distancing, etc.

If changes to the supports or delivery services are required, the Participant and All About Care Australia will discuss and review this 'Service Agreement'. If applicable, changes in this 'Service Agreement' will be in writing, signed and dated by both Parties. Also, the 'Service and Support Schedule Form' will be reviewed and updated.

Resource

→   National Disability Insurance Scheme Act 2013
→   National Disability Insurance Scheme (Quality Indicators) Guidelines 2018

Related Documents

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→ [NDIS-FORM-017-Service Agreement](#)

→ [NDIS-FORM-022-Service and Support Schedule Form](#)

→ [NDIS-FORM-023-Participant Assessment & Support Plan](#)

→ [NDIS-FORM-001-Worker Employment Register](#)

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Division 3 – Provision of Supports

19 Access to Supports

Policy

All About Care Australia is committed to implementing a system to ensure each participant has access to quality services and supports that meet their needs, goals and preferences.

All About Care Australia ensures:

→ The supports available and any access/entry criteria (including any associated costs) are clearly defined and documented.

→ This information is communicated to each participant using the language, mode of communication and terms that the participant 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 participant's health, privacy, dignity, quality of life and independence is supported.

→ Each participant is supported to understand under what circumstances supports can be withdrawn. Access to supports required by the participant will not be withdrawn or denied solely on the basis of the dignity of risk choice that has been made by the participant.

Procedure

All About Care Australia provides quality services and supports to each participant that meet their needs, goals and preferences and available and accessible to them. Access and entry criteria, including any associated costs as well as the withdrawn circumstances, are clearly defined during the initial assessment process and documented in the 'Service Agreement'.

Agreed services and supports between the Participant and the Provider as well as the associated costs are documented in the 'Service Agreement' and 'Service and Support Schedule Form'.

Each participant has equal access to the All About Care Australia's services which are available to each participant regardless of their race, nationality, religion, political activity, gender, marital status, age, particular disability carer or family responsibilities, sexual preference and geographical location.

A person-centred support planning process is in place for each participant who will be completed during the initial assessment process and reviewed regularly.

The support plan is documented in the 'Participant Assessment & Support Plan'. The plan will be adjusted and monitored to ensure it is fit for its purpose, and each participant's health, privacy, dignity, quality of life and independence is supported.

The withdrawn circumstances have been documented in the 'Service Agreement'.

All About Care Australia will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives. Regular communications

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Division 3 – Provision of Supports

19 Access to Supports

with participants have been planned and performed in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business

Related Documents

→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-022-Service and Support Schedule Form
→ NDIS-FORM-023-Participant Assessment & Support Plan

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20 Support Planning

Policy

All About Care Australia is committed to implementing a system to ensure each participant is actively involved in the development of their support plans that reflect their needs, requirements, preferences, strengths and goals, and are regularly reviewed.

All About Care Australia ensures:

→ With each participant's consent, work is undertaken with the participant and their support network to enable the effective assessment and to develop a support plan. Appropriate information and access are sought from a range of resources to ensure the participant's needs, support requirements, preferences, strengths and goals are included in the assessment and the support plan.

→ In collaboration with each participant, a risk assessment is completed and documented for each participant's support plan, then appropriate strategies to treat known risks are planned and implemented.

→ Periodic reviews of the effectiveness of risk management strategies are undertaken with each participant 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 participant, according to their changing needs or circumstances. Progress in meeting desired outcomes and goals are assessed, at a frequency relevant and proportionate to risks, the participant's functionality and the participant's wishes.

→ Where progress is different from expected outcomes and goals, work is done with the participant to change and update the support plan.

→ Where appropriate, and with the consent of the participant, information on the support plan is communicated to family participants, carers, other providers and relevant government agencies.

Procedure

A person-centred support planning process is in place for each participant who will be completed during the initial assessment process and reviewed regularly.

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant, including the inputs from their family/support network, are identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan' and 'Service and Support Schedule Form'.

Associated risks to the support plan, then appropriate strategies to treat known risks are planned and documented in the 'Participant Assessment & Support Plan'.

The support plan, as well as the risk treatment controls, will be reviewed at least once a year in collaboration with each participant to ensure desired outcomes and goals are achieved and participant's changing needs or circumstances are managed appropriately.

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20 Support Planning

The support plan will be changed and updated, where progress is different from expected outcomes and goals.

Information on the support plan is communicated to family participants, carers, other providers and relevant government agencies, where appropriate, and with the consent of the participant. The Participant's written consent will be obtained through the 'Participant Consent Form'.

Resource

→   National Disability Insurance Scheme Act 2013
→   National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→   NDIS Terms of Business

Related Documents

→   NDIS-FORM-023-Participant Assessment & Support Plan
→   NDIS-FORM-022-Service and Support Schedule Form
→   NDIS-FORM-020-Participant Consent Form

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21 Service Agreements with Participants

Policy

All About Care Australia is committed to implementing a system to ensure each participant has a clear understanding of the supports they have chosen and how they will be provided.

All About Care Australia ensures:

→ Collaboration occurs with each 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.

→ Each 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 understand.

→ Where the service agreement is created in writing, each participant receives a copy of their agreement signed by the participant and the provider. Where this is not practicable, or the participant chooses not to have an agreement, a record is made of the circumstances under which the participant did not receive a copy of their agreement.

→ Where the provider delivers supported independent living supports to participants in specialist disability accommodation dwellings, documented arrangements are in place with each participant and each 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 Participant's concerns about the dwelling will be communicated and addressed;

   b) How potential conflicts involving participant(s) will be managed;

   c) How changes to participant circumstances and/or support needs will be agreed upon and communicated;

   d) In shared living, how vacancies will be filled, including each participant'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 participant.

Procedure

Each participant is provided with a Service agreement which is agreed between All About Care Australia and the participant or their representative.

The 'Service Agreement' has been developed to provide support under the NDIS rules and requirements that contains the participant's personal details, scope, service and support schedule, changes and withdrawn circumstances, costs and payments, cancellation, responsibilities of All About Care Australia and the participant, participant rights, participant's consent, feedback and complaints, incident reporting and contact details. Both parties will sign the agreement before the commencement of the services.

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21 Service Agreements with Participants

'Participant Assessment & Support Plan' and 'Service and Support Schedule Form' are developed and supported the 'Service Agreement'.

A copy of the 'Service Agreement', 'Participant Assessment & Support Plan' and 'Service and Support Schedule Form' will be provided to each participant.

Where this is not practicable to create the 'Service Agreement' in writing, or the participant chooses not to have an agreement, All About Care Australia will make a record of the circumstances under which the participant did not receive a copy of their agreement.

The 'Service Agreement' will be completed in collaboration with the participant or their family/support network to review and acknowledge the needs and expectations, describe the scope of services and supports and any specific circumstances.

All About Care Australia will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives. Regular communications with participants have been planned and performed in a way that is identified during the initial assessment process and documented in the 'Participant Assessment & Support Plan'.

Where All About Care Australia delivers "Supported Independent Living (SIL)" supports the participant in specialist disability accommodation dwellings; All About Care Australia will ensure:

- accommodation/dwellings provider is an NDIS registered provider in specialist disability accommodation (SDA)
- an accommodation service agreement is signed with SDA Provider and Participant and ensure the following requirements are included in the agreement:

  → Participant and/or the Participant's Representative have the right to inspect the dwelling prior to the start of the agreement to confirm that the condition of the property is suitable for the participant's needs. Participant's concerns about the dwelling will also be communicated and addressed in 'Participant Assessment & Support Plan'.
  → Review the provision of supports with the participant as per the 'Participant Assessment & Support Plan' and/or where the participant circumstances and/or support needs change
  → Listen to the participant's feedback and resolve problems quickly in line with 'Feedback and Complaints Management Policy' and "Incident Management Policy" where applicable.
  → Ensure the 'Risk Assessment Register' as part of 'Risk Management Policy & Procedure' is included and updated with potential conflict situations between participants and also with situations where behaviours of concern may put tenancies at risk in the shared living.
  → Ensure participant preferences on filling vacancies are listened to and respected, e.g. by having an appropriate waiting list.

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21 Service Agreements with Participants

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business

Related Documents

→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-023-Participant Assessment & Support Plan
→ NDIS-FORM-022-Service and Support Schedule Form

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22 Responsive Support Provision

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that is responsive, timely, competent and meet their needs, desired outcomes and goals.

All About Care Australia ensures:

→ Supports are provided based on the least intrusive options, in accordance with contemporary evidence-informed practices that meet participant needs and help achieve desired outcomes.

→ Where agreed in the service agreement, and with the participant's consent or direction, links are developed and maintained through collaboration with other providers to share information and meet participant needs.

→ Reasonable efforts are made to involve the participant in selecting their workers, including the preferred gender of workers providing personal care supports.

→ Where a participant has specific needs, which require monitoring and/or daily support, workers are appropriately trained and understand the participant's needs and preferences.

Procedure

All About Care Australia provides its supports and services to each participant based on the least intrusive options, considering their privacy and dignity to meet participant needs and help achieve desired outcomes.

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant, including the inputs from their family/support network as well as information sharing with other participant's providers, are identified during the Assessment Process and documented in the 'Participant Assessment & Support Plan'.

Each participant has the right to choose other providers, and All About Care Australia will collaborate with the alternative providers to share information and meet participant needs. Where agreed in the 'Service Agreement' and with the participant's consent or direction, All About Care Australia will develop and maintain links through collaboration with other providers to share information and meet participant needs. That information will be recorded in the 'Participant Assessment & Support Plan'. Participant consent will be recorded in the 'Participant Consent Form'.

In selecting workers, participant's preferences such as the same language, same culture, preferred gender or specific criteria will be considered, where practical and reasonable. The preferences are identified during the Initial Assessment Process and documented in the 'Participant Assessment & Support Plan'.

Workers are trained and inducted to understand the participant's needs and preferences, where a participant has specific needs, which require monitoring and/or daily support. Please refer to 'Human Resource Policy & Procedure' (section 17 of this Manual).

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22 Responsive Support Provision

'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business

Related Documents

→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-023-Participant Assessment & Support Plan
→ NDIS-FORM-017-Service Agreement
→ NDIS-FORM-020-Participant Consent Form
→ NDIS-FORM-001-Worker Employment Register

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23 Transitions to or from the provider

Policy

All About Care Australia is committed to implementing a system to ensure each participant will experience a planned and coordinated transition to or from the provider.

All About Care Australia ensures:

→ A planned transition to or from the provider is facilitated in collaboration with each participant when possible, and this is documented, communicated and effectively managed.

→ Risks associated with each transition to or from the provider are identified, documented and responded to.

→ Processes for transitioning to or from the provider are developed, applied, reviewed and communicated.

Procedure

Each participant has the right to choose other providers, and All About Care Australia will collaborate with the alternative providers to share information and meet participant needs. 'Referral Form' is used for this purpose.

All About Care Australia will communicate and collaborate with the alternative providers, when transferring from All About Care Australia, considering the participant needs and disability levels. The 'Referral Form' is used to facilitate a smooth and planned transition. Associated risks with the transition are assessed, addressed to, and are documented in this form. The participants will be engaged and communicated at all time and through the process of transition, including when the 'Referral Form' is being completed.

The 'Transitions to or from the provider Policy' has been included in the 'Participant Handbook' and will be communicated and provided to each participant.

The process of transitioning to or from the provider will be reviewed once applied for a participant.

If practical, All About Care Australia will conduct an exit interview with the participant or their family/support network.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018

Related Documents

→ NDIS-FORM-023-Participant Assessment & Support Plan
→ NDIS-FORM-034-Referral Form
→ NDIS-PRC-001-Participant Handbook

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Division 4 – Provision of Support Environment

24 Safe Environment

Policy

All About Care Australia is committed to implementing a system to ensure each participant will receive quality services and supports that is in a safe environment and appropriate to their needs.

All About Care Australia ensures:

→ Each participant can easily identify workers engaged in providing the agreed supports.

→ Where supports are provided in the participant's home, work is undertaken with the participant to ensure a safe support delivery environment.

→ Where relevant, work is undertaken with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries.

Procedure

All About Care Australia recognises its moral and legal responsibility to provide a safe and healthy work environment for all employees, workers, participants and their family/support network.

This commitment extends to ensure that our operations do not expose the local community to any risk of injury and illness.

A 'Risk Management Policy & Procedure' (section 12 of this Manual) is in place to identify and control the potential risks associated with the provision of supports to the participants to ensure that a safe environment has been provided to them. Identified risks and treatment plans will be documented in the 'Risk Assessment Register'.

A risk assessment will be carried out and documented to identify and control the potential risks, where supports are provided in the participant's home to ensure a safe support delivery environment.

Also, where work is undertaken with other providers, the services risk assessment will be undertaken. Please refer to the 'Risk Management Policy& Procedure' (section 12 of this Manual).

All About Care Australia provides a badge to all workers to assists the participant to easily identify them.

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24 Safe Environment

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business
→ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
→ Work Health and Safety (How to Manage Work Health and Safety Risks) Code of Practice 2015
→ Work Health and Safety Act (2011)

Related Documents

→ NDIS-FORM-005-Risk Assessment Register

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25 Participant Money and Property

Policy

All About Care Australia is committed to implementing a system to ensure each participant's money, and the property is secure, and each participant uses their own money and property as they determine.

All About Care Australia ensures:

→ Where the provider has access to a participant's money or other property, processes to ensure that it is managed, protected and accounted for are developed, applied, reviewed and communicated. Participants' money or other property is only used with the consent of the participant and for the purposes intended by the participant.

→ If required, each participant is supported to access and spend their own money as the participant determines.

→ Participants are not given financial advice or information other than that which would reasonably be required under the participant's plan.

Procedure

At All About Care Australia, employees and workers are trained and inducted to appropriately manage, protect and account for the participant's money or other property, where they have access to.

'Worker Handbook' provides All About Care Australia policies regarding the Participant Money and Property that will be acknowledged and signed by workers.

Workers are only authorised to use the participant's money or other properties with the consent of the participant and for the purposes intended by the participant through the 'Participant Consent Form' at the start of any new planned activities.

All About Care Australia will support the participants to access and spend their own money as determined. All received and returned monies are recorded in the 'Cash Register' form.

At All About Care Australia, employees and workers are not allowed to provide any financial advice or information other than that which would reasonably be required under the participant's plan.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business

Related Documents

→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-020-Participant Consent Form

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25 Participant Money and Property

→ [NDIS-FORM-036- Participant's Cash Register](#)

26 Management of Medication

Policy

All About Care Australia is committed to implementing a system to ensure each participant requiring medication will be monitored the effects of their medication and worked to prevent errors or incidents. Medications will be administered and stored appropriately.

All About Care Australia ensures:

→ Records clearly identify the medication and dosage required by each participant, including all information required to correctly identify the participant and to safely administer the medication.

→ All workers responsible for administering medication understand the effects and side-effects of the medication and the steps to take in the event of an incident involving medication.

→ All medications are stored safely and securely, can be easily identified and differentiated, and are only accessed by appropriately trained workers.

Procedure

At All About Care Australia, we will:

– document the medication requirements of each participant as per their prescribed instructions in the 'Medication Management Form'

– make sure about the dose, time and route

– review the effects and side-effects of the medication and the steps to take in the event of an incident involving medication through the 'Incident Report Form'

– store all medications safely and securely according to the instructions on the medication label

– dispose of expired or contaminated medications safely

– mark all medications which can be easily identified and differentiated

– provide inductions and training for the workers

– require all workers to report all incidents, issues and concerns as soon as possible

Employees and workers are trained and inducted regarding medication management. They have read, understood and acknowledged this policy as well as the organisational requirements outlined in the 'Worker Handbook' through the induction process.

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26 Management of Medication

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business

Related Documents

→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-021-Medication Management Form
→ NDIS-FORM-001-Worker Employment Register

27 Management of Waste

Policy

All About Care Australia is committed to implementing a system to ensure each participant, each worker, and any other person in the home is protected from harm as a result of exposure to the waste, infectious or hazardous substances generated during the delivery of supports.

All About Care Australia ensures:

→ Policies, procedures and practices are in place for the safe and appropriate storage and disposal of waste, infectious or hazardous substances that comply with current legislation and local health district requirements.

→ All incidents involving infectious material, body substances or hazardous substances are reported, recorded, investigated and reviewed.

→ An emergency plan is in place to respond to clinical waste or hazardous substance management issues and/or accidents. Where the plan is implemented, its effectiveness is evaluated, and revisions are made if required.

→ Workers involved in the management of waste and hazardous substances receive training to ensure safe and appropriate handling. This includes training on any protective equipment and clothing required when handling waste or hazardous substances.

Procedure

At All About Care Australia, we aim to ensure safe and appropriate storage and disposal of waste, infectious or hazardous substances has been provided throughout of services and supports to the participants that comply with current legislation and local health district requirements, including local councils.

Hazardous waste defines as generated from care activities, which may create a risk of infection, injury, disease or harm to health and includes infectious waste; disposable objects that contaminated by bodily fluids (e.g. bandages, swabs); laboratory waste; pathological waste; human organs and tissue (excluding hair, teeth and nails); contaminated animal carcasses; sharps (needles, syringes, disposable scalpels and blades); chemical waste such as batteries; heavy metals in medical devices and disinfectants; expired or unused or contaminated medicines; cytotoxic waste that contains genotoxic agents (e.g. cancer medications); and radioactive waste.

Sputum, vomit, meconium, urine, and faeces (if they do not visibly contain blood or the participant has a known suspected communicable disease), do not need to be treated as hazardous waste as they are not considered as bodily fluids and can be disposed of or flushed in the landfill without treatment.

At All About Care Australia, we segregate waste using a standardised colour-coding system using bin of the designated colour to allow different types of waste to be easily identified during storage and transportation. Hazardous waste will be bagged, packaged, appropriately labelled (depending on the type of waste), double bagged (if needed), and will be then placed into the designated container. Non-PVC plastic liners will be used if the container is to be incinerated. Cytotoxic waste will be stored in appropriate containers (non-reusable) to prevent leakage or breakage. Pharmaceutical waste will be stored in non-reactive, tamper-proof, strong enough to rupture and spillage. We collect sharps in rigid containers with

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hard walls and resistant to breakage. Where reusable containers are used, they will be cleaned and disinfected appropriately after being emptied. Sharps container will be placed in close proximity when handling sharps so that the sharp can be immediately disposed of. All workers will use appropriate PPE. A sharp container will be used to dispose of objects that can puncture the skin, including syringes, hypodermic needles; scalpels; lancets; and wires.

Hazardous waste will be stored in designated and labelled areas where they are inaccessible by the public or other unauthorised persons, such as sheds, garages or fenced places (enclosed) and away from clean storage areas and food. Storage areas will be routinely be cleared and cleaned.

Waste colour-coding			
Type of waste	Colour of bags / Containers	Colour of Letters	Symbols
Clinical	Yellow	Black	
Cytotoxic	Lilac	Violet	
Radioactive	Scarlet	Black	
General Waste	Opaque white	No colour	No symbol

We arrange for waste treatment with appropriate methods that comply with current legislation and local health district/ councils requirements, and the methods include incineration, autoclave (steam sterilisation); chemical disinfection using either hypochlorite or peroxide; microwave disinfection and shredding.

All About Care Australia has an Incident Management policy in place to report, investigate and review all incidents involving infectious material, body substances or hazardous substances. Please refer to the 'Incident Management Policy& Procedure'. (section 16 of this Manual).

Emergency Plan

In response to clinical waste, infectious or hazardous substance incidents, employees and workers will:

- notify the office

- contact '000' and provide the incident details

- inform other employees and workers at the workplace

- inform the participant and/or their family/support network at the home environment

- control the contamination

- secure the area

- refer to the 'Safety Data Sheet' if applicable

- apply and use PPE

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– clean up the incident area

After the Emergency, All About Care Australia will:

– report the incident

– investigate the incident

– notify regulatory bodies (if notifiable)

– organise trauma counselling or medical treatment

The Emergency plan effectiveness will be evaluated as part of the annual management review.

At All About Care Australia, we aim to ensure that all workers are competent in relation to their role, hold relevant qualifications to safely provide services to each participant and meet their support needs and person-centred support.

All About Care Australia has planned and conducted emergency drills and practices periodically to make sure the emergency preparedness and response procedures are effective. Plans and procedures will be reviewed, then revised, where necessary, in particular, after the occurrence of incidents or emergency situations. It may not be practicable to test some procedures, in which case, effectiveness will be tested by other means such as refreshing induction.

In case of an incident occurred in relation to hazardous waste, the incident will be reported, investigated, and remedial action taken, and that will be documented in 'Incident Report Form'

Workers are trained and inducted to ensure safe and appropriate handling of waste and hazardous substances, including training related to PPE. Please refer to 'Human Resource Policy & Procedure' (section 17 of this Manual).

'Worker Handbook' has been developed and communicated. Manager, employees and workers have read, understood and acknowledged this handbook.

Resource

→ National Disability Insurance Scheme Act 2013
→ National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
→ NDIS Terms of Business

Related Documents

→ NDIS-PRC-002-Worker Handbook
→ NDIS-FORM-002-Incident Report Form
→ NDIS-FORM-001-Worker Employment Register

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Prevention of Communicable Disease

Communicable diseases spread from one person to another or from an animal to a person. The spread often happens via airborne viruses or bacteria, but also through blood or other bodily fluid. The terms infectious and contagious are also used to describe communicable disease.

Staff are responsible for following and promoting safe work practices, including prevention of communicable disease, by not putting at risk their health and safety, or the health and safety of others. This responsibility includes:

· Following documented safe work practices

· Using protective clothing and equipment as required

· Seeking advice or information as required, particularly when working with a new participant or in an unfamiliar or potentially at risk situation

· Reporting incidents involving unprotected exposure to blood or body fluids

All About Care Australia recommends that staff are aware of their immune status. Staff who are not immune are advised (but not obliged) to take the necessary course of immunisations, as advised by a medical practitioner, in order to minimise the risk of contracting potentially serious, preventable disease.

Pregnant women should seek medical advice in any job where they may be in contact with body fluids.

Staff are required to maintain confidentiality of information with respect to a participant's medical diagnosis unless permission has been given to disclose to authorised persons.

Work Health and Safety Act 2011

All About Care Australia adheres to the intent of the Work Health and Safety Act 2011. All About Care Australia commits to:

- Secure and promote the health, safety and welfare of employees and other persons at work
- Protect those at work against risks to health, safety or welfare

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- Promote a safe and healthy work environment, that protects people from injury and illness and that is adapted to their physiological and psychological needs
- Ensure that the health and safety of participants of the public is not placed at risk by the undertakings of the organisation
- Provide for consultation and co-operation between the management and employees in the formulation and implementation of health, safety and welfare standards
- Ensure that risks to health and safety are identified, assessed, and eliminated or controlled

All employees, volunteers and / or contractors have a responsibility to:

·   Report any incident or hazards at work to their supervisor

·   Carry out their roles and responsibilities as detailed in the relevant health and safety policies and procedures

·   Obey any reasonable instruction aimed at protecting their health and safety while at work

·   Use any equipment provided to protect their health and safety, including hoists when applicable

·   Assist in the identification of hazards, the assessment of risks and the implementation or risk control measures

·   Consider and provide feedback on any matters which effects health and safety

·   Familiarise themselves with emergency evacuation procedures at All About Care Australia venues

·   Ensure that they are not affected by alcohol or any drug which may endanger their own or any another person's health and safety

All employees, volunteers and / or contractors are required to comply with the requirements of the Work Health & Safety Act, Regulations and Advisory standards.

All employees, volunteers and / or contractors are expected to perform their work tasks in a safe manner and to observe the rules, procedures and established work practices made known to them. This includes rules and procedures of service users and suppliers when working at their premises or in areas defined as being under their jurisdiction.

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Health and safety is an essential part of everyone's job

It is the responsibility of staff, in collaboration with All About Care Australia Managers & Coordinators, to ensure that all participants programs comply with Work Health & Safety legislation and that they have suitable opportunities to and to minimise risk to self and others.

You must immediately **stop** any activity, which may result in the health and safety of yourself or any person being at risk.

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