



Care Aust

NDIS Manual for Care Aust Pty Ltd

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A.General information

1. Executive Summary

- Company name is: Care Aust Pty Ltd Pty Ltd
- Business purpose is: Disability Care Services
- I have been in business since or plan on starting on: 17th of October 2020
- Manager(s) for the company will be Ankan Talukder
- Services include / will include: Personal Care, Transportation, Medication Assistance, Housekeeping, Domestic Duties, Shopping, Accommodation/Tenancy Assistance, Companionship and Recreation

2. Managing Director Responsibilities

✓ **Managing Director** Responsibilities are as follows:

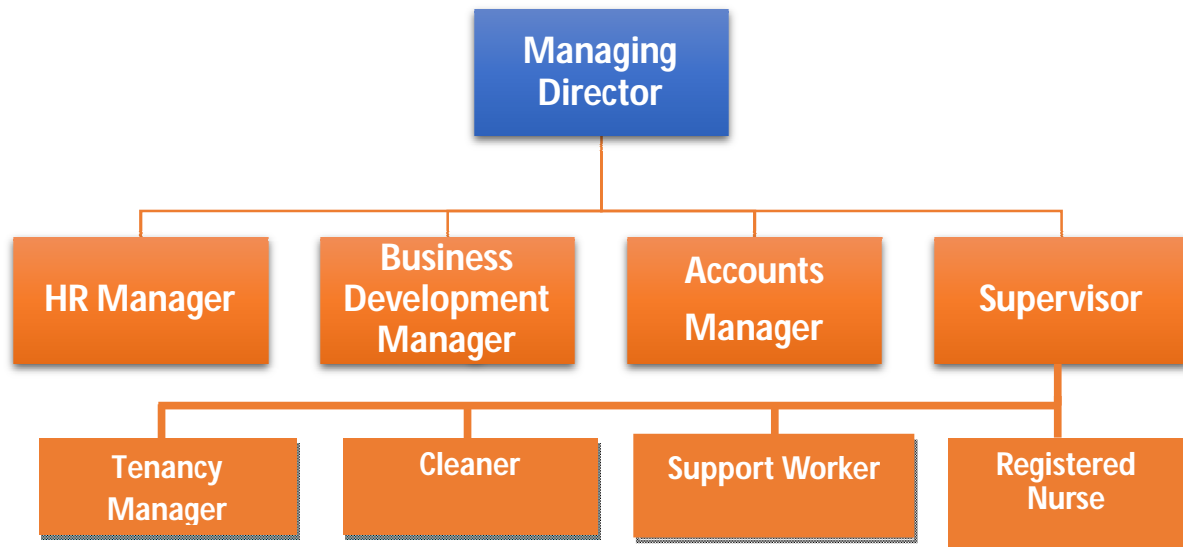
- Makes provision to ensure all applicable requirements of NDIS management system are adopted and maintained
- Ensures adequate resources are available to achieve objectives and support the development, implementation, maintenance and ongoing improvement of the NDIS System
- Ensures the training needs of the workers are resourced, implemented and meet the requirements outlined in system elements
- Ensures that all staff are informed of their regulatory responsibilities, are aware of their role in meeting the requirements of NDIS system
- Is fully committed to the implementation of this NDIS Manual
- Provides the human and financial resources required to implement and improve the processes of NDIS system
- Is available at all times to all departments responsible for monitoring compliance with NDIS requirements
- Ensures that objectives and targets are established, documented, monitored and reviewed

3. NDIS Manual Review

- ✓ The **Managing Director** ensures that the NDIS Manual is continually updated. To achieve this, the **management team** evaluates the NDIS Manual at planned intervals, at least annually. The team considers whether it is necessary to review the risk assessment. The updating activities are based on:
 - Inputs from external and internal communications;
 - Inputs from other information concerning the suitability, adequacy and effectiveness of the NDIS Manual;
 - Output from **Form15.Internal Audit Report** and **Form25.Management Review Meeting Minutes**

4. Organisational Chart

✓ Organisational structure is as below:



5. The NDIS Code of Conduct

✓ Care Aust Pty Ltd and the workers are committed to follow NDIS Code of Conduct as below:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.



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B. Policies and Procedures

1- Person-Centred Support Policy & Procedure

1.1.Purpose

- ✓ The purpose of this policy & procedure is that each participant to access supports that promote, uphold and respect their legal and human rights. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

1.2.Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their family

1.3.Definitions

Word/Term	Definition
Worker	<ul style="list-style-type: none"> • A person employed or engaged by a registered NDIS provider. • A person who participates in services that involved direct contact with participants as a part of their normal duties.
Person-centred approach	<p>The term Person-centred approach refers to the following principles:</p> <ul style="list-style-type: none"> • A partnership is created between Provider, staff and workers, Participant and their families. • Ensuring the participant is at the centre of decisions which relate to their life. A person-centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback to be able to provide them with the safest and best services and supplies.

1.4.Relevant Documents, Legislations, regulations and standards

- **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**
- **National Disability Insurance Scheme Act 2013**
- **National Disability Strategy 2010-2020**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **United Nations Universal Declaration of Human Rights**

1.5.Policy & Procedure

- ✓ Each participant's legal and human rights are understood and incorporated into everyday practice.
- ✓ Communication with each participant, the provision of supports which is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand. This is undertaken via **Participant Handbook** which is written in a very simple language. Interpreter is provided upon request.
- ✓ Each participant is supported to engage with their family, friends and chosen community as directed by the participant in **Form27.Initial Assessment and Support Plan, Form22.Service Agreement** and **Participant Handbook**.
- ✓ **Care Aust Pty Ltd** must ensure that the following practices are taken to support the participant and their family and/or carer:
 - Train, support and encourage all staff and workers to implement this policy & procedure in their practices through **Job description, Worker Handbook and Form08.Induction Checklist**.
 - Communicate the success factors individually with the participants to find out what it looks like through **Form27.Initial Assessment and Support Plan** and **Form26.Goal Plan for Participant**. Support and assistance (e.g. involvement of a support person, interpreter or advocate) will be provided to participant if required. Interpreters would be available as below:
 - The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs. <https://www.tisnational.gov.au/>

- ✓ **Care Aust Pty Ltd** ensure that participant's health and well-being is important for all staff and workers and steps are taken to support this approach by reviewing and understanding **Worker Handbook** and undergoing an induction using **Form08.Induction Checklist**.
- ✓ **Care Aust Pty Ltd** ensures that staff and workers empower participants skills by knowing their goals and working towards those goals. These goals can be reviewed and updated during support plan review.
- ✓ **Care Aust Pty Ltd** ensures that participant's independence is supported by workers.
- ✓ **Care Aust Pty Ltd** ensures that staff and workers support participant's freedom and respect their beliefs and values by adhering to the policies and procedures.
- ✓ **Care Aust Pty Ltd** ensure that staff and workers understand that participants are like normal people in the society and should be supported at all times.

Above items which are related to the way that participant has been treated by the worker will be reviewed and assessed during worker's performance review via **Form10.Worker Performance Assessment**.

2- Individual Values and Beliefs Policy & Procedure

2.1. Purpose

- ✓ The aim of this policy & procedure is that each participant to access supports that respect their culture, diversity, values and beliefs.

2.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

2.3. Definitions

Word/Term	Definition
Diversity	The term diversity refers to staff and workers and participant's difference in the following areas but not limited to: <ul style="list-style-type: none"> • Sexual orientation • Language • Ethnicity • Religious beliefs • Disability
Culturally and Linguistically	refers to people who does not speak English and may have different beliefs and cultures.

Diverse (CALD)	
LGBTQI+	Lesbian, gay, bisexual, transgender, queer and intersex

2.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights

2.5. Policy & Procedure

2.5.1. Culture, diversity, values and beliefs policy

- ✓ To Provide a diverse and inclusive service to the participants and their families **Care Aust Pty Ltd** promotes following:
 - Support culture diversity and promote the inclusive environment
 - Support participants to play an active role in the community
 - Finding participants' needs from consulting with their family members and carers
 - Create an inclusive workplace for all staff and workers and respect their cultural, beliefs and language difference
 - Ensuring that there is not any difference in service provision between participants and the rest of people in the society
 - support people with CALD and Aboriginal and/or Torres Strait Islander (ATSI) background with their culture and spiritual beliefs
- ✓ 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. At **Care Aust Pty Ltd**, during the initial assessment participants are encouraged to talk about their culture, diversity and values and beliefs by using **Form20.Participant Intake Form**.

- ✓ **Care Aust Pty Ltd's** participants who English is not their primary language will be provided with interpretation support (if required) or in case of a meeting, these people would be able to bring a member of their family who speaks English.

2.5.2. Individual Values and Beliefs management

- ✓ **Care Aust Pty Ltd** will:
 - Group people with different languages to foster respect of diversity in the organisation
 - Will find peoples cultural and linguistic needs and collaborate with other organisations to meet their needs
 - LGBTQI+ people are recognised as a diverse group of people who has different sexual orientations
 - Ensure that people with diverse gender will not be abused as they are so vulnerable
 - Collaborate with LGBTQI+ support providers if require supporting this group of participants
 - Ensure keeping personal information of participants in a confidential manner in order to avoid any misuse from their sexual orientation and cultural information
 - Support Aboriginal and/or Torres Strait Islander heritage needs with working respectfully with their families and individuals
 - Enhance the cultural awareness of staff and workers and volunteers when providing services to persons with an Aboriginal and/or Torres Strait Islander heritage, through Worker Handbook, induction and regular training
 - Using a respectful language when talking about people's sexual orientation

3- Privacy and Dignity Policy & Procedure

3.1. Purpose

- ✓ The aim of this policy & procedure is that each participant accesses supports that respect and protect their dignity and right to privacy.

3.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

3.3. Definitions

Word/Term	Definition
worker	<ul style="list-style-type: none"> • a person employed or engaged by a registered NDIS provider. • A person who participates in services that involved direct

	contact with participants as part of their normal duties.
Personal information	<ul style="list-style-type: none"> Personal information including name, date of birth, address, phone number etc.

3.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Privacy Act 1988
- Freedom of Information Act 1982
- Form18. Participant Information Consent Form
- Form19. Privacy & Confidentiality Agreement
- Form02. Complaint Report Form

3.5. Policy & Procedure

3.5.1. Privacy and Confidentiality policy

- ✓ **Care Aust Pty Ltd** is committed to provide quality services and respect participant's rights. Participant's right to privacy and confidentiality will be recognised, respected, and protected in all aspects.
- ✓ At **Care Aust Pty Ltd** all information will be handled based on the NDIS Quality and Safeguarding Framework.
- ✓ Consistent processes and practices are in place that respect and protect the personal privacy and confidentiality of each participant.
- ✓ **Care Aust Pty Ltd** ensures that all confidential documents are handled safely in our operations.
- ✓ **Care Aust Pty Ltd** will not disclose any Confidential Information to any persons who are not employed by **Care Aust Pty Ltd** or Participant unless consent has been obtained.
- ✓ **Care Aust Pty Ltd** will not make any interest in review of confidential, secret and top-secret records / documents of the Company.

- ✓ **Care Aust Pty Ltd** is committed maintain confidentiality of medical results
- ✓ **Care Aust Pty Ltd** will not disclose, copy, release, sell, alter or destroy any confidential information, either electronic or paper based unless it is part of my job.
- ✓ **Care Aust Pty Ltd** is committed to protect the privacy of participant and workers.

3.5.2. Workers responsibilities

- ✓ All workers will complete **Form19.Privacy & Confidentiality Agreement** to ensure the confidentiality requirements are understood and adhered to.
- ✓ Workers responsibilities are as below:
 - Workers will not disclose any Confidential Information to any persons who are not employed by **Care Aust Pty Ltd** or Participant unless consent has been obtained. Privacy & Confidentiality Information includes but not limited to:
 - a. Participant personal information and medical examination results and their families
 - b. Workers, Contractors and Volunteers
 - c. Business Information such as financial records, reports, memos, contracts, computer programs, technology
 - d. Company processes and operations
 - e. Company intellectual property
 - f. Service specifications; and
 - g. any other information regarding company activities that can have a detrimental impact to the Company.

3.5.3. Management team responsibilities

- ✓ All inquiries or complaints about privacy and confidentiality should be directed to the **Managing Director** and **Form02.Complaint Report Form** to be completed.
- ✓ In case that **Care Aust Pty Ltd** finds out that there is a breach of information or an

unauthorised access to the information of Participants, will take measures to reduce the chance of harm to people. In these cases, we might involve Australian information commissioner.

- ✓ It is participants' rights to choose to be involved in an NDIS audit.
- ✓ Each participant understands and agrees to what personal information will be collected and why, including recorded material in audio and/or visual format through Participant Handbook and Participant Intake and Initial Assessment processes.
- ✓ The documents will be handled in a way that:
 - No record will be lost, modified or disclosed unauthorised
 - Any access to the documents will be provided in a way that doesn't breach the disclosure of the records
- ✓ No sell or payment will be tolerated by any member of **Care Aust Pty Ltd** for personal information disclosure.
- ✓ Not all information will be collected unless if:
 - It is required for service provision
 - It will be handled securely in the database of **Care Aust Pty Ltd**.
- ✓ The following criteria applies to any personal information disclosure to a third party:
 - Personal consent using **Form18. Participant Information Consent Form** is provided by the participant
 - We are authorised to provide all that information by law

4- Independence and Informed choices Policy & Procedure

4.1. Purpose

- ✓ The aim of this policy & procedure is that each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

4.2. Scope

- ✓ This document applies to:

- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
- All participants and their families

4.3. Definitions

Word/Term	Definition
Worker	<ul style="list-style-type: none"> • A person employed or engaged by a registered NDIS provider. • A person who participates in services that involved direct contact with participants as a part of their normal duties.
Consent	<ul style="list-style-type: none"> • The permission provided by a participant or their carer/family which is concerning the decisions made by that affects the person's life.

4.4. Relevant Documents, Legislations, regulations and standards

- Form18. Participant Information Consent Form
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Human Rights and Equal Opportunity Commission Act 1986
- Freedom of Information Act 1982

4.5. Policy & Procedure

4.5.1. Decision -Making Policy

- ✓ **Care Aust Pty Ltd** is committed to our participants to have a control on the services provided to them and the decisions that might affects their life.
- ✓ **Care Aust Pty Ltd** is committed to make sure that participants are satisfied with the received services and find out about their preferences and take the measures to provide participants

with those preferred services.

- ✓ **Care Aust Pty Ltd** is committed to provide services to participants that are aligned with their needs and preferences.
- ✓ Active decision-making and individual choice are 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.

4.5.2. Independence and Informed Choices Management

- ✓ It is everyone's right to choose their own personal, gender, sexual, cultural and religious identity. It is applicable to people with disability too and they can make their decision regardless of their situation.
- ✓ Participants have the right to make their own decisions, to be free to live the life they choose, and to have the same rights and freedoms as any other member of the community.
- ✓ Participants and their carer will be advised by **Care Aust Pty Ltd** about other services or agencies either in the organisation or outside the organisation to be able to make informed decisions.
- ✓ If the participant is assessed as not capable of making his or her decision, a substitute decision maker will be required and **Care Aust Pty Ltd** will support them either formally or informally.

- ✓ In the case that participant is assessed as not being capable of decision making, there are different people that would be able to be nominated as substitute by their priority as below:
 - Any guardian who is appointed by an authority
 - Anyone who has a continuing relationship with the participant
 - An unpaid carer who has been arranged the care regularly
 - A close friend or relative

4.5.3. Right to Access an Advocate Policy

- ✓ New participants will be consulted about their right to use advocates via **Participant Handbook**.
- ✓ **Care Aust Pty Ltd** will consult new participants about the Roles of advocates and how to get an advocate.
- ✓ It is participant's right to choose their own advocates, change their advocates or withdraw their advocate's authority
- ✓ **Care Aust Pty Ltd** participant's decision making, and service planning will be coordinated with participant's advocate
- ✓ Any assistance by an advocate should be registered and documented
- ✓ If a participant doesn't have anyone to accept their advocacy, **Care Aust Pty Ltd** will introduce someone as an advocate.

4.5.4. Free Advocate Management

- ✓ Advocacy is the act of helping vulnerable group of people to be heard in the decision that may affect their life.
- ✓ The participant can nominate an advocate if they need via **Form13.Advocate Nomination Form**.
- ✓ There are different types of advocacy as follows:
 - **Individual advocacy**: is to prevent and address any discrimination or abuse to

disabled people

- **Systematic advocacy:** is influencing and changing system to benefit people with a disability as a group within the society
- **Family advocacy:** is the act of a family member advocating on behalf of a person with disability
- **Group advocacy:** is the act of advocating people with disability in a group including people who are sharing an accommodation
- **Citizen advocacy:** when people of a community advocate on behalf of a disabled person
- **Legal advocacy:** is the act of present advocacy by a lawyer including giving legal advice, positive changes to legislations to people with disability

4.5.5. Participant Consent Policy

✓ Participant's rights are as follows:

- The participant should make an informed decision before giving the consent
- If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
- Withdrawal of consent is part of the participant's right at any time
- Participants can evaluate the risks associated to their decision and take assessed risks

✓ Care Aust Pty Ltd's responsibilities for participant consent are as follows:

- A participant consent using **Form18. Participant Information Consent Form** will be obtained in case if the decision is related to any medical or dental treatment, behaviour support and accommodation arrangements
- Before disclosure of any personal information to other parties a consent is required.

✓ The personal information could be disclosed without consent only if there is one of the following:

- The person is at risk of harm or injury; or
- It is required by law

5- Violence, Abuse, Neglect, Exploitation Policy&Procedure

5.1.Purpose

- ✓ The purpose of this policy & procedures is that each participant accesses supports free from violence, abuse, neglect or exploitation. People should feel safe at all time regardless of their gender, disability, age and sexual orientation.

5.2.Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

5.3.Definitions

Word/Term	Definition
Abuse	<ul style="list-style-type: none"> • Abuse has different types including: <ul style="list-style-type: none"> ○ Physical Abuse: can be any action that may cause pain in your body. Some examples of physical abuse are restraining, choking, tying, giving medicines to make you feel unwell, stopping you from taking medicine, slapping, kicking, hitting, slapping. ○ Sexual Abuse: any sexual contact with someone who is not capable of understanding, is younger than 16 years of age, has not given consent, is threatened or forced to engage in sexual activities ○ Emotional Abuse: can be any activity that involves embarrassing you in the public, calling you names, do not involve in communication because of cultural, religious beliefs and/or sexual assault ○ Financial Abuse: Illegal use or mismanagement of a person's money or property including, stealing, unusual

	transfer of money or property to another person
Exploitation	<ul style="list-style-type: none"> • Exploitation is referred to an unfair use of someone's asset and/or fund to deprive them of the use and possession of those funds and assets.
Neglect	<ul style="list-style-type: none"> • Neglect refers to the situation that the initial needs of someone is not met. There are different types of neglect as follows: <ul style="list-style-type: none"> ○ Physical neglect: failure in provision of proper food, house, cloth and protection. ○ Emotional neglect: lack of support and protection for the emotional growth and wellbeing ○ Passive neglect: lack of provision for initial requirements of a person including food, clothing, or medical care ○ Supervisory neglect: failure in provision of support in a way that involves a breach of standard and have the risk of death or major harm to a person

5.4. Relevant Documents, Legislations, regulations and standards

- Incident Management Policy and Procedure
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Disability Discrimination Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Crimes Act 1958

5.5. Policy & Procedure

5.5.1. Violence, Abuse, Neglect, Exploitation Policy

- ✓ It is the **Care Aust Pty Ltd's** commitment to ensure that everyone feels safe and treated fairly and the organisation is free of abuse, exploitation and neglect.
- ✓ Participant with lack of communication should be well supported to detect and prevent abuse.
- ✓ The **Managing Director** deals with the abuse, exploitation and neglect reports seriously and confidentially and take the best measures to mitigate the issue and punish the guilty person.
- ✓ **Incident Management Policy and Procedure** is established to investigate and report the abuse, exploitation and neglect related issues.
- ✓ Training is required for everyone in **Care Aust Pty Ltd** about all policies and procedures and relevant rules, regulations and guidelines to recognize, prevent and minimise abuse, exploitation and neglect through induction system.
- ✓ One trained manager should be appointed to deal with any abuse related issues.
- ✓ Everyone has a responsibility about abuse, exploiting and neglect as follows:
 - The victim should be supported by all staff and workers and members of the organisation
 - If required, the responsible manager should inform relevant authorities, carer of the victim including their family and guardians or their substitute decisionmakers (if applicable)
 - All staff and workers and witnesses should cooperate with relevant authorities in the process of investigation.

5.5.2. Violence, Abuse, Neglect, Exploitation Management

- ✓ Following measures could be taken for responding to abuse, exploitation and neglect:
 - **Incident Management Policy and Procedure** is established to investigate and report

the abuse, exploitation and neglect related issues.

- Ensure that everyone feels confident to raise a complaint about abuse, exploitation and neglect without fear of being disadvantaged by following complaint management procedure.
- Any reports of abuse, exploitation and neglect will be treated seriously and sympathetically and will be investigated thoroughly and confidentially using **Incident Management Policy and Procedure**.
- Disciplinary action including termination from work will be taken against anyone found to be guilty of abusing, exploiting and neglecting of participants, staff and workers or volunteers.

6- Bullying, Harassment and Discrimination Policy & Procedure

- ✓ **Care Aust Pty Ltd** ensures that everyone in the organisation including workers and participants are working in a workplace free of bullying, harassment and discrimination. In this policy & procedure, the standards for having a better workplace for both workers and participants with a positive environment will be described.

6.1. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families
 - it is also applicable when people are interacting in the public area and or when providing services

6.2. Definitions

Word/Term	Definition
Discrimination	Treating people in a way that it is against their will because of their sex, disability or race.
Sexual Harassment:	The act of making a person offended or humiliated in a form of unwilling physical, spoken or written sexual behaviour.

Bullying

Bullying is the misuse of power in a way that harms people either physically, socially or psychologically.

6.3. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Disability Discrimination Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004

6.4. Policy & Procedure

6.4.1. Bullying, Harassment and Discrimination Policy

- ✓ **Care Aust Pty Ltd** is committed to promote an environment free from bullying, harassment and discrimination for all employees and participant
- ✓ **Care Aust Pty Ltd** is committed to implement training and awareness raising strategies to ensure that all workers and staff are aware of their rights and responsibilities in relation to bullying, harassment and discrimination
- ✓ **Care Aust Pty Ltd** is committed to comply with all relevant legislation and industry standards
- ✓ All forms of discrimination, harassment and bullying by or toward workers, participant is considered unacceptable and will not be tolerated under any circumstances.
- ✓ Everyone has a same right and responsibility relating to the sexual harassment.
- ✓ Any discrimination, bullying, harassment and discrimination should be discussed with the **Managing Director** or by submitting an incident through the **Incident Management Policy**

and Procedure.

- ✓ Victimisation including threatening any of who has made a complaint or helped another person to make complaints including the ones who may be involved in investigation process is subject to discrimination, harassment and/or bullying.
- ✓ Breach of this policy & procedure in any forms may lead to termination of employment.

6.4.2. Sexual Harassment

- ✓ Sexual harassment can be any of the following activities:
 - Repeated unwilling requests of going out
 - Request for sex
 - Insult or taunt of sexual nature
 - Sending sexual text messages
 - Viewing offensive pictures and objects
 - Touching or hugging someone unwillingly
- ✓ **Care Aust Pty Ltd** have zero tolerance for sexual harassment, meaning that just one attempt is enough
- ✓ At **Care Aust Pty Ltd**, in the workplace or between colleagues and participant at work or outside workplace, everyone is covered against sexual harassment.
- ✓ Everyone should be treated with respect in **Care Aust Pty Ltd**.

6.4.3. Bullying

- ✓ Bullying can happen in various types of behaviour including:
 - Sarcasm
 - Isolation
 - Threat, abuse or shout
 - Unconstructive criticism
 - Constant pressure on the workers
- ✓ Bullying is against Work Health and Safety laws. There are different forms of bullying

including face to face, on social media, in the emails, on the phone and unfair work activities.

6.4.4. Discrimination

- ✓ Discrimination can happen either directly or indirectly. Direct discrimination happens when a person is treated more unfair than other people in a similar situation while indirect discrimination happens when a person is being disadvantaged by imposing a practice against a lawful characteristic.
- ✓ Lawful characteristics are as follows:
 - Any types of disability or disease
 - Having status of a carer or a parent
 - Race, skin colour, nationality, culture, ethnic background
 - Religion
 - Pregnancy and breastfeeding
 - Sexual orientation
 - Political beliefs
 - Marital status
- ✓ Treating a person unfair because they have a lawful characteristic that you don't like it, is against the law and could be a form discrimination.
- ✓ Everyone should be recruited based on merits regardless of their personal characteristics. For example, they should be recruited based on their skills and abilities.
- ✓ Asking personal questions about their ethnicity, sexual orientation, disability or else, is against the law unless it is a requirement of the position.
- ✓ Any discrimination, bullying, harassment and discrimination should be discussed with the **Managing Director** or by submitting an incident through the Incident Management Policy and Procedure.
- ✓ Breach of this policy & procedure in any forms may lead to termination of employment.
- ✓ Victimization including threatening any of who has made a complaint or helped another person to make complaints including the ones who may be involved in investigation process

is subject to discrimination, harassment and/or bullying.

6.4.5. Preventive Responsibilities

✓ Preventive responsibilities of **Care Aust Pty Ltd's management team** against bullying, harassment and discrimination are as follows:

- Train staff and workers in the policies & procedures and regulations to know their obligations via **Worker Handbook** and **Form08.Induction Checklist**;
- Follow-up any harassment, bullying and discrimination complaints and investigate the incidents using complaint and incident management procedures;
- Ensure that no discrimination takes place in the process of recruitment and its based-on merit points;
- Enhance the complaint resolution process by following complaint management procedure;
- Take quick steps if become aware of any inappropriate behaviour.

✓ Preventive responsibilities of **Care Aust Pty Ltd** workers against bullying, harassment and discrimination are as follows:

- Follow the guidelines defined by the management regarding bullying, harassment and discrimination
- Support victims if become aware of any bullying, harassment and discrimination by having meetings with them and ensuring them that adequate measures will be taken
- Ensure that confidentiality is followed in handling complaints and if they become aware of any harassment, bullying and discrimination by completing **Form19.Privacy & Confidentiality Agreement**.

6.4.6. Staff and Workers Right

✓ It is staff and workers's rights to:

- Be recruited on merit base not by personal characteristics
- Work in a safe environment free from bullying, harassment and/or discrimination
- Be able to raise complaints without fear of victimisation
- Work in an environment without restriction of any kind related to their ethnicity, religion, disability and/or sexual orientations.

7- Governance and Operations Policy & Procedure

7.1. Purpose

- ✓ The aim of this policy & procedure is that each participant's support is overseen by robust governance and operational management systems relevant to the size, and scale of **Care Aust Pty Ltd** and the scope and complexity of supports delivered.

7.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors,

- volunteers or business partners.
- All participants and their families

7.3. Definitions

Word/Term	Definition
subcontractor	The subcontractor will provide Incidental services like gardening and cleaning
Governance	Governance is the process by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, directions and control exercised in the organisation.

7.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- Corporations Act 2001
- The Australian Consumer Law
- NDIS Terms of Business
- NDIS Guide to Suitability
- Australian Accounting Standards
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Quality Management Policy & Procedure
- Form05. Strategic Plan
- Form17.Legislative Compliance Register
- Form29.Conflict of Interest Register

7.5. Policy & Procedure

7.5.1. General Information

- ✓ An effective system is in place for **Care Aust Pty Ltd** to manage and support the business accountability, effectiveness and supervision through Internal Audit, Management Review

Meeting and participant feedback system, which ensures that:

- **Care Aust Pty Ltd** is compliant with the regulation and legislation
- Support and development of its staff and workers.
- High quality and safer service delivery to participant.

7.5.2. Management Responsibilities

- ✓ **Care Aust Pty Ltd** is managed by the **Managing Director**, who has assigned a **management team**.
- ✓ **Management team** will ensure that the objectives and targets of the organisation are defined.
- ✓ It is the **management team's** responsibility to ensure that business operations are aligned with the objectives and targets using **Form05. Strategic Plan**.
- ✓ A Management Review Meeting will be held by the **management team** to ensure that a high quality of services will be provided by **Care Aust Pty Ltd** to the participants, and there is an active communication channel in place.
- ✓ The responsibilities of **Managing Director** are:
 - Human Resources & well-being of the staff and workers
 - Maintenance of the property
 - Service delivery to the participant
 - Strategic planning
 - Ensuring that the policies and procedures are reviewed and updated
 - Financial matters including payroll
- ✓ Staff and worker training remain the responsibility of **management team**.
- ✓ Any issues related to the finance, IT and quality of service will be provided to the **management team** by all staff and workers, including customer complaints.
- ✓ In the **management team** meeting, stakeholders will be engaged if required to improve the service outcome. Stakeholders include participant, their families and carers, advocates,

workers, service providers and government representatives.

7.5.3. SWOT Analysis

There are two types of environmental factors:

- **External factors:** the “opportunities” and “Risk” presented by the environment external to the organisation
- **Internal factors:** the “strengths” and “weaknesses” of the organisation

The **Managing Director** and **Management Team** identify the key internal and external factors that are relevant to its purpose and its strategic direction which affect its ability to achieve the intended result(s) of its management system. Internal environmental factors are normally easier to control than external environmental factors.

7.5.4. External Environment Analysis

Managing Director and **Management Team** scans the external environment in order to understand the external forces of change so that they may develop effective responses which secure or improve their position in the future. External Environment includes:

- Macro Environment
- Micro Environment

The **Managing Director** and **Management Team** prepare a list of Opportunities and Threats in the **Form05. Strategic Plan**.

Macro Environment includes the following factors:

- **Legal/Political Factors:** Government regulations and legal factors are assessed in terms of their ability to affect the business environment and trade markets. The main issues addressed in this section include political stability, tax guidelines, trade regulations, safety regulations, and employment laws.
- **Economic:** Through this factor, businesses examine the economic issues that are bound to have an impact on the company. This would include factors like inflation, interest rates, economic growth, the unemployment rate and policies, and the business cycle followed in the country.
- **Social:** With the social factor, a business can analyse the socio-economic environment of its market via elements like customer demographics, cultural limitations, lifestyle attitude, and education. With these, a business can understand how consumer needs are shaped and what brings them to the market for a purchase.

- **Technological:** How technology can either positively or negatively impact the introduction of a product or service into a marketplace is assessed here. These factors include technological advancements, lifecycle of technologies, the role of the Internet, and the spending on technology research by the government.

Micro Environment includes the following factors:

- **Bargaining Power of Supplier:** Assessing how easy it is for suppliers to drive up prices. This is driven by the number of suppliers of each key input, the uniqueness of their product or service, their strength and control over you, the cost of switching from one to another, and so on. The fewer the supplier choices you have, and the more you need suppliers' help, the more powerful your suppliers are.
- **Bargaining Power of Customer/Buyer:** Assessing how easy it is for buyers to drive prices down. Again, this is driven by the number of buyers, the importance of each individual buyer to your business, the cost to them of switching from your products and services to those of someone else, and so on. If you deal with few, powerful buyers, then they are often able to dictate terms to you.
- **Power of Existing Competitors:** What is important here is the number and capability of your competitors. If you have many competitors, and they offer equally attractive products and services, then you'll most likely have little power in the situation, because suppliers and buyers will go elsewhere if they don't get a good deal from you. On the other hand, if no-one else can do what you do, then you can often have tremendous strength.
- **Threat of Substitute Products or Services:** This is affected by the ability of your customers to find a different way of doing what you do – for example, if you supply a unique software product that automates an important process, people may substitute by doing the process manually or by outsourcing it. If substitution is easy and substitution is viable, then this weakens your power.
- **Threat of New Entrants to This Industry:** Power is also affected by the ability of people to enter your market. If it costs little in time or money to enter your market and compete effectively, if there are few economies of scale in place, or if you have little protection for your key technologies, then new competitors can quickly enter your market and weaken your position. If you have strong and durable barriers to entry, then you can preserve a favourable position and take fair advantage of it.

7.5.5. Internal Environment Analysis

Strengths and Weaknesses of processes are identified by **Managing Director** using **Form05. Strategic Plan**.

The following questions should be asked while identifying strengths and weaknesses for each process:

Strengths

- What advantages does your organisation have?
- What do people in your market see as your strengths?
- What do you do better than anyone else?
- What unique or lowest-cost resources can you draw upon that others can't?

Weaknesses

- What could you improve?
- What should you avoid?
- What are people in your market likely to see as weaknesses?
- What factors lose you sales?

7.5.6. Developing Objective and Targets

- ✓ The business objective and targets are developed in the **Form05. Strategic Plan**.
- ✓ The objectives are defined and the target for each item is determined. The objectives are to be:
 - **Specific:** Target a specific area of improvement
 - **Measurable:** a progress indicator is to be defined or suggested
 - **Achievable:** Assuring that the objective is to be achieved
 - **Realistic:** objective should be defined realistically in a way that could be followed
- ✓ The **management team** is responsible for:
 - Ensuring **Care Aust Pty Ltd** is following the organisational strategies
 - Ensuring that there is appropriate service delivery in place.
 - Ensuring that service integrity and quality is being assessed regularly.
 - Providing the leadership and supervision to the staff and workers to create an environment of innovation and positive relationship.

- Providing the services related to support and management of the complex cases, including emergency situations.
 - Providing a proper service to the participant to maintain their satisfaction
- ✓ **Care Aust Pty Ltd**'s staff and workers are responsible for:
- Supporting participants with their life either in **Care Aust Pty Ltd**'s bases or their own home in a way that a valued lifestyle is developed for them.
 - A good relationship with participants helps to provide a supportive environment
 - Involving participants to make choices in operations related to their care and life and reviewing and updating their goals.

7.5.7. Business Insurance

- ✓ According to the NDIS Quality and Safeguards Commission, all NDIS registered service providers need:
- **Public liability insurance:** A certificate of currency for current insurance that meets the minimum level of cover commensurate to the scope of the provider. Providers should seek professional advice as to the type and amount of insurance that is necessary.
 - **Professional indemnity insurance:** A certificate of currency for current insurance that meets the minimum level of cover commensurate to the scope of the provider. Providers should seek professional advice as to the type and amount of insurance that is necessary.
 - **Personal accident insurance or worker's compensation insurance:** if a provider has staff. A certificate of currency for current insurance that meets the minimum level of cover commensurate to the scope of the provider. NDIS providers should seek professional advice as to the type and amount of insurance that is necessary.

7.5.8. Compliance Management

- ✓ **Care Aust Pty Ltd** has established, implemented and maintained a process to identify legislative requirements and have access to all legal and other requirements that are applicable to **Care Aust Pty Ltd**'s operations using **Form17.Legislative Compliance Register**.

- ✓ The register will be reviewed and updated once a year. The evaluation will be carried out by the **Management Team** and the results will be reported to **Managing Director**.
- ✓ If there are any changes/ updates in the legislative requirements, relevant policies and procedures will be reviewed and revised accordingly.
- ✓ All Workers are responsible for managing compliance within their areas of influence by following the current policies and procedures. The changes and updates will be communicated the workers and staff through meetings or receiving email updates.
- ✓ Legislative compliance is maintained and updated through:
 - Reviewing NDIS Commission Website
 - Ongoing consultation and communication with Industry Specialists/Legal representatives
 - Legal updates provided by government publishing
 - External third-party audit

7.5.9. Delegation of Responsibility and Authority Policy

- ✓ This policy identifies the requirements for delegated responsibility and authority to another suitable person in the absence of a usual position holder in place.
- ✓ Workers with same qualifications and experience will be assigned as a delegate to ensure the same level of support is provided to the participants and adequate training will be provided to them.
- ✓ Delegation of Responsibility and Authority Policy within **Care Aust Pty Ltd** is intended to achieve the following objectives:
 - Ensure supports are provided based on the least intrusive options;
 - Ensure the efficiency and effectiveness of supports;
 - Ensure that workers have been provided with the level of authority necessary to discharge their responsibilities;
 - Better understanding of supervision and delegation responsibilities;
 - Feel confident in working safely with participant.
- ✓ When exercising delegated authority, all delegates shall act in good faith using all reasonable skills.

- ✓ The requirements set out in this policy apply to all workers. Delegation is managed through **Form28.Delegations of Authority Register**.

7.5.10. Conflict of Interest Policy

- ✓ Staff and workers should avoid any conflict of interest in their duties and personal interests.
- ✓ All employees will act in the best interests of participants and other customers, ensuring that participants are informed, empowered and able to maximise choices and controls. Staff members will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family to limit that person's access to information, opportunities, and choices and controls.
- ✓ None of the staff and Workers shall misuse their position that ends to any personal benefit for themselves or anyone associated with them.
- ✓ The priority of all staff and workers shall be the advantage of the **Care Aust Pty Ltd**.
- ✓ Worker and staff should not misuse **Care Aust Pty Ltd** property, information and data for their own personal use.
- ✓ Any conflict of interest should be reported to the **management team** to avoid any possible conflict. If any conflict is recoded in **Form29.Conflict of Interest Register**, a **Form34.Conflict of Interest Declaration Form** must be completed.
- ✓ Everyone in **Care Aust Pty Ltd** including workers, staff, **management team** and contractors shall have considered their actions as follows:
 - What kind of conflict with my duties will be perceived?
 - Is there any personal benefit involved in their action of duties?
 - Is my involvement in any of the actions reasonable?
- ✓ Neither we nor our worker will accept any offer of money, gifts, services or benefits that would cause any one of us to act in a manner contrary to the interests of a NDIS participant. Further, staff and workers will not have any financial or personal interest that could directly or indirectly influence or compromise the choice of provider or provisions of supports to a participant. This includes the obtaining or offering of any form of commission by staff and workers or us.

7.5.11. Management Review Meeting

- ✓ In the annual management review meeting using **Form25.Management Review Meeting Minutes**, the following agenda shall be included:
 - Any reported incidents in the incident management system and corrective actions,
 - Any reported complaints and root cause of this complaint
 - The outcome of the internal and external audit
 - The status of the corrective actions shall be checked regularly until the it is finalised and verified by the management.

- ✓ Following decisions shall be taken in the management review Meeting:
 - Any required changed
 - Any required additional resources
 - Any improvement opportunities to prevent incidents and complaints occurrence

8- Risk Management Policy & Procedure

8.1.Purpose

- ✓ This policy and Procedure involve identifying and managing risks as part of risk management. There is a wide range of risks involved in the risk management process, including operation, workers and participants' risk. Risks are inevitable, but risk management aims to control the risks and mitigate them. Risk Management has a wide range of benefit from a reduction in downtime to increasing innovation, quality and efficiency as a result of continuous improvement.

8.2.Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

8.3.Definitions

Word/Term	Definition
Risk	Risk is any internal or external situation or event that has the potential to have a negative impact by causing harm to people associated with the organisation or participant, preventing the organisation from successfully achieving its outcomes and delivering its services, reducing the organisation's viability or damaging its reputation.

Risk Assessment	Process of analysing and evaluating the likelihood and impact of potential risks
Risk treatment	A measure, work process or system that eliminates risk, or if this is not possible, reduces the risk so far as is reasonably practicable.

8.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- Corporations Act 2001
- The Australian Consumer Law
- NDIS Terms of Business
- NDIS Guide to Suitability
- Form01.Risk Assessment Form
- Form14. Hazard identification report

8.5. Policy & Procedure

8.5.1. Occupational Health and Safety Policy

Care Aust Pty Ltd is committed to support the health, safety, and welfare of all people we employ and to the people affected by our undertakings.

Care Aust Pty Ltd continuously supports improvements of workplace health and safety by adopting a planned systematic approach to Occupational Health and Safety. This approach includes risk management and consultation.

As part of our overall commitment **Care Aust Pty Ltd** is committed to:

- Complying with all relevant OH&S legislation, regulations, codes of practice, and guidelines;
- Documenting, implementing and communicating OH&S policy to all employees;
- Regularly monitoring and revising our policy in accordance with legislative and organisational changes or as appropriate.
- Establishing measurable objectives and targets aimed at eliminating work related injury and illnesses;

- Provide adequate training, information, instruction and supervision to all employees and visitors to ensure work is carried out safely
- Ensure all accidents, hazards and near misses are recorded and reported and an investigation is carried out to determine possible causes.
- Maintain a safe working environment by reporting hazards or unsafe work practices in a prompt manner to their manager or supervisor.
- Report all workplace injuries, near misses and illnesses caused by work immediately to your manager.

8.5.2. Risk Assessment Process

- ✓ **Care Aust Pty Ltd** take its responsibility to identify and manage all types of organisational risks - including compliance, financial, safety, health, environmental and operational risks - very seriously.
- ✓ **Care Aust Pty Ltd** will engage with staff and workers and relevant stakeholders to identify risks to operations and to communicate risk management strategies.
- ✓ Risk management shall:
 - Be embedded within its operations, processes and systems
 - Have clear accountability, ownership and governance
 - Be systematic, transparent and consistently applied
 - Include effective consultation and communication
 - Support evidence-based decision-making; and
 - Facilitate continual improvement.
- ✓ To manage and control risks and opportunities, the company uses Risk Management Model shown below:



8.5.3. Identifying Risk to Participants, Workers and The Provider

- ✓ A list of organisational risks including compliance, financial, safety and health, environmental, and operational risks (risks to participants, financial and work health and safety risks, and risks associated with the provision of supports) is identified in the **Form01.Risk Assessment Form**.
- ✓ All areas of the organisations will be addressed, and can be grouped according to the following broad categories:
 - Strategic
 - Compliance
 - Financial
 - Operational
 - Participant
 - Staff and Workers
- ✓ Specific risks to each participant are identified using **Form27.Initial Assessment and Support Plan**.
- ✓ It is all staff and workers s' responsibility to report any risk to participants, workers and the provider to their relevant supervisor or manager.
- ✓ New hazards can be identified using **Form14. Hazard identification report**.

8.5.4. Assessing the Risk

- ✓ Assess risk according to the consequences and likelihood of the hazard/aspect occurring. The level of experience and the capabilities of all workers is taken into consideration throughout this process. The risk rating is recorded on the **Form01.Risk Assessment Form**.

Risk Calculation Process

		Business	Safety
	Major	Failure would create noncompliance with regulations or	Major material damage, hospital treatment, extensive rehabilitation, months /years' time

5		Failure could injure the participants, Workers and the provider	lost, death, permanent major disability
4	Severe (High)	Failure causes a high degree of participants dissatisfaction.	Extensive material damage, medical / hospital treatment, lengthy rehabilitation, weeks/months' time lost, permanent minor disability
3	Moderate	Failure results in a subsystem or partial malfunction of the product or service.	Significant material damage, medical treatment, short rehabilitation, days /weeks' time lost
2	Minor	Failure would create a minor nuisance to the participants, but the participants can overcome it without performance loss.	Some material damage, first aid treatment, no rehabilitation, days /weeks' time lost
1	Low significant	Failure may not be readily apparent to the customer but would have minor effects on the participants' process or product or service.	Minor material damage, self-administered first aid, no time lost

Steps 1 – Estimate the consequences

Step 2 – Estimate the likelihood

LIKELIHOOD GUIDE	Almost Certain Almost Certain, likely to occur often, >1/week, >25%	5
	Likely Likely, known to Occur, 1/week – 1/month, 10% - 25%	4
	Possible could occur, 1/month – 1/year, 1% - 10%	3
	Unlikely Unlikely – not likely to occur, 1/year – 1/10 years, 0.1% - 1%	2
	Rare Rare – practically im3, <1/10 years, <0.1%	1

Step 3 – Determine the risk rating

Severity		Low Significance		Minor		Moderate		Severe		Major	
		1	2	3	4	5	6	7	8	9	10
Almost	5	Medium	6	High	7	High	8	High	9	High	10

certain											
Likely	4	Medium	5	Medium	6	High	7	High	8	High	9
Possible	3	Low	4	Medium	5	Medium	6	High	7	High	8
Unlikely	2	Low	3	Low	4	Medium	5	Medium	6	High	7
Rare	1	Low	2	Low	3	Low	4	Medium	5	Medium	6

Type of Risk	Range	Mitigation Action
Low	2-4	Risks that are below the risk acceptance threshold and can be managed by routine procedures.
Medium	5-6	Risks that lie on the risk acceptance threshold require action by the due date and active monitoring.
High	7-10	Risks that exceed the risk acceptance threshold and need proactive, urgent and immediate action to reduce their risk level.

8.5.5. Treatment of the Risk or Control Measure

- ✓ All identified risks are to be assessed, and treatment shall be taken for them as a part of the relevant person responsibility. Management or treatment options for risks expected to have positive outcome include:
 - Starting or continuing an activity likely to create or maintain this positive outcome
 - Modifying the likelihood of the risk, to increase possible beneficial outcomes
 - Trying to manipulate possible consequences, to increase the expected gains
 - Sharing the risk with other parties that may contribute by providing additional resources which could increase the likelihood of the opportunity or the expected gains
 - Retaining the residual risk.

- ✓ Management options for risks having negative outcomes look similar to those for risks with positive ones, although their interpretation and implications are completely different. Such options or alternatives might be:

- to avoid the risk by deciding to stop, postpone, cancel, divert or continue with an activity that may be the cause for that risk
- to modify the likelihood of the risk trying to reduce or eliminate the likelihood of the negative outcomes
- to try modifying the consequences in a way that will reduce losses
- to share the risk with other parties facing the same risk (insurance arrangements and organisational structures such as partnerships and joint ventures can be used to spread responsibility and liability)
- to retain the risk or its residual risks

8.5.6. Review and Monitor of Risk assessment

- ✓ The **management team** ensures that the risk assessment register (**Form 01**) is regularly reviewed to check their effectiveness and, as necessary, revised.
- ✓ 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
- ✓ The effectiveness of risk assessment shall be checked on an ongoing basis and should be revised if required. The revision could take place in the following circumstances but is not limited to these:
 - Current control measure is not effective
 - A change has happened in the risks or hazard
 - An extreme incident occurs
 - If the consultant or auditor believes that a revision is required
- ✓ Provide regular reports and updates in order to assure that risks are being appropriately

managed and treated.

8.5.7. Different types of Risk and Mitigation

Type	Risk	Risk Mitigation
Participant Risk Management	Participants Risk identification and a regular revision of those risks shall be an ongoing process.	<ul style="list-style-type: none"> • A risk assessment shall be conducted for new participants • At least a consistent 12 monthly risk assessment shall be conduct for existing participants • Participant's risk assessment should be reviewed regularly
Compliance Risk Management	<p>Ensure a compliance risk assessment is carried out under the risk management framework if the organisation operations comply with laws and regulations. Compliance risks include but not limited to:</p> <ul style="list-style-type: none"> • Out of registration or insurance company vehicle • Creating reports compliant with the legislation and agreements • Key personnel operating outside of their authority area • Activities outside of key organisational vision and mission 	<ul style="list-style-type: none"> • A sturdy compliance cultures • Internal audit in compliance areas • Internal control measures in areas of compliance
Work Health and Safety	<p>It is the management team's responsibility to eliminate WHS risk; meaning that WHS risks need to be considered in the risk management plan. Hazards identification involves any situation or action which may cause harm to people or property. Some of the common hazards include:</p> <ul style="list-style-type: none"> • Manual handling: in the case of moving or lifting people and objects • Slips and trips of people and fallen objects 	<p>There are different risk mitigation methods, including:</p> <ul style="list-style-type: none"> • Elimination • Substitution • Isolation • Engineering • Admin controls (procedures

Type	Risk	Risk Mitigation
	<ul style="list-style-type: none"> • Electricity including shock, fire, burn, electrocution • Machinery and equipment, e.g. having an accident with any moving vehicle or caught by a moving part of a plant machinery • Hazardous chemicals • Heat, stroke, burns, fatigue, hypothermia • Noise, e.g. permanent or temporary hearing loss • Biological infection or allergies • Stress, bullying, violence and fatigue. 	<p>and policies)</p> <ul style="list-style-type: none"> • PPE (personal protective equipment)
Human Resource Risk Management	<p>The risk management plan should address risks related to human resources. These risks include:</p> <ul style="list-style-type: none"> • Unplanned resignation or retirement of management personnel • Lack of knowledge and skills among staff and workers • Lack of racial, ability, gender etc. diversity • staff and workers recruitment and retention 	<p>Human resource risk mitigation plan requires:</p> <ul style="list-style-type: none"> • Strict leadership, a positive culture • An ongoing plan for key roles • A proper documentation plan for critical information so that a new team can run the services • Complimentary training program for staff and workers • Training more than one person in each area so that they can perform the task in case of absence for one position • Supervision and mentoring of staff and workers
Financial Risk Management	<p>There are different financial risks, including:</p> <ul style="list-style-type: none"> • Liquidity risk • Interest rate • Cash Flow • Credit risk • Competitors risk 	<p>Risk management strategies include:</p> <ul style="list-style-type: none"> • Having the right insurance • Supportive plans for the worst-case scenario • Tracking research trends

Type	Risk	Risk Mitigation
	<ul style="list-style-type: none"> • Market or economy risk • An unexpected change in owners or shareholders 	

9- Quality Management Policy & Procedure

9.1.Purpose

- ✓ The aim of this policy & procedure is to provide participants with benefits from quality Management system that provides continuous improvement involving:
 - Conducting participant survey and valuing their feedback
 - Understanding strength and weaknesses
 - Finding the requirements of participant and addressing them

9.2. Scope

✓ This document applies to:

- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
- All participants and their families

9.3. Definitions

N/A

9.4. Relevant Documents, Legislations, regulations and standards

- **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**
- **National Disability Insurance Scheme Act 2013**
- **National Disability Strategy 2010-2020**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **United Nations Universal Declaration of Human Rights**
- **Corporations Act 2001**
- **The Australian Consumer Law**
- **NDIS Terms of Business**
- **NDIS Guide to Suitability**
- **Form16. Internal Audit Schedule**
- **Form15. Internal Audit report**
- **Form03.Improvement Report Form**
- **Form25. Management Review Meeting report**

9.5. Policy & Procedure

9.5.1. Quality Policy

- ✓ It is **Care Aust Pty Ltd's** commitment to incorporate the requirements of standard into the business with a continuous improvement system. These commitments are as follows:
- Ongoing improvement and revision of the policies & procedures, processes and services
 - Ensuring that all policies & procedures comply with the relevant legislations,

obligations and standards

- Maintaining, monitoring and improving the stakeholder's satisfaction and creating a close relationship with staff and workers
- Conduct regular internal audits to find and resolve any nonconformities and prevent the recurrence
- Train the staff and workers on an ongoing basis to meet the requirements

✓ **Management team** have responsibilities against the continuous improvement as follows:

- Provide the atmosphere of involvement for staff and workers to improve company objective & Target
- Ensure that services and supports provided to the participants comply with the requirement of NDIS standards and guidelines.
- Reviewing and implementing risk management plan
- Reviewing organisational objectives and targets to ensure that **Care Aust Pty Ltd** operations are aligned with them
- Train staff and workers to implement policies & procedures in the **Care Aust Pty Ltd's** operations
- Identify organisation's objectives and targets
- Review complaints and corrective actions to prevent recurrence
- Review incidents and corrective actions to prevent recurrence

✓ Staff and workers have responsibilities against the continuous improvement as follows:

- Report any improvement opportunities to the **management team**
- Participate in the internal audits if required
- Ensure that customer feedbacks and complaints are reported to the **management team**
- Ensure that incidents are reported to the **management team**

9.5.2. Internal Audit

✓ Internal Audit will be conducted to determine whether business operations and process are compliant with the NDIS standards, guidelines and relevant legislations. The internal Auditor should be trained and shall be independent of the process that they are auditing.

- ✓ The Internal Audit should be conducted every year to determine the compliance of the organisation with NDIS standard using **Form16. Internal Audit Schedule**. Any non-conformity in the management system of **Care Aust Pty Ltd** should be recorded in the **Form15. Internal Audit report** and **Form03.Improvement Report Form**. Then, this record should be reported to **Care Aust Pty Ltd's management team** for implementing corrective actions. In the management review meeting, the outcome of the audit should be reviewed, and corrective actions shall be checked.

9.5.3. Regular Internal Activities

- ✓ The following activities shall be conducted as frequent as specified in the table below:

Activity	Frequency	Responsible
Internal audit	Annually	Qualified Auditor
Management Review Meeting	Annually	Management Team
Review for effectiveness and currency of NDIS Manual (Policies and Procedures) and forms	Annually	Management Team
Review for effectiveness and currency of Risk assessment	Annually	Management Team
Review Participant's Support Plan and its associated risks	Annually	Relevant Worker/ Management team
Emergency Drill	Annually	Safety Representative
Worker Performance Assessment	Annually	Management Team
WHS Audits and Inspections	Regularly	Safety Representative

9.5.4. Continuous Improvement

- ✓ All policies & procedures of **Care Aust Pty Ltd** will be reviewed every year by the **management team** as well as the feedback of workers and all stakeholders.
- ✓ The **Care Aust Pty Ltd's** satisfaction will be assessed based on customer and staff feedback to find areas of improvements.
- ✓ Continuous improvement will be undertaken by considering outcomes, risk related data,

evidence-informed practice, incident management and feedback from participants and workers. For this purpose, **Form03.Improvement Report** can be used.

- ✓ **Internal audit** and **management review meeting** are also conducted annually to ensure the continuous improvement of supports and services provided by **Care Aust Pty Ltd.**
- ✓ **Care Aust Pty Ltd's** staff/management will continue to review and update all policies, procedures and related documentation to ensure appropriate customization is clearly addressed to adhere to our specific operational practices. This includes roll out to the NDIS Commission or any other changes.

10- Information Management Policy & Procedure

10.1. Purpose

- ✓ The purpose of this document is to ensure that participants information is properly

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

10.2. Scope

✓ This document applies to:

- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
- All participants and their families

10.3. Definitions

Word/Term	Definition
Information	Refers to the communication of knowledge in a way is an added value to the knowledge of the receiver.
Information Management	Effective handling of the information and will check to retain, create, organize, store and retrieve the information resources either from internal or external sources

10.4. Relevant Documents, Legislations, regulations and standards

- Form18. Participant Information Consent Form
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights

10.5. Policy & Procedure

10.5.1. Information Management

- ✓ **Care Aust Pty Ltd** is committed to protect the security of its information and information systems.
- ✓ Documents are stored with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. This is addressed by having password and antivirus in place for the electronic devices. For hard copies (if applicable), the files will be stored in secured cabinets and access will be provided to the relevant workers.
- ✓ According to the above direction all staff and workers are committed to:
 - Use of all reasonable, appropriate, practical and effective security measures to protect our important processes and assets in order to achieve our security objectives.
 - Protecting and managing information assets to enable us to meet our contractual, legislative, privacy and ethical responsibilities and satisfy applicable IS requirements and legal requirements
 - Protect the system against unauthorized access.
 - Report and investigate information security breaches.
 - Record keeping processes underpin day-to-day actions and **Care Aust Pty Ltd** has an ongoing commitment to continuous improvement in this area.
- ✓ Confidentiality agreement has been signed by all workers using **Form19.Privacy & Confidentiality Agreement**.
- ✓ Records including all completed forms and templates either in hard copy or electronically are maintained for 7 years. For instance, complaint records and incident records shall be kept for 7 years.
- ✓ Information Management system should be in a way that:
 - limit the access to the information
 - the computer should be always password locked
 - modems shall have security in place

- a strong password shall be applied to the wireless network
- ✓ All personal information of participant and staff and workers shall be:
 - Safely stored to restrict the access for any misuse
 - Not shared with any third party unless the participant or staff and workers has given consent
 - Retained for a limited period
 - Destroyed properly if not required, for example shredding
- ✓ Printed version of the Personal confidential information shall be stored securely when not in use, for example in lockable cabinet.
- ✓ The information security shall be treated as a vital part of the system.
- ✓ **Managing Director** can conduct a random information security evaluation.
- ✓ Social media for the purpose of marketing should be used by authorised people.
- ✓ Confidential information including personal information shall not be posted on social media.
- ✓ Portable devices including smart phones, laptops and portable storage devices shall be password locked.
- ✓ During the intake process (including interviews and meetings with the participant), 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.

10.5.2. Passwords Policy:

- ✓ Always strong password shall be use. It means, it should be at least 8 character including
 - Lower case letter (abcdefghi...)
 - Uppercase letter (ABCDEFGHI...)
 - Numbers (1234567890)
 - Symbols (!@#\$%^&*()_)
- ✓ The following password elements are prohibited:

- Common elements (i.e. words, names, sports, movies & shows, groups, songs, etc.)
 - Elements relating to the user (i.e. user id, graduation, birthdays, phone numbers, pets, etc.)
 - Keyboard patterns (i.e. 1q2w3e4r)
 - Repeating patterns (i.e. ah*fJDS1, ah*fJDS2, etc.)
- ✓ The following practices are prohibited:
- Recording user IDs or passwords on paper stored in an unsecure environment
 - Group accounts or shared passwords (passwords provide accountability, user to system)
 - Distribution of passwords by e-mail or other insecure methods (i.e. fax)
 - Use of the same password on multiple systems
- ✓ Passwords should be regularly changed, for example every 6 month
- ✓ Passwords should not be kept on a piece of paper lying around

10.5.3. Participant Information Consent

- ✓ 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. **Form18. Participant Information Consent Form** will be used for this purpose.
- ✓ 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.
- ✓ Participant's consent rights are as follows:
- The participant should make an informed decision before giving the consent
 - If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
 - Withdrawal of consent is a part of the participants right at any time
 - Participants can evaluate the risks associated to their decision and take assessed risks

11- Feedback and Complaints Management Policy & Procedure

11.1. Purpose

- ✓ The purpose of this policy & Procedure is to set out how a person can provide feedback and make complaints about any aspect of **Care Aust Pty Ltd**'s operations and the process that **Care Aust Pty Ltd** will take to acknowledge, assess and resolve the complaint in a fair, efficient and timely manner.
- ✓ This document outlines the policy & Procedure of making complaints and providing feedback to Care Aust Pty Ltd Pty Ltd about their operations and the processes.
- ✓ The responsibility of effective implementation of complaint management procedure is with the **Managing Director** of their delegate.

11.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

11.3. Definitions

Word/Term	Definition
Compliment	An expression of praise, encouragement or gratitude about an individual worker, a team or a service.

Word/Term	Definition
Complaint	Broadly speaking, a complaint is an expression of dissatisfaction with an NDIS support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. A complaint is someone letting you know that your service is not 'hitting the mark'.
Feedback	Information provided in response to service delivery, such as reactions to a service provided or a person's performance of a task, which is used as a basis for improvement. Includes compliments, complaints, concerns, comments or suggestions. Any concerns, compliments, complaints, comments or suggestions about the service delivery methods, quality of services, the performance of a task used as an improvement baseline for the organisation.
Complainant	Means a person who makes a complaint

11.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- Effective Complaint Handling Guidelines for NDIS Providers
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Form02.Complaint Report Form
- Form03.Improvement Report Form

11.5. Policy & Procedure

11.5.1.Feedback and Complaint Policy

- ✓ The Best practices and continuous improvements that are promoted by the **management**

team, create a supportive and respectful culture in Care Aust Pty Ltd Pty Ltd that supports the workers, stakeholders and participants to be open to make complaints and feedback and report any issues. In the performance assessment of the **management team**, this will be assessed and reviewed.

- ✓ **Care Aust Pty Ltd** is committed to handle all complaints and feedback until it is resolved completely.
- ✓ The information related to the complaints and feedback will be dealt confidentially in a way those are discussed directly with involved people.
- ✓ If the consent has been provided, a third party would be able to lodge complaints and feedback on behalf of another person.
- ✓ Any ongoing issue could be identified by tracking and analysing feedback and complaint data. As a part of the continuous improvement process, the feedback, complaints and dispute resolution will be discussed in **management team** meetings regularly.
- ✓ Information about this policy & Procedure will be shared with any participant or stakeholder wishing to lodge feedback.

11.5.2. Complaint Handling (Easy-To-Read Version)

- ✓ **Quality is about receiving good services that:**
 - meet the needs of participant
 - give people with disability choice and control.
- ✓ **We make sure our workers:**
 - give good quality services and supports
 - keep people with disability safe
- ✓ **We protect any personal information people give us – we keep your information private.**
- ✓ **You can complain about your services and supports when:**
 - something has gone wrong

- something is not working well
- something has not been done the right way
- something makes you unhappy
- you have been treated badly.

✓ **What do we do about complaints?**

- We listen to complaints
- help people fix their complaints
- teach worker about the best ways to handle complaints.

✓ **How do you make a complaint to us?**

- You can call us OR email us
- You can call us between 9am and 5pm, Monday to Friday.

11.5.3. Feedback and Complaint Management

- ✓ In the workers induction, all workers will be trained in this policy & Procedure to provide the stakeholders with the information related to the feedback, complaints and compliments. For this purpose, **Worker handbook** is also used.
- ✓ Continuous improvement is an important part of the team meeting agenda covering workers and participant feedback and complaints. Complaints management is also on the management review meeting Agenda.
- ✓ If requested by workers, this information will be provided to them and will be displayed in **Care Aust Pty Ltd Pty Ltd's** premises at all time.
- ✓ A variety of format including an easy English version as well as translated versions of the information related to the feedback and complaints will be provided to stakeholders including workers and participants. Interpreters and referrals are available, too.
- ✓ Workers will provide all participants, their families and carers with information when they first access the service and, throughout service delivery, remind them of the policy and their right to make a complaint without fear of affecting their service.
- ✓ All participants, their families and carers will be provided with the relevant policies &

Procedure and their right to make complaints in the commencement of service as well as throughout the service delivery by **Care Aust Pty Ltd Pty Ltd** workers. For this purpose, **Participant handbook** is also used.

- ✓ The roles and responsibilities of the workers when a complaint is received as well as their awareness of the policy & Procedure will be assessed in the performance reviews. If required, additional in-house training, on the job training and formal training will be provided. Managers and supervisors will be monitoring this.
- ✓ The general principles guiding actions under the NDIS Act also describe the rights of people with disability to:
 - Realise their potential for physical, social, emotional and intellectual development.
 - Be supported to participate in and contribute to social and economic life to the extent of their ability.
 - Be supported to exercise choices in relation to taking reasonable risks in pursuit of their goals and the planning and delivery of their supports.
 - Be respected for their worth and dignity and to live free from abuse, neglect and exploitation.
 - Be able to determine their own best interests, including the right to exercise choice and control to engage as equal partners in decisions that will affect their lives to the full extent of their capacity.
 - Have their privacy and dignity respected.
 - Have the role of families, carers and other significant persons in their lives acknowledged and respected.
 - Have access to advocates and supports which promote innovation, quality, continuous improvement, contemporary best practice and effectiveness.

11.5.4. Feedback Management Process

- ✓ Any stakeholder will be able to provide feedback at any time through:
 - Workers
 - Management team
 - Public email address
 - Mail

- Phone contact

- ✓ A **Form03. Improvement Report** will be completed by the receiving worker or the **management team** if the feedback is provided verbally.
- ✓ Support and assistance (e.g. involvement of a support person, interpreter or advocate) will be provided to people who should participate in the feedback mechanism if required.

11.5.5. Complaints Management Process

11.5.5.1. Receive and Record

- ✓ For an easy resolution without recourse to the Procedure of complaint management, individuals are encouraged to contact **Care Aust Pty Ltd** to lodge a complaint.
- ✓ **Care Aust Pty Ltd** will handle all complaints until it is resolved completely.
- ✓ The complaint could be made by individuals at any time to the NDIS Commission, the Health and Community Services Commissioner.
- ✓ Individuals could use an advocate of their choice if they like to act on their behalf. The advocate could be a family member or friend or sourced from the National Disability Advocacy Program.
- ✓ Workers will:
 - **Listen** – openly and nicely to the complaint and the raised issue.
 - **Ask** – what is the outcome that the complainant is seeking.
 - **Inform** – the complainant about the complaint process, timing and realistic expectations.
 - **Be accountable** – a show empathy toward the complainant or affected person and ensure that all commitments are made.
 - **Assess** – the situations that cause any danger or require any specialised response.
- ✓ As the first step of complaint resolution, the **management team** will discuss the complaints with the other party involved in the complaint.
- ✓ The complaint will be treated as a formal complaint if it cannot be resolved in a prompt way

within a proper timeframe. If the individuals are not aware of their rights, the workers should advise them how to lodge a complaint and assist them properly if they wish.

- ✓ A complainant needs to lodge a complaint using the **Form02.Complaint Report Form**.
- ✓ Formal complaints can be lodged:
 - either verbally or by sending a completed **Form02.Complaint Report Form**, in direct contact with a worker
 - by email
 - Face to face with workers or **management team**
 - by phone
 - in writing
- ✓ Individuals could use an advocate of their choice if they like to act on their behalf. The advocate could be a family member or friend or sourced from the National Disability Advocacy Program.
- ✓ The complaint will be referred to the **Managing Director** if it alleges an actual or possible criminal activity, abuse or neglect. As per this policy & Procedure, the **Managing Director** will report the complaint to the NDIS and any other relevant authority for further investigation.
- ✓ The **management team** will:
 - **Record** – all information that is relevant to the compliment or complaint, in its original and simplest form. Complaint records shall be kept for seven years from the day the record is made. Complaints are confidential.
 - **Store and Protect** – for more security, the complaint reports would only be accessible to relevant people.
- ✓ The management **team** will:
 - **Acknowledge** – complaints are received within two business days to create a confident and trustworthy relationship with the complainant.
 - **Provide anonymity** – If someone requested to be anonymous in their complaint application, their contact might not be accessible.
 - **Seek desired outcomes** – It is important to be realistic in handling complaints. It

means if required, the case should be referred to a suitable organisation to handle.

- **Avoid conflict of interest** – An independent investigator to the matter should be assigned, if necessary.
- **Provide timeframes and expectations** to the complainant where possible.

11.5.5.2. Resolve

- ✓ In resolving a complaint, **Care Aust Pty Ltd** will:
 - **Involve the complainant** – with Informing them about the status of their complaint and discuss any miscommunicated information with them using **Form03. Improvement Report Form**
 - **Request additional information** – if required and limit the timing by applying a time frame.
 - **Consider extensions** – Only if there is any additional time required, with the provision of the explanation, communicate it to the complainant.
 - **Record** – all actions and feedbacks regarding the complaint investigation in the **Form03.Improvement Report Form**
 - **Focus** – on the identified complaint matters only. A complaint is not an opportunity to review a whole case.
- ✓ For the purpose of investigation and resolution, the **management team** will refer the complaint to the **Managing Director**, if they cannot resolve it.
- ✓ Investigation of complaints will not be conducted by a person about whom a complaint has been made. If required, the **management team** will determine the appropriate person to undertake the investigation.
- ✓ The **management team** will determine the appropriate person for the complaint investigation.

11.5.6. Communicate Resolution

- ✓ All complaints should be responded by **Care Aust Pty Ltd** as soon as possible within 28 days from acknowledgment.
- ✓ An update to the complainant is required within 28 days if the complaint cannot be resolved in full. The date by which full response can be expected should be provided to the

complainant. The response could be provided verbally in the first instance, but it shall be confirmed in writing.

- ✓ Any misunderstanding regarding the complaint could be supported by someone from **Care Aust Pty Ltd** if required. (e.g. interpreters, referral to advocates, etc.).
- ✓ Complaint resolution should include:
 - **Acknowledgement** – of how the person is affected by the situation and what is their expectation of quality service
 - **Apology** – In some cases can be a proper resolution or partial resolution to what people have suffered
 - **Answers** – The information needed for addressing people's concern or an explanation of what is happened; and
 - **Action** – Agreement on actions that will make the concerns and service improvements
- ✓ Options for actions responding to a complaint include but are not limited to:
 - explaining processes
 - rectifying an issue
 - providing an apology
 - ongoing monitoring of issues
 - training workers.
- ✓ Also, the below actions can be done:
 - Before providing written advice, the outcome could be discussed verbally (if Possible) and further contact will be allowed after the receipt of the advice for conflict resolution.
 - At the completion stage of the complaint investigation, the further action available to the complainant should be recorded. Another possible action could be to escalate the situation with an external agency or further revision within the organisation.
 - Providing additional information that is not included in the first complaint as well as reviewing the soundness of the first investigation through further review.
 - Opportunities will be identified from the complaint outcomes and distributed to the

- appropriate parties for the purpose of ongoing improvement.
- Feedback from the complainant about the process should be sought.

11.5.7. Monitoring and Review

- ✓ Complaint and Feedback monitoring and review are on the Management Review Meeting Agenda, which will be discussed in detail. Form25.Management Review Meeting Minutes is used for this purpose.
- ✓ Following mechanisms would be followed by **Care Aust Pty Ltd** for measuring participants and stakeholders' satisfaction:
 - For the purpose of receiving suggestions for improvement and assessing whether the participants are aware of their rights, regular participant's feedback will be obtained.
 - **Management team** meetings may involve participants and other stakeholder representatives
- ✓ The feedback, compliment and complaint system will be used to ensure continuous learning and accountability is in place by:
 - Identification of opportunities for improvement as a result of a complaint
 - Feedback analysis to monitor the service performance trends evaluation and identify improvement opportunities; and
 - Continuous improvement plan assists in how the outcome of feedback is communicated with stakeholders. Positive feedback will be recorded for well-done activities.
- ✓ Risk assessment will be reviewed after any complaints.
- ✓ Complaint records will be kept for 7 years from the day the record is made.
- ✓ This Policy & Procedure will be reviewed annually.

11.5.8. Complaints Escalation and Dispute Resolution

- ✓ In case, if **Care Aust Pty Ltd** could not satisfy the complainant, details of another agency will be provided to assist them in achieving the resolution.
- ✓ All complaints, including the escalated complaints, will be tracked from the same kind of

report and the same method of communication will be applied.

- ✓ Participant can be made directly a complaint or feedback and send it to the NDIS Commission.
- ✓ A complaint can be made to the NDIS Commission by:
 - Phoning: 1800035544 (free call from landlines) or TTY133677. Interpreters can be arranged.
 - [National Relay Service](#) and ask for 1800 035544.
 - Completing a [complaint contact form](#).

12- Incident Management Policy & Procedure

12.1. Purpose

- ✓ All accidents, incidents (including critical incidents) or near misses related to the provision of support or services needs further investigation to determine the root cause and implement

the corrective actions.

- ✓ Each participant is safeguarded by the incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.
- ✓ The responsibility of effective implementation of incident management procedure is with the **Managing Director** of their delegate.

12.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants, their family and stakeholders in connection with the provision of NDIS supports or services.

12.3. Definitions

Word/Term	Definition
Impacted person	A person with a disability who has been affected by an incident that has occurred during the provision of NDIS supports and services.
Incident	<p>An incident is defined as an act, omission, event or circumstance. It may mean any of the following:</p> <ul style="list-style-type: none"> • Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability • Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person • Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a

Word/Term	Definition
	person with disability
Key personnel	Means individuals who hold key executive, management or operational positions in an organisation, such as directors, managers, board members, chief executive officer or chairperson. The person has authority or responsibility for (or significant influence over) planning, directing or controlling the activities of the registered NDIS provider.
NDIS (Incident Management and Reportable Incident) Rules 2018	The Rules require registered NDIS providers to establish an incident management system that meets minimum requirements and that is appropriate for the size of a registered NDIS provider and the supports or services they provide. The rules also set out the obligations on registered NDIS providers to notify, investigate and respond to reportable incidents.
Reportable incidents	<p>Reportable incidents are serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services. Specific types of reportable incidents include:</p> <ul style="list-style-type: none"> • The death of a person with disability. • Serious injury of a person with disability. • Abuse or neglect of a person with disability. • Unlawful sexual or physical contact with, or assault of, a person with disability. • Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity. • The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person. <p>Incident is not a reportable incident if:</p>

Word/Term	Definition
	(a) the Act is unlawful physical contact with a person with disability; and (b) the contact with, and impact on, the person with disability is negligible.
Workers	Includes workers, contractors and people otherwise engaged, for example, on a volunteer basis, by an NDIS provider.
Near Miss	An unplanned event that does not cause harm to people, property or the environment which, under different circumstances, had a clear potential to do so.

12.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.
- Incident Management System Guidance
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Form04.Incident Report Form.

12.5. Policy & Procedure

12.5.1. Incident Management Process

Step	Who
1. Incident occurrence ✓ Any incident needs to be reported to the manager or supervisor, including near misses. ✓ In the event of an incident, injury or illness, where it is safe to do so Care Aust Pty Ltd will take appropriate immediate action to minimise the risk of	All workers and Participant

further injury or damage.

- ✓ Preventive actions from further harm or injury will be taken, where appropriate. As a part of the investigation, until its end, the incident scene and evidence need to be preserved. (Due to assisting an injured person, making the area safer, streamlining the police investigation or removing the deceased person, the site may be disturbed.)
- ✓ Inspecting and confirming that no new hazards have been created whilst securing the area
- ✓ If any medical treatment is needed beyond first aid, the Safety representative will be informed relevant person immediately by phone or email.

2. Determine whether the incident is work-related

- ✓ Any incident happened by the contribution of an event in the work environment, will be determined as work-related. In addition, if any pre-existing injury or illness aggravated by an event in the workplace will be determined as work related too. Also, if the incident is in connection with the provision of NDIS supports or services by the provider.

Safety representative

3. Severity Determination

- ✓ According to the severity of the incidents' consequences, those will be classified as follows:
 - fatality
 - permanent injury
 - lost time
 - restricted work
 - medical treatment beyond first aid
 - first aid treatment
 - hurt
 - near miss
- ✓ The accident will be classified as the most sever if there are more than one consequence applicable to that incident.

Safety representative

<p>4. Injury or illness determination</p> <ul style="list-style-type: none"> ✓ If there is a wound or damage to the body resulting in an incident. ✓ If any illness is caused by an incident in an abnormal health condition which impairs physiological function. 	<p>Safety representative</p>
<p>5. Recording the incident</p> <ul style="list-style-type: none"> ✓ A Form04.Incident Report Form should be completed for all incidents and near misses if: <ul style="list-style-type: none"> • the injured person is within the scope of provider or participant, and • the incident is related to the service or support provided <p>Incident records shall be kept for 7 years from the day the record is made.</p>	<p>Safety representative</p>
<p>6. Incident Investigation</p> <ul style="list-style-type: none"> ✓ The incident needs to be investigated as soon as possible or within 24 hours if its severity is a medical treatment (beyond first aid) or higher like work restriction, permanent injury or fatality. ✓ As a minimum, any first aider, witness and the injured person should be involved in the investigation. ✓ Investigation reports should be recorded in a Form04.Incident Report Form. 	<p>Safety representative</p>
<p>7. Corrective actions Revision</p> <ul style="list-style-type: none"> ✓ The corrective actions shall be checked whether those are appropriate and will be preventive or not. ✓ In case those actions are not appropriate, should be discussed with the relevant people. 	<p>Safety representative</p>
<p>8. Effectiveness Evaluation</p> <ul style="list-style-type: none"> ✓ The corrective actions should be evaluated to ensure that they are addressing the root cause of the incident and will prevent a recurrence. ✓ This evaluation should be recorded in the Form04.Incident Report Form. 	<p>Safety representative</p>
<p>9. Revision of data for continuous improvement</p> <ul style="list-style-type: none"> ✓ Look for further opportunities in the improvement of information and 	<p>Safety representative</p>

trends at least every 12 months.

- ✓ The incident management policies and procedures, the causes, handling and outcomes of incidents, seeking of participant and workers views, and incorporation of feedback will be reviewed annually.

10. Report Notifiable Incident

Incident notification process consists of 3 steps. These steps are as follows:

Step 1: Notify the NDIS Commission:

- ✓ Safety representative is responsible for reporting incidents that are reportable incidents to the Commissioner. In addition, any key personnel can notify Commissioner of reportable incidents.
- ✓ A notifiable incident shall be reported as soon as possible. The following information is required to be registered in the incident report form:
 - the name and contact details of the registered NDIS provider.
 - a description of the reportable incident (a description of the impact on, or harm caused to, the person with disability)
 - the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of persons with disability affected by the incident and whether the incident has been reported to police or any other body
 - the name and contact details of the person making the notification
 - the time, date and place at which the reportable incident occurred (if known)
 - the names and contact details of the persons involved in the reportable incident
- ✓ For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. This includes:
 - The death of a person with disability
 - Serious injury of a person with disability
 - Abuse or neglect of a person with disability
 - Unlawful sexual or physical contact with, or assault of, a person with disability
 - Sexual misconduct, committed against, or in the presence of, a person

Safety representative

with disability, including grooming of the person with disability for sexual activity

- ✓ **Care Aust Pty Ltd** will submit a notification form via NDIS commission portal within 24 hours, if any above incidents occur.
- ✓ Commissioner shall be provided with the following information within 5 business days after the provider became aware that the incident occurred:
 - 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
- ✓ If an unauthorised restrictive practice is used, NDIS should be notified in 5 business days of being notified of the incident. However, the incident should be reported in 24 hours if the incident has resulted in injury to a disabled person.
- ✓ In cases where there is a need for police intervention, even after consideration of the incident, it should be reported as soon as possible. If there is any uncertainty about whether the incident needs to be reported or not, the notifier or approver should contact the NDIS Commission to seek further advice.
- ✓ **Care Aust Pty Ltd** will also inform:
 - Authorities for notifiable work-related injuries, fatalities or dangerous occurrences
 - Police if the incident relates to the death of a person
- ✓ Where an incident is referred to NDIS, the NDIS investigation takes precedence over any organisational process.
- ✓ The progress of the incidents, accident and near misses will be tracked in incident report form.
- ✓ **Step 2:** Submit a 5-business day form: this form should be submitted via “My Reportable Incidents” portal in 5 business days after key management personnel are notified. Some additional information, including the corrective actions, is recorded in this form. any unauthorised use of restrictive practises is recorded by this form.
- ✓ **Step 3:** If required, the final report should be submitted: If this is required,

the NDIS Commission will contact the provider and advise the due date for this matter. The final report field will be accessible on the NDIS Commission portal if the provider requires to submit a final report.

13- Human Resource Management Policy & Procedure

13.1. Purpose

- ✓ Workers selection, recruitment and management, is the purpose of this policy & Procedure to demonstrate **Care Aust Pty Ltd**'s practices of an effective, transparent and fair human resource management.

13.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants receiving services and support

13.3. Definitions

Word/Term	Definition
Act	Means the <i>National Disability Insurance Scheme Act 2013</i>
Engaged	A person is engaged, including volunteers, by an NDIS provider when both the involved person and the organisation have agreed that the person will provide supports or services for people with disability who receives funding under the NDIS or the Commonwealth Continuity of Support Programme relating to Specialist Disability Services for Older People.
NDIA	National Disability Insurance Agency, whose role is to implement

Word/Term	Definition
	the National Disability Insurance Scheme (NDIS).
NDIS	National Disability Insurance Scheme, which is a new way to support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.
NDIS Commission	Means the National Disability Insurance Scheme Quality and Safeguards Commission.
NDIS provider	A person (other than the NDIA) who receives: <ul style="list-style-type: none"> • funding under the arrangements set out in Chapter 2 of the Act; or • NDIS amounts (other than as a participant); or a person or entity who provides supports or services to people with a disability other than under the NDIS; and who are prescribed by the NDIS rules as an NDIS provider. See s 9 of the Act.
Participant	A person with a disability who receives supports or services from an NDIS provider. In this guide, we generally refer to NDIS participants.

13.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Fair Work Act 2009
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Workplace Gender Equality Act 2012
- Australian Human Rights Commission Act 1986

- Australian Privacy Act
- Form06.Worker Information Form
- Form07.Job Description
- Form08.Induction checklist
- Form09.Training Matrix
- Form10.Worker Performance Assessment
- Form19.Privacy & Confidentiality Agreement

13.5. Policy & Procedure

13.5.1. Organisational Charts and Position Description

- ✓ **Managing Director** is responsible for ensuring that the Organisational charts and **Form07. Job Description** are developed, updated, and available for all positions which outline:
 - Required skills and knowledge for the role
 - Each role's responsibilities
 - Limitations and scope of work
 - Any required training for the role

13.5.2. General Information

- ✓ In **Care Aust Pty Ltd**, is committed to delivering high-quality services to its participants that support building and promoting a diverse and talented workforce.
- ✓ **Care Aust Pty Ltd** is committed to employing sufficient numbers of workers to meet legislative, policy & procedure and service standards requirements by considering qualifications and experience.

13.5.3. Recruitment and Selection

- ✓ **Care Aust Pty Ltd** workers will meet the minimum qualification requirements in place for the delivery of services to NDIS participants.
- ✓ All staff are selected based upon their initial education or training, their experience, specific areas of expertise, general demeanour and work ethic. Personnel employed, demonstrate that they have the competencies required for the position, as defined in the job description.

- ✓ Workers shall be requested to complete a **Form06.Worker Information Form** and sign relevant **Job Description** and **Workers Handbook**.
- ✓ **Form19.Privacy & Confidentiality Agreement** shall be signed by all workers to protect **Care Aust Pty Ltd's** confidential information and practices.

13.5.4. Mandatory Checks

- ✓ The below Items mandatory for all new workers, volunteers, agents, contractors and subcontractors before start:

1- Provide 100 points of identification

- ✓ 100 points proof of ID – consists of a combination of at least one primary identification document and one secondary identification document. Secondary identification documents must include your full name, and your photograph or signature.
- ✓ Primary identification documents (70 points each) include:
 - Current AHRPA Registration
 - Birth Certificate
 - Citizenship Certificate
 - Current Passport
 - Expired passport that was not cancelled and was current within the preceding two years
- ✓ Secondary identification documents (40 points each) include:
 - Australian Drivers Licence
 - Identification card for an Australian public employee
 - Identification card issued by the Commonwealth, a State or Territory as evidence of entitlement to a financial benefit
 - State or Territory issued personal identification card
 - Student card issued by an Australian tertiary education institution

2- Make sure that personnel have Right to Work in Australia

- Citizens must provide evidence of citizenship in the form of birth certificate, citizenship certificate or passport.

- Non-citizens must provide a copy of their passport or ImmiCard.

3- Workers Screening

Who needs to be screened?

- ✓ Registered NDIS providers in all states and territories (except for Western Australia) have responsibilities and obligations in relation to screening their workers under the NDIS Commission. These are set out in the NDIS (Practice Standards – Worker Screening) Rules 2018.
- ✓ NDIS providers undergoing verification/ certification are responsible for assessing whether a worker may be required to undergo worker screening. This includes the Disability Worker Exclusion Scheme (applicable to Victorian Registered Providers only).
- ✓ A person employed or otherwise engaged by a registered NDIS provider will require worker screening if:
 - They are in a role for which the normal duties are likely to require more than incidental contact with people with disability (**as defined in s6 of the NDIS Rules (Practice Standards – Worker Screening) Rules 2018**)
 - They are in a role for which the normal duties include the direct delivery of specified supports or specified services to a person with disability
 - They are Key Personnel. “Key Personnel” means individuals who hold key executive, management or operational positions in an organisation, such as directors, managers, board members, chief executive officer or chairperson. You must disclose the requested information for all key personnel.
- ✓ **Evidence to meet worker screening requirement**
 - The NDIS Commission website includes information about the current requirements for worker screening in each state and territory. You can find in [here](#)

4- Qualifications and/ or experience

- ✓ In order to meet the requirements, Workers must provide evidence that they have met the corresponding requirements for their profession(s) and registration group(s). Relevant

qualifications for each profession shall be obtained from below documents:

- **Verification Module - Required Documentation**
- **For Western Australia: Provider registration guide to suitability WA November 2019**

✓ Workers shall provide a scanned copy of the original qualifications if it is a mandatory requirement of the role.

5- Worker orientation program

✓ Provide the certificate of completion of the NDIS worker orientation program (mandatory training). You can find in [here](#)

6- Insurance (If applicable)

✓ Personal accident insurance or worker's compensation insurance where a provider has staff. A certificate of currency for current insurance that meets the minimum level of cover commensurate to the scope of the provider.

✓ The **management team** are responsible for:

- Ensuring that a prior to engagement screening is done for all relevant workers, volunteers, agents, contractors
- tracking all screening clearances status of workers.

✓ In addition to the Mandatory Checks, the identity (through photo identification) and qualification (through sighting a copy) of all prospective workers will be confirmed by the **management team**.

13.5.5. Induction

✓ All workers will undertake a comprehensive induction process using **Form08. Induction** checklist before engaging with participants.

13.5.6. Training and Development

- ✓ Records of induction, Mandatory Checks training and organisational and professional development provided to all workers will be kept on each worker's record and on Training Matrix **Form09.Training Matrix**.
- ✓ First Aid Training, Disability and Individual Support related training are beneficial.
- ✓ Training requirements shall be identified by reference to position description which shall outline skills and competency requirements. All training shall be recorded in **Form09. Training Matrix form**.
- ✓ The workers will be notified by the **management team** to complete their refresher training in these areas annually and keep track of the workers training currency through **Form09. Training Matrix form**.
- ✓ Training will be provided in accordance with the Annual Training Schedule, maintained by the **management team**.

13.5.7. Other Training and Development

- ✓ An ongoing opportunity for training and development of workers will be provided by **Care Aust Pty Ltd** that enhance and extend their capabilities as well as providing them with the chance of advancement in their organisation.
- ✓ Every workers and **management team** member would be able to have the opportunity of participation in training and development activities.
- ✓ On-the-job training, internal or external courses, support for research and fieldworks, conference and seminar attendance, networking and mentoring programs are available to workers as a part of training and development methods.
- ✓ Performance Reviews will motivate workers to play an active role in their ongoing improvement by identifying their training and development needs in consultation with their Manager.
- ✓ If a manager decides that any skill and/or qualification is needed for a worker to carry out their duties, the **management team** in consultation with the workers will decide about the

costs incurred. If a worker believe that they need a particular skill set for performing their routine duties, they should discuss this with their manager or supervisor. In this case, the **management team** will decide, in consultation with the worker, whether the worker needs any training and who will pay the cost.

- ✓ By considering the needs and skills of workers, **Care Aust Pty Ltd** will provide a fair access to development and training opportunities for all workers

13.5.8. Performance Reviews and Management

- ✓ A performance review will be conducted for all Workers using **Form10. Worker Performance Assessment** either annually or when required to assess their capability in performing their role as well as understanding and implementing organization policies and procedures.
- ✓ The supervisor will review the workers' performance for the past year, before the interview.
- ✓ A support person or senior manager could be requested during the interview by either party.
- ✓ **AForm10. Worker Performance Assessment** will be completed by a supervisor.
- ✓ A copy of performance review of the workers including all documentation shall be kept on workers record for all workers.

13.5.9. Termination of Employment

- ✓ If workers choose to end their employment shall inform the organisation at least four weeks prior to their leave. This notice shall be in writing.
- ✓ During the notice period, **Care Aust Pty Ltd** has the discretion to pay the worker to have them working during this period.
- ✓ Within 28 days after the end of the workers' employment with the organization, **Care Aust Pty Ltd** shall ensure all salary and entitlements are paid to them.

13.5.10. Disciplinary Action

- ✓ Workers may face disciplinary action if they do not have satisfactory performance, engage in misconduct or do not abide by **Care Aust Pty Ltd's** policies and procedures.
- ✓ As soon as a problem arises, the supervisory and **management team** are responsible for identifying it and taking immediate action. Any records related to the advisory and performance-related discussions shall be kept on workers records.
- ✓ The principles of natural justice shall be followed in all processes. This means the workers' point of view shall be stated prior to taking any action and managers should not act biased.
- ✓ If any misconduct happened by any worker, they shall be dismissed immediately. Misconduct can include theft, assault and fraud. A high level of evidence shall support such actions.
- ✓ Some other miscondacts that may result in disciplinary action are:
 - Not complying with **Care Aust Pty Ltd's** policies and procedures,
 - Preventing other workers from doing their duties.
- ✓ The worker shall be advised if any misconduct or unsatisfactory performance is identified by the supervisor.
- ✓ Standard of the worker's performance is required to improve by training. Within a reasonable timeframe, the worker should be provided with an opportunity to improve their performance.
- ✓ The **Form03. Improvement Report Form** shall be submitted to the **Managing Director** by the supervisor. The worker should be notified prior to writing the report and provide him with a copy.

13.5.11. Dismissal

- ✓ **Care Aust Pty Ltd** shall comply with all State and Federal legislation and the worker's Employment Contract in relation to disciplinary action and employment termination
- ✓ **Care Aust Pty Ltd** shall ensure:

- Dismissal is not for an unfair reason
 - Workers have an opportunity to respond to the reasons for dismissal
 - compensation and appropriate workers notice will be given to the workers.
- ✓ Workers may be dismissed on the basis of:
- their conduct, capacity or performance
 - operational requirements, e.g. the position is no longer required; or
 - other reasons sufficient to justify termination

13.5.12. Workers management and retention

- ✓ It is the **management team**'s responsibility to ensure teamwork is promoted in the organization environment and structure and motivates workers to take responsibility.
- ✓ Regular team meetings are conducted, and workers are expected to attend where access to information sharing, training and development, and debrief opportunities are granted.
- ✓ A mentoring session with every workers' immediate supervision will be offered if required.
- ✓ Workers recognition and reward system will be developed by the **Managing Director**.
- ✓ Workers will wear a uniform or ID tag/badge to ensure participants are able to easily recognise them

14- Continuity of Supports Policy & Procedure

14.1. Purpose

- ✓ The purpose of this document is to ensure that appropriate support is provided to the participants without interruption and in a timely manner. The ways that support is provided to the participants in worker's absence is also defined in this policy and procedure.

14.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants receiving services and supports

14.3. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Form28.Delegations of Authority Register

14.4. Definitions

N/A

14.5. Policy & Procedure

- ✓ **Care Aust Pty Ltd's** services and supports are tailored for every participant.
- ✓ **Care Aust Pty Ltd's** day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports. **Form27.Initial Assessment and Support Plan** is used for this purpose to identify daily activities and the supports required.
- ✓ In case of any changes to the scheduled service, the participant would be notified to seek approval.
- ✓ During the period of service agreement, **Care Aust Pty Ltd** will ensure that there is no interruption in the provided services. Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant.
- ✓ In case that a worker is not available or needs to change the scheduled service, a qualified worker will be assigned with the relevant experience. **Form28.Delegations of Responsibility and Authority Register** is used for this purpose.
- ✓ All workers will be provided the participants preferences prior to the support initiation.
- ✓ A commitment to manage daily operations in an efficient way will be provided to ensure continuous support and minimum disruptions.
- ✓ Where applicable, disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster.
- ✓ Once in a month back up of the information of such computing devices needs is taken
- ✓ Our web site is available to general public. Before modification or updating of matters on our web site, all updating is reviewed and approved by **Managing Director**. Also, the web site is protected by password and integrity is ensured.
- ✓ Precautions are taken to prevent and detect the introduction of malicious software and information processing facilities which are vulnerable due to computer viruses, network worms etc. We are using latest version of anti-virus software and all latest definitions are updated timely on all the machines and necessary settings are done to update the same.

- ✓ It is **management team's** responsibility to ensure that Emergency response plan is reviewed and updated every year.

15- Access to Supports Policy & Procedure

15.1. Purpose

The purpose of this document is to ensure that each participant accesses the most appropriate supports that meet their needs, goals and preferences. In addition, exit and entry requirements are described in this policy to define the rights and responsibility of both participants and provider.

15.2. Scope

- ✓ This document applies to:
 - All participants and their families
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.

15.3. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Form20. Participant Intake Form
- Form22. Service Agreement
- Form 13. Advocate Nomination Form (if applicable)

- **Form23. Transition Plan (if applicable)**
- **Participant Handbook**
- **Form21.Participant Exit Form.**

15.4. Definitions

N/A

15.5. Policy & Procedures

15.5.1. Entry to Services

- ✓ Eligibility criteria applies to the participants who wish to select **Care Aust Pty Ltd** as their service provider:
 - **An NDIS Approved Plan is required:** Requirements of the provider will be discussed, and available skills of workers will be assessed; then the service will be started upon participants approval
 - Participants who wish to stop their services, they can either inform us verbally or in writing. **Care Aust Pty Ltd** will be so flexible with the service provision.
 - All following information will be provided to participant in a way that the participant understands like in another language, easy English or detailed explanation:
 - Phone Contact
 - Intake Process
 - Initial assessment and support plan
 - Risk assessment
 - Participants' consent and acceptance
- ✓ Participant may be interviewed, and information included in the participant's NDIS plan will be considered in the interview.
- ✓ After a reasonable timeframe of the intake interview, the **management team** will inform the participant about the outcome of their interview
- ✓ If participant is accepted, the process of intake will be started.
- ✓ Prior to start, participant shall complete and sign below documents:

- **Form20. Participant Intake Form**
- **Form22. Service Agreement**
- **Form 13. Advocate Nomination Form** (if applicable)
- **Form23. Transition Plan** (if applicable)
- **Participant Handbook**

- ✓ An initial assessment will be done by the **management team** using **Form 27. Initial Assessment and Support Plan** and **Form 26. Goal Plan for Participant** to identify participant's needs and associated risks. 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. Also, 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.

15.5.2. Service Refusal

- ✓ **Management Team** will provide the participant with a clear reason based on their skills, resources or capacity.
- ✓ There may be reasons for refusing the service provision as follows:
 - Capacity of **Care Aust Pty Ltd** doesn't allow to receive a new participant
 - There are not enough resources to provide the support service.

15.5.3. Waiting List processes

- ✓ **Care Aust Pty Ltd's** staff and workers will provide an update on persons status in the waiting list as follows:
 - An estimation of the wait time will be provided
 - Double check if they are still planning to wait in the list
 - Provide them with an update in their status in the waiting list

15.5.4. Service environment

- ✓ It is participant's right to receive services in a clean, hygiene, safe and secure environment

with implementation of the following measure by **Care Aust Pty Ltd**:

- Risk management policy & procedure
- Incident management policy & procedure
- Feedback and Complaint management policy & procedure
- Quality Management policy & procedure

- ✓ 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.

15.5.5. Cancellation Policy

- ✓ **Care Aust Pty Ltd** will make all the efforts to provide the agreed services to the participants. **Care Aust Pty Ltd** will help participants to get the services that support them in the path to achieve their goals and targets.
- ✓ **Care Aust Pty Ltd** will try to minimise the cancelation of scheduled services.

Care Aust Pty Ltd shall be notified of cancelation 48 hours prior to the scheduled service.

- ✓ If a service is cancelled after trading hours in the day prior to the service delivery day, or if the participant is not present on the service day, a fee will be claimed from your NDIS plan.
- ✓ The participant will be charged up to 100% in case of cancellation of a scheduled service and this can happen unlimited time.
- ✓ A service could be cancelled by a call or email to office.

15.5.6. Service Withdrawal

- ✓ Participant shall contact **Care Aust Pty Ltd** in the case they have changed their mind but if there is not any capacity left, they will be placed in the waiting list.
- ✓ Matters that may lead to the withdrawal of the service will be reviewed regularly to prevent any recurrence.

15.5.7. Service Termination (Exit from Services)

- ✓ The **Managing Director** of **Care Aust Pty Ltd** will discuss the rights and responsibilities of the participants with them upon the entry process. In the process of induction, the participant will be informed about the reasons of service termination as of the Exit from Services plan using **Form21.Participant Exit Form**.
- ✓ Access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.
- ✓ Under some specific circumstances as follows, **Care Aust Pty Ltd** only terminate a participant's services when
 - Participant is not able to meet the requirements of the agreed goals and targets
 - Participant may cause harm to the workers, staff and other participants
 - If the service delivery fee is not paid continuously.
 - financial requirements are not being met
 - The support needs of the participant are changed and are not in **Care Aust Pty Ltd** scope of service
- ✓ A consultation and discussion with the participant and their supporters will be held prior to service termination to consult the participant and implement strategies to meet irreconcilable issues.
- ✓ **Care Aust Pty Ltd** will provide the person with referrals and alternative option if they refused to use the services or if **Care Aust Pty Ltd** terminated their services.

15.5.8. Participant Requested Termination

- ✓ Exit planning will be defined in collaboration with other service providers to meet people's needs and expectations
- ✓ It is participant's right to end services at any time
- ✓ A fair and transparent procedure will be followed to protect participant's rights as well as safety and integrity of **Care Aust Pty Ltd** services.
- ✓ The **management team** will ensure that all staff and workers have the knowledge about

requirements of this Policy & procedure and have enough skills, knowledge and ability to meet the requirements.

- ✓ Participants may end service with **Care Aust Pty Ltd** under the following reasons:
 - Participant has moved to an area outside of **Care Aust Pty Ltd** service area
 - They wish to transfer to another service provider
 - The participant death during the service provision period
- ✓ **Care Aust Pty Ltd** will accept and learn from the participant who wish to end the service
- ✓ Participants might accept to be interviewed upon their exit
- ✓ participants have this right to cancel their services at all time and they would be able to use the **Care Aust Pty Ltd**'s services in future.

15.5.9. Service Re-entry

- ✓ There is still option of re-entry within a month for participants who has chosen to exit **Care Aust Pty Ltd** without following the formal intake process, if resources are still available.
- ✓ Participants who change their mind to get back to the service after the cooling-off period would need to undertake all entry assessments.

15.5.10. Files and Documentation

- ✓ All information and document related to the participant who has chosen to exit the organisation will remain the property of **Care Aust Pty Ltd**. The records will be kept. In the process of intake or service provision, **Care Aust Pty Ltd** might receive documents from other service providers which will be returned to the participant or the service provider.
- ✓ Privacy and Confidentiality policy will be followed for retaining and storing all information related to the participant.

16- Support Planning Policy & Procedure

16.1. Purpose

- ✓ The purpose of this document is to ensure that each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

16.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

16.3. Relevant Documents, Legislations, regulations and standards

- **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**
- **National Disability Insurance Scheme Act 2013**
- **National Disability Strategy 2010-2020**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **United Nations Universal Declaration of Human Rights**

- **Form 27. Initial Assessment and Support Plan**
- **Form38. Rostering Schedule**
- **Form36. Client Money and Property consent**

16.4. Definitions

N/A

16.5. Policy & Procedures

16.5.1. Managing Support Plan

- ✓ A person-centred approach is promoted in **Care Aust Pty Ltd** to give this opportunity to the individual to direct their service and keep connected with the participants. For this purpose, **Form 27. Initial Assessment and Support Plan** will be used.
- ✓ With each participant's consent, work is undertaken with the participant and their support network to enable 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.
- ✓ Participants are always at the centre of the decision-making process for all aspects of their life in a way to be able to participate in the community to follow their goals and interests. For this purpose, **Form26.Goal Plan for Participant** will be used.
- ✓ Participants' needs and goals will be met with support of **Care Aust Pty Ltd** staff and workers to develop their independence, problem solving and self-caring skills.
- ✓ Participants' sexual orientation, religion and culture will be respected by workers and staff of **Care Aust Pty Ltd**.
- ✓ Each support plan is reviewed regularly. It depends on Participant's plan duration. It can be every 3 months or 6 months or annually or earlier in collaboration with each participant, according to their changing needs or circumstances. Progress in meeting desired outcomes and goals is assessed, at a frequency relevant and proportionate to risks, the participant's

functionality and their wishes.

- ✓ Where progress is different from expected outcomes and goals, work is done with the participant to change and update the support plan.
- ✓ Any change in the goals and expectations of the participant that is outside of service scope will be assessed based on the resources of **Care Aust Pty Ltd** and the participant will be notified of the outcome of the assessment.
- ✓ For maintaining and strengthening connection of Aboriginal and Torres Strait Islanders as well as people with CALD background to their community, **Care Aust Pty Ltd** will commit to support them by linking them to their local communities, if possible.

16.5.2. Risk assessment for Each Participant

- ✓ In the process of Risk management in the organisation, communication between staff, workers, participants and their families, carers or advocates play a vital role. Conflicts or complaints could be managed by risk assessment.
- ✓ 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 using **Form 27. Initial Assessment and Support Plan**.
- ✓ 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.

16.5.3. Communication

- ✓ Where appropriate, and with the consent of the participant, information on the support plan is communicated to family members, carers, other providers and relevant government agencies using **Form 18. Participant Information Consent Form and Form 36. Client Money and Property consent** where clients is deemed incapable of managing their money and property. The communication can be undertaken via meetings or emails.
- ✓ **Care Aust Pty Ltd** has defined some principles for communication between Managers, staff and workers, participants and their families as follows:

- Provide reasons for activities, changes and any modifications
 - Listen to people and consult them
 - Communicate openly and directly with people
 - Seek for feedbacks on a regular basis and provide feedbacks if required
 - People should be trained to ask for more clarification if required
 - People should be responsible for their activities
 - Everyone should act respectfully with staff, workers and participants as well as their family
 - Define what kind of information shall be kept confidential or private and under which circumstances they could be shared.
- ✓ Feedback mechanisms and complaint management system of **Care Aust Pty Ltd** will enhance the process of identification and improvement of communication practices problems.
 - ✓ Internal communication between workers and staff are undertaken via emails and meetings.
 - ✓ Relevant information regarding policies and procedures will be communicated to the participants via Participant Handbook.
 - ✓ An effective communication method between **Care Aust Pty Ltd** and the participant is required for provision of a high-quality service, so that requires **Care Aust Pty Ltd** to organise interpreter services that meets the participants' needs upon their request. This request is indicated on the **Form20. Participant Intake Form**.
 - ✓ An accredited interpreter will be arranged by **Care Aust Pty Ltd** if the participant is not able to communicate in English to make the communication related to the services easier for the participant.
 - ✓ At each new support provision appointment, worker will ask the participant whether everything is clearly communicated and confirm the necessity to have interpreter in place.
 - ✓ If there is a matter to be dealt with in a restricted period, the participants' family will assist with the communication. However, the providers shall make the best efforts to provide the participants with interpreters as soon as possible.
 - ✓ Everyone acting as an interpreter shall be over 18 years of age.

- ✓ In the following areas the participants need to have access to the information related to them in their own language:
 - Rights and responsibilities of the participants
 - Making decisions that may affect participants life
 - Giving consent for treatment, release of information and guardianship matters
- ✓ Participants may request their own preferred interpreters however the if the interpreter is not a professional qualified interpreter, they can interpret basic information.

17- Service Agreements with Participants Policy & Procedure

17.1. Purpose

- ✓ The purpose of this document is to ensure that each participant has a clear understanding of the supports they have chosen and how they will be provided.

17.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants receiving services and support

17.3. Definitions

- N/A

17.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Form22. Service Agreement

17.5. Policy & Procedure

17.5.1. Service Agreements Requirements

- ✓ The service agreement using **Form22. Service Agreement** is to be completed individually by the participant relating to the person's NDIS plan.
- ✓ A service agreement will be developed with participants' collaboration outlining the following items:
 - What kind of support will be provided to the participant?
 - What is the support duration?
 - How the upcoming problems will be dealt and how the participant will be included
 - What are the responsibilities of both parties?
 - What kind of notice is required to be provided by both parties for changing and ending this agreement
 - The location and time of the service provision
 - How the services will be provided
 - How much is the service fee for support provision?
- ✓ Both parties will ensure that they have a set of agreed expectations and goals of what support

and how they will be delivered. Service agreement will outline the responsibilities and obligations of both parties and how they will solve any arisen problem.

- ✓ Each participant will be briefed about the service agreement and **Care Aust Pty Ltd**'s staff and workers will ensure that the participant is aware of service agreement items using understandable mode of communication, language and terms.
- ✓ The participant will receive a copy of the service agreement upon signing the agreement and a copy of the signed agreement will be kept as a provider's record. 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.

17.5.2. Change in Service Agreement

- ✓ The service agreement may be changed only if both parties have agreed the changes in writing. The changed agreements need to be signed and dated.

17.5.3. Ending the Service Agreement

- ✓ Service agreement may be ended if either of the parties wish to end it and they will notify the other party at least one month prior to the ending date.
- ✓ In any case, if **Care Aust Pty Ltd** or the participant breach the agreement seriously, the one-month notice will be waived.

17.5.4. Cancellation Policy

- ✓ Any costs occurring in the case of cancellation policy as well as activities required for cancellation needs to be outlined in the Service Agreement.

17.5.5. Accommodation

- ✓ Where the provider delivers supported independent living supports to participants in specialist disability accommodation dwellings, documented arrangements will be in place with each participant and each specialist disability accommodation provider. In this case, the arrangements recorded, and roles and responsibility of both parties will be mentioned in the service agreement. This information could be as follows:

- How participant's concerns about the dwelling will be communicated and addressed
- How potential conflicts involving participant(s) will be managed
- How changes to participant circumstances and/or support needs will be agreed and communicated
- In shared living, how vacancies will be filled, including each participant's right to have their needs, preferences and situation taken into account
- How behaviours of concern which may put tenancies at risk will be managed, if this is a relevant issue for the participant

18- Responsive Support Provision Policy & Procedure

18.1. Purpose

- ✓ The purpose of this document is to ensure that each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

18.2. Scope

- ✓ This document applies to:
 - Supports and service provided to the participants

- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.

18.3. Definitions

- N/A

18.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights

18.5. Policy & Procedures

18.5.1. Responsive Support Provision Policy

- ✓ **Care Aust Pty Ltd** is committed to provide:
 - Person-Centred Services and support
 - Services in a way that all participant's values and beliefs are respected
 - Services that participants privacy is respected
 - A free from violence, abuse, neglect, discrimination and exploitation environment
 - A safe and free from hazard environment
 - A safe and secure money and property handling
 - Error-free medication handling
 - Services that meet participant's goals, needs and preferences
- ✓ Supports are provided through service agreement 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.

18.5.2. Support Planning

- ✓ **Care Aust Pty Ltd** will check and review the support on a regular basis to ensure a goal-oriented service is provided to meet the needs of participants by reviewing **Form26.Goal Plan for Participant** and **Form27.Initial Assessment and Support Plan**.
- ✓ When the support plan is not in the right pathway toward goals and work, participants will be involved to change or update the support plan.
- ✓ All participant's independence, quality of life as well as dignity and privacy are supported in **Care Aust Pty Ltd**.
- ✓ Other service providers will be linked to the participant to enhance service provision toward the goals and needs of the participant, if agreed in the service agreement.
- ✓ Participants should be able to identify their support worker(s), including the preferred gender of workers providing personal care supports. This can be identified on the support plan.
- ✓ 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.

19- Transitions to or from the Provider Policy & Procedure

19.1. Purpose

- ✓ This policy is developed, applied, reviewed and communicated to ensure that each participant experiences a planned and coordinated transition to or from the provider.

19.2. Scope

✓ This document applies to:

- Participant who enquires a transition to and from **Care Aust Pty Ltd**.
- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.

19.3. Definitions

N/A

19.4. Relevant Documents, Legislations, regulations and standards

- **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**
- **National Disability Insurance Scheme Act 2013**
- **National Disability Strategy 2010-2020**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **United Nations Universal Declaration of Human Rights**
- **Form23. Transition Plan**

19.5. Policy & Procedures

19.5.1. Transitions to or from the Provider Management

- ✓ 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 using **Form23. Transition Plan**.
- ✓ 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.
- ✓ In case of transitioning a participant, the **management team** will work with the participant and their supporters to identify the alternative solutions and referrals which meets the requirements of the participant.

- ✓ For enhancing the transition process, **Care Aust Pty Ltd** will share the participant's information with the new service provider upon getting consent from the participant. If required, the participant will be introduced to the staff and workers of new service provider to enhance the transition process.
- ✓ A thorough guidance will be provided to the participant prior to exiting to:
 - Provide them with the information related to their decision's consequences
 - Discuss the options of re-entry to the provider if the circumstances changed
 - Discuss any alternatives options or services for the participant
 - A transition plan will be created outlining information regarding the date and time of the transition to plan and implement actions required for transition. The **management team** and participant will agree on the plan and required actions.
- ✓ Any risk associated to the participant transition will be discussed with the participant and the informed family member and will be documented on the transition plan using **Form23. Transition Plan**.
- ✓ Prior to the transition, feedback from the participant or their family members may be obtained for continuous improvement and change management process of **Care Aust Pty Ltd**.

20- Safe Environment Policy & Procedure

20.1. Purpose

- ✓ The purpose of this document is to ensure that all staff and workers will be working in a safe workplace and the participants and their family are in a low risk and safe environment.

20.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants and their families

20.3. Definitions

N/A

20.4. Relevant Documents, Legislations, regulations and standards

- **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**
- **National Disability Insurance Scheme Act 2013**
- **National Disability Strategy 2010-2020**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **United Nations Universal Declaration of Human Rights**

20.5. Policy & Procedures

20.5.1. Occupational Health and Safety Policy

- ✓ **Care Aust Pty Ltd** is committed to support the health, safety, and welfare of all people we employ and to the participant and people affected by our undertakings.
- ✓ **Care Aust Pty Ltd** continuously supports improvements of workplace health and safety by adopting a planned systematic approach to Occupational Health and Safety. This approach includes risk management and consultation.

- ✓ One of our primary commitments is to ensure that everyone in the organization receives an appropriate work health and safety support.
- ✓ Business requires a safe work environment to have a long-term success and comply with requirements and standards.
- ✓ None of the workers shall undertake unsafe works and participants should not tolerate any unsafe workplace. Every task that a staff and workers is not trained for it shall be reported to the **Care Aust Pty Ltd**.
- ✓ To have a safe environment in **Care Aust Pty Ltd**, all workers shall receive adequate WHS training. In addition, workers need to know about the new roles and responsibilities.
- ✓ **Care Aust Pty Ltd** management will ensure that everyone in the organization including participants, their families as well as workers and staff are in a safe environment.
- ✓ **Care Aust Pty Ltd** is committed to ensure that each participant can easily identify workers engaged to provide 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.
- ✓ **Care Aust Pty Ltd** is committed to report all workplace injuries, near misses and illnesses caused by work immediately to manager and also ensure that all accidents, hazards and near misses are recorded and reported, and an investigation is carried out to determine possible causes in line with Incident Management Policy and Procedure.

20.5.2. Management Team Responsibilities

- ✓ Risk assessment has been done and safety risks have been identified and managed using **Form01.Risk Assessment Form**. If there is any chemical kept on the premises, Form35. Hazardous Chemical Register must be completed.
- ✓ It is **management team's** responsibility to:

- Ensure that all incident and hazed are reported to the **management team**
- Ensure that **Care Aust Pty Ltd's** operations comply with WHS legislations
- Ensure that any issues affecting participants, workers as well as any other stakeholder identified and described to them
- Review WHS functions and activities
- Ensure that there are emergency plans and drills in place.
- Create a safe workplace for all workers and participant
- Provide Personal Protective Equipment to workers if required
- Ensure substances are handled safely
- Ensure that there is a list of hazardous chemicals in place and Safety Data sheets are accessible
- Ensure that all workers are insured under workers compensation insurance
- Ensure that all workers are trained in emergency response plan and drill.
- Ensure that there is a risk assessment is conducted to identify and mitigate hazards in the workplace.
- Communicate this document to the staff and workers including volunteers, full-time, part-time etc.
- Ensure that Emergency evacuation plan is reviewed every year and define assembly area in the case of evacuation

20.5.3. Staff and Worker's responsibilities

✓ It is staff and worker's responsibility to:

- Ensure that their actions don't put other people at risk and take care of their own health and safety.
- Report any incident and hazard to manager
- Ensure that all rules and guidelines outlined by the management is followed
- Participate in incident investigations if required
- Practice emergency plan and drill
- Ensure that their work environment is safe and free from hazards
- Participate in relevant training conducted by **Care Aust Pty Ltd** related to the WHS and how to use PPEs
- Any equipment provided by participant may have a risk assessment in place
- Workers should know the evacuation plan and assembly area

20.5.4. Participants' responsibilities

- ✓ It is participants' responsibility to:
 - Ensure that their action doesn't expose other into risk
 - Follow all guidelines and rules
- ✓ Service provision to the participants who behave unsafe may be terminated.

20.5.5. Emergency Response Plan

- ✓ Emergency response plan covers the following items:
 - Contact details for staff and workers who has a responsibility under emergency plan including first aiders and fire wardens
 - Contact details for nearest hospital and medical service centre
 - An alarm system to inform people of a fire emergency including air horn or fire alarm
 - Methods of test emergency procedures/ drills which to be conducted annually
- ✓ It is **management team's** responsibility to ensure that Emergency response plan is reviewed every year and assembly area(s) are define in case of evacuation.

20.5.6. Smoke free environment

- ✓ Providing a smoke free environment for participants and workers is a primary commitment of the **Care Aust Pty Ltd**. We will ensure that:
 - The public areas are free from smoke. Smoking in those places will not be tolerated by **Care Aust Pty Ltd**.
 - Smoking in company cars as well as in the meetings is prohibited.
 - Everyone should know about this policy and guideline related to smoke free environment and follow it
 - Smoking is only allowed in a designated area and should be away from participants

20.5.7. Manual Handling

- ✓ Manual handling covers a wide range of activities including lifting, pushing, pulling, holding,

throwing and carrying. It includes repetitive tasks such as packing, typing, assembling, cleaning and sorting, using hand-tools, and operating machinery and equipment.

- ✓ The Management Team identifies work activities that involve manual handling, and which may pose a risk to employees. Risks are evaluated and treated.

21- Participant Money and Property Policy & Procedure

21.1. Purpose

- ✓ The purpose of this policy & procedure is to ensure Participant's money and property is secure and each participant uses their own money and property as they determine.

21.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants receiving services and support.

21.3. Definitions

N/A

21.4. Relevant Documents, Legislations, regulations and standards

- **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**
- **National Disability Insurance Scheme Act 2013**
- **National Disability Strategy 2010-2020**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **United Nations Universal Declaration of Human Rights**

- **Form37. Money reconciliation record**
- **Form36. Client Money and Property consent**

21.5. Policy & Procedures

21.5.1. Participant Money and Property Policy

- ✓ 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.
- ✓ Participants are not given financial advice or information other than that which would reasonably be required under the participant's plan.
- ✓ Participants fund and property can only be used by a person who:
 - Has been assigned by participant to manage their money and property by completing **Form36. Client Money and Property consent**
 - Court, tribunal or guardianship board has ordered the worker to do so
 - The person has been assigned as a Centrelink nominee to manage and receive the social security payments on behalf of the participant
- ✓ The management of **Care Aust Pty Ltd** shall approve or consult the worker about the informal management of participant's fund if participant is deemed as incapable of managing their own fund. For every payment **Form37. Money reconciliation record** must be completed by the support worker.
- ✓ A secure space shall be assigned to the participant that are onsite.
- ✓ It is workers' responsibility to ensure that participants have received the purchased items.
- ✓ In case of making decisions about expenditures or investments, legal guardians or family members shall be involved.
- ✓ If required, each participant is supported to access and spend their own money as the participant determines.

21.5.2. Participant Accounts

- ✓ The participants who are over 18, shall have an account in a bank under their own name. All incomes and payments should be through this account, if applicable.
- ✓ The participants account that are management by a staff and workers member shall have at least two approved signatures for any withdrawal and receipts for each transaction should be available for further checks.
- ✓ It is always recommended to implement direct debit for transactions, if possible.

21.5.3. Unwanted or Incidental Payment or Withdrawal

- ✓ Participant's amount of money kept in premises should be the minimum.
- ✓ Signatories shall be able to identify whether the transaction is genuine or not and is for benefit of participants.
- ✓ Signatories are encouraged not to sign any blank withdrawal forms under any circumstances.

21.5.4. Roles and Responsibilities of Workers and Staff

- ✓ If workers are directly involved in participant's fund management, are responsible for:
 - Assisting participants with their money handling as well their purchases in a way that doesn't involve any advantages for themselves and is all for participant's benefit
 - Money withdrawal: in emergency cases, money withdrawal should be requested, and all receipts shall be available for further information and check
 - Ensuring that money withdrawal is in the stated limit if they are a signatory
 - Ensuring that funds are kept safely in a safe area to be accessible at all time
 - Any discrepancy in the participant's account shall be reported to the relevant manager
 - Creating a report on participants funds and present it to the relevant managers, regularly.

- ✓ If workers are in any role that is related to monitoring participants funds, are responsible for:
- Checking participant's fund on a regular basis
 - Providing reports to the participant's families, if required
 - Ensuring that participant's income is deposited correctly into their account
 - Prepare managerial reports to the **Managing Director** related to all audits
 - Keeping records of all current and previously checked receipts
 - Checking whether the received funds and withdrawal funds are even
 - Checking the payments whether those are appropriate or not

22- Medication Management Policy & Procedure

22.1. Purpose

- ✓ The purpose of this policy & procedure is to ensure that each participant requiring medication is confident their provider administers, stores and monitors the effects of their medication and works to prevent errors or incidents.

22.2. Scope

- ✓ This document applies to:
- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants receiving services and support.

22.3. Definitions

N/A

22.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Form24.Medication Management Form

22.5. Policy & Procedures

22.5.1. Management of Medication Policy

✓ **Care Aust Pty Ltd** shall undertake actions to ensure:

- Records using **Form24.Medication Management Form** 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.

22.5.2. Medication Administration

- ✓ At **Care Aust Pty Ltd** we ensure that all participants receive their medication with less medication error as we provide this service through right person, at the right time, with the right dosage and records.
- ✓ Medications will be administered within a hygienic way including washing hands before

administration.

- ✓ Workers should be alert at all time for any abnormal reaction of participants to the medications as it those might have side effects or reaction including, allergies, loss of consciousness, hypoxia or any kind of abnormal reaction.
- ✓ If any abnormal reaction is notified, the worker should notify a health professional or call 000.
- ✓ Participants allergy and sensitivity should be always checked prior to the administration of medications.
- ✓ Workers shall ensure that the medications are not contaminated or expired.
- ✓ Prescribed doctors should be contacted if the workers are not sure about the effects or side effect of medications.
- ✓ Medication should be given to the participant in an alternative way if:
 - They are not conscious
 - They are having seizure
 - They are vomiting
- ✓ Ensure that medications are provided from a right container that belongs to the participant.
- ✓ If any error occurred during the process of medication administration including missed or incorrect medication, the worker should immediately contact the participants' doctor.

22.5.3. Medication Records

- ✓ All medications should have and follow a prescription including the following information:
 - Name address and DOB
 - Medication's name
 - Prescribed dosage
 - Any directions for use
 - Name and contact number of the prescribed doctor
 - Medication's commencement date
 - The period that medication shall be taken

- Date of medication review
- ✓ **Care Aust Pty Ltd's** staff and workers shall ensure that there are detailed instructions of the medication by the prescribing doctor. All workers shall adhere to this information.
- ✓ **Care Aust Pty Ltd** staff and workers shall ensure that all of the participants have a copy of the medication sheet including all information related to their prescription.

22.5.4. Storage of Medication

- ✓ All medications are stored based on the manufacturer's instruction.
- ✓ All medications shall be stored securely.
- ✓ Medications that require to be stored in fridge shall be in a lockable container in the fridge.
- ✓ Medications shall not be opened if not necessary because they might become ineffective if they are exposed to air or light.

22.5.5. Medication Disposal

- ✓ Any medication that is expired or no longer required, shall be returned to the pharmacy
- ✓ Disposal medications shall not be washed down the sink, flushed down the toilet or thrown away to the rubbish bin.
- ✓ Sharp disposables should be placed in a locked area, either a room or a drawer.

22.5.6. Responsibility of Management Team Against Medication

- ✓ **Management team** shall ensure that all workers have attended the required training related to medication handling.
- ✓ **Management team** shall ensure that all workers have enough resources for training and assessment related to the medication.
- ✓ Address the concerns of workers related to the medication.

- ✓ All incidents involving medication are reported, recorded, investigated and reviewed.

22.6. Infection Management Policy

- ✓ Infections can spread in any environment. Infection prevention and control is an essential part of care and the responsibility of all workers providing care to participants.
- ✓ An infection is a disease or illness caused when an organism inside a person multiplies to levels where it causes harm.
- ✓ Organisms that cause infections are called infectious agents and are sometimes referred to as germs. Most are microorganisms (bacteria, viruses, fungi and parasites).
- ✓ Infection requires these fundamental items:
 - a source of the infectious agent
 - a mode of transmission and
 - a susceptible host.
- ✓ There are various kind of infectious agents, but they are spread via several ways :
 - Contact Infectious agents are transferred directly (eg contact with infected blood or body fluids) or indirectly (eg touching a contaminated surface and then another person without performing hand hygiene in between).
 - Droplets made by coughs or sneezes transfer to someone's eyes, nose or mouth.
 - Airborne tiny particles containing infectious agents travel through air currents (e.g. air conditioning) and are breathed in.
- ✓ Standard precautions are practices applicable to all people which include:
 - Hand Hygiene
 - Respiratory Hygiene/Cough Etiquette
 - Personal Protective Equipment
 - Handling of Medical Devices
 - Cleaning and Managing Spills
 - Handling of Food, Waste and Linen.

22.6.1. Hand hygiene

- ✓ Hand hygiene is the single most important factor in reducing the spread of infections. It is vital that it is done at the right time.
- ✓ When hand hygiene must be performed:
 - Before touching a participant or their surroundings
 - Before a procedure or where there is a risk of being exposed to body fluids (e.g. changing a drainage bag)
 - After a procedure or body fluid exposure risk
 - After touching a participant
 - After touching the participant's surroundings (e.g. over bed table, linen)
- ✓ In addition, you ought to do hand hygiene:
 - Before putting on gloves
 - After removing gloves
 - Before touching food and eating
 - After going to the toilet
 - After your lunch or other breaks
 - After blowing your nose or coughing
 - After handling rubbish
 - After handling unwashed linen or clothing
 - After handling animals
 - When your hands are visibly dirty.

22.6.2. Respiratory Hygiene/Cough Etiquette

- ✓ Covering sneezes and coughs prevents people who are infected from dispersing droplets into the air where they can spread to others.
- ✓ You can assist participant by:
 - Encouraging them to use tissues when they sneeze or cough
 - Putting a plastic bag near them so used tissues can be disposed of straight away
 - Encouraging hand hygiene

- Making sure alcohol-based hand rub is within reach

22.6.3. Personal Protective Equipment -Gloves

✓ In below situations gloves shall be worn:

- Changing a colostomy bag or urinary
- Drainage bag
- Dressing wounds or touching broken skin
- Assisting with toileting
- Giving mouth or eye care
- Oral suctioning
- Touching equipment or surfaces that may come
- Contact blood or body substances
- Blood glucose monitoring
- You have broken skin
- Preparing food

✓ Applicable rules for using gloves:

- Gloves are not used instead of hand hygiene
- Perform hand hygiene before and after using gloves
- Remove gloves when a care activity is finished
- Change gloves before starting a different care activity
- Dispose of used gloves immediately.
- Do not use multiple gloves at the same time.

22.6.4. Face masks

✓ Face masks are used to protect a care worker's nose and mouth from exposure to infectious agents. They are used when there is a hazard/risk of:

- Droplets or aerosols (e.g. from coughs or sneezes)
- Splashes or sprays of blood or body fluids (e.g. when emptying wound or catheter bags).

✓ Applicable rules for using masks:

- Check manufacturer's instructions before use.
- Don't touch front of the mask with your hands once the mask is in place.
- Use each mask for the care of one person only and change if a care activity is taking a long period of time.
- Don't leave mask dangling around your neck.
- Discard after use and perform hand hygiene after discarding.

22.6.5. Protective Eyewear

✓ Protective eyewear is used to protect a care worker's eyes from exposure to infectious agents. It is used when there is a hazard/risk of:

- Droplets or aerosols (e.g. from oral suctioning)
- Splashes or sprays of blood or body fluids (e.g. when emptying catheter bags).

✓ Applicable rules for using eyewear:

- Remember that the outside of the eyewear is contaminated.
- Remove headband or earpieces.
- Clean eye shield after each use with detergent and water and allow it to dry.
- If eyewear is single use, dispose after the care activity.

22.6.6. Medical devices handling

- Perform hand hygiene before any contact with the device or where the device enters the body.
- Select personal protective equipment (e.g. wear gloves, mask and gown if there is a risk of exposure to blood or body fluids).
- Touch the device as little as possible.
- The longer the device is in place, the greater the risk of infection.
- Medical devices that are designed for single use shall not be used multiple times and manufacturer's instructions should be followed.

22.6.7. Cleaning

✓ The level of cleaning required to eliminate the spread of infection depends on the objects involved and the risk of contamination.

- Most surfaces can be adequately cleaned with warm water and detergent as per manufacturer's instructions.
- Allow the cleaned surface to dry completely.
- Detergent solution followed by disinfectant may be appropriate when an infection is known or suspected.

22.6.8. Managing Spills

- ✓ Promptly managing spills of blood or body substances (e.g. vomit or diarrhea) helps to stop infectious agents spreading from the environment to people.
 - Select the appropriate personal protective equipment (e.g. gloves and other equipment, depending on the size of the spill).
 - Immediately wipe up spots and spills smaller than 10cm or cover larger spills with absorbent material.
 - Discard contaminated materials.
 - Clean with detergent solution. Consider following with disinfectant for infectious or larger spills.
 - Perform hand hygiene.

22.6.9. Food Handling

- ✓ Safe food handling is very important for some participants:
 - Tell your supervisor if you are suffering from diarrhoea, vomiting, fever, sore throat with fever or jaundice and seek medical advice.
 - Do not return to work until you are free of symptoms for 48 hours.
 - Tell your supervisor if you have any infected skin lesions (e.g. an infected skin sore, boil, acne, cut or abrasion, or any discharges from the ears, nose, or eyes) and seek medical advice.
 - Tell your supervisor if you know or think any food is unsafe to eat. Perform hand hygiene before handling food or putting on gloves.
 - Perform hand hygiene after using the toilet, smoking, coughing, sneezing, blowing nose, touching face, nose, ears or mouth, handling rubbish or after cleaning.
 - Avoid unnecessary contact with Ready to Eat meals.
 - Cover hair and tie back long hair.

- Secure hair clips, hair pins, buttons on clothes, jewellery, bandages.
- Make sure bandages or dressings on any exposed parts of the body are covered with a waterproof covering.
- Do not sneeze, blow, cough over unprotected food or surfaces likely to come into contact with food.
- Do not eat over unprotected food or surfaces likely to come in contact with food. Do not spit, smoke or use tobacco or similar preparations in areas where food is handled.
- Do not touch food after touching earrings, body parts (hair, nose, ear, eye), skin lesions, saliva, mucus, sweat, blood, money without first performing hand hygiene.
- Do not wear gel, acrylic or false fingernails, or jewellery that will come into contact with food.
- Remember, Lanyards may also transit bacteria.

22.6.10. Handling Linen

- ✓ Used linen should be handled carefully, to avoid spreading infectious agents into the environment or onto your clothes.
 - Wear gloves and disposable gown/apron when handling linen
 - Take laundry basket to the bedside and put linen directly in the basket.
 - Place linen soiled with blood, urine or other body fluids into leak-proof laundry bags. Do not carry soiled linen.
 - Don't sort or rinse used linen in resident care areas.
 - Perform hand hygiene after handling linen.
 - Clean linen should be stored in a clean dry place, separate from used linen.

22.6.11. Transporting Participant

- ✓ If a resident is being transferred within or between facilities or a participant is being transported, care shall be taken to reduce the risk of spreading infection.
 - Perform hand hygiene before and after transfer/transport.
 - If the person has a respiratory illness, encourage them to wear a mask and to perform respiratory hygiene/cough etiquette.
 - Contain and cover any infected areas of the person's body

23- Waste Management Policy & Procedure

23.1. Purpose

- ✓ The purpose of this policy & procedure is to ensure that each participant, worker and any other person in the home is protected from harm as a result of exposure to waste, infectious or hazardous substances generated during the delivery of supports.

23.2. Scope

- ✓ This document applies to:
 - All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
 - All participants receiving services and supports

23.3. Definitions

N/A

23.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights

23.5. Policy & Procedures

23.5.1. Type of waste and management

- ✓ Management of waste has several benefits as follows:
 - Enhancing organisation's reputation
 - Benefit the environment and society
 - Decrease infection or disease
 - Reduction in waste disposal cost

- ✓ **Care Aust Pty Ltd** shall ensure to cut the waste and take measures to separate different types of wastes.

- ✓ Wastes could be divided into different types as follows:

Types of waste	Description
Clinical waste	<p>Any kind of waste that is stained by blood like bandages.</p> <ul style="list-style-type: none"> ➤ As these kinds of waste have the risk of infection shall be place in a separate bin and be stored for collection by a service provider which handles clinical wastes. ➤ This kind of waste should be emptied with specific PPE like eyewear and gloves. ➤ The clinical waste bags should be filled with less than two third of the bag. ➤ The area dedicated to the clinical waste shall be restricted.
Sharps	<p>Sharps waste is classified as biohazardous waste and shall be carefully handled. Common medical materials treated as sharps waste are hypodermic needles, disposable scalpels and blades, contaminated glass and certain plastics, and guide wires used in surgery.</p> <ul style="list-style-type: none"> ➤ Incorrect disposing of sharp waste may put the workers at the risk of injury. ➤ The sharp wastes shall be disposed in a specific container to be handle by a qualified service provider of sharp waste. ➤ Sharp waste should never be disposed in general waste or any other non-approved waste.

Types of waste	Description
	<ul style="list-style-type: none"> ➤ Sharp items should always be immediately disposed. ➤ Never use or retrieve any items from sharp container. ➤ Sharp containers shall be place in a specific cupboard.
Pharmaceutical Waste	<p>Pharmaceutical waste is drugs, remedies or medicine that have expired or are no longer required to treat a patient.</p> <ul style="list-style-type: none"> ➤ Any pharmaceutical waste that is out of date. ➤ These could be harmful to the environment. ➤ May be returned to pharmacies for safe disposals. ➤ Shall never be place in general waste.
Recyclable	<p>Waste items that are usually recycled include:</p> <ul style="list-style-type: none"> • Paper waste: Paper waste items include books, newspapers, magazines, cardboard boxes and envelopes. • Plastic waste: Items include plastic bags, water bottles, rubber bags and plastic wrappers. • Glass waste: All glass products like bottles can be recycled. • Aluminum waste: Cans from soda drink, tomato, fruit cans and all other cans can be recycled. <ul style="list-style-type: none"> ➤ Recyclable items shall be disposed properly as follows: <ul style="list-style-type: none"> ▪ Toners could be collected by toner collection services. ▪ Supermarkets might recycle soft plastics. ▪ Councils collect the recyclable Items.
Sensitive Waste	<ul style="list-style-type: none"> ➤ Papers containing sensitive information shall be shredded. ➤ Sensitive wastes should not be placed in a general waste bin. ➤ Hard drives and USB disks should be place in an area to be handled by an E-waste service provider.
E-waste	<ul style="list-style-type: none"> ➤ E-waste collection services could collect Electronic wastes. ➤ Shall not be placed in general waste or any other waste containers.
General Waste	<ul style="list-style-type: none"> ➤ Any other kind of waste apart from the above mention is a general waste and should be collected by the local council or government.

23.5.2. Workers Responsibility

✓ Responsibility of Workers against Waste Management:

- Ensure that wastes are disposed correctly

- Ensure that all guidelines provided by management and regulations are used in waste disposal
- Ensure that all wastes are separated correctly
- Do not dispose any of the sharp, clinical or pharmaceutical wastes in general waste

23.5.3. Management Team Responsibility

✓ Responsibility of Management Team against Waste disposal:

- 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.
- Provide staff and workers with training about waste disposal.
- Ensure that wastes including sensitive information are not disposed in general waste and are handled correctly (e.g. Shredded or placed in a safe area).
- Ensure that all workers abide by this policy & procedure.
- Ensure that relevant waste management service providers will service all sites and offices regularly on a scheduled basis.
- Ensure that all bins are signed correctly to avoid any mistake in waste disposal.
- Review this Policy & procedure every year.

24- Financial Management Policy & Procedure

23.6. Purpose

Care Aust Pty Ltd pays staff salaries and wages in accordance with the National Employment Standards, the Modern Award and the current Staff contracts.

23.7. Scope

✓ This document applies to:

- All **Care Aust Pty Ltd** staff and workers, whether permanent or casual, contractors, volunteers or business partners.
- All participants receiving services and supports

23.8. Definitions

N/A

23.9. Relevant Documents, Legislations, regulations and standards

- Fairwork.gov.au
- Superannuation Guarantee

23.10. Policy & Procedures

23.10.1. Superannuation

The Company's "Superannuation Guarantee Charge" contribution currently is 9% of individual staff wages. The plan is available from Accounts Clerk.

23.10.2. Procedures

- Wages are reviewed annually and may increase depending on any further educational qualifications beneficial to the staff's role in the company.
- Wages are paid weekly commencing on the first day (at present Monday) after the first week worked.
- Staff will continue to be paid each week for the hours worked. Staff time sheets must be completed by 3.00pm each Sunday to be available for the Accounts Clerks to process Monday mornings. All time sheets have to be delivered to and approved by the office accounts manager. Time sheets delivered after 3.00pm on the Sunday will not be paid until the following pay week. Staff faxing their time sheets must mark them "Attention Accounts Manager".

23.10.3. Salary/Wages Date Entry Procedure

- Opens email containing subcontractors and any other staff who have emailed their timesheets and prints same. Emailed time sheets are saved to a folder in the email program under the heading "Staff", in a sub folder with the heading "Timesheet".
- Account clerk collects all staff members "Yearly Time and Pay Books". In each staff members Yearly Time and Pay Books ensure that the following is completed.
- Date, Starting and Finishing times and Total Hours worked with employee signature.
- Payroll files are titled by the current financial year e.g. Payroll Jul 19 to Jun 20.
- Open last file used (determined by date) and save as the week ending for the payroll period to the Sunday date.
- Enter hours worked for each day for each staff member.
- Total amounts will be automatically adjusted by the program (formulas).
- Refer to the Australian Taxation Office "Weekly tax table" to calculate tax payable (whole dollars only).

23.10.4. Payment Through Bank

- Log onto the internet and access the internet banking system
- Click on sign in and log in with username and password
- Click on Transfers
- Click on multiple transfers
- Enter amount for Employees only next to each employee name
- Click Transfer
- Print page once confirmed
- Repeat Process as above for Contractors only
- Then sign off/log off

23.10.5. NDIS Claiming

- Time Sheets to be filled out
- All data regarding time sheets to be loaded into the online claiming platform
- Spreadsheet will be generated for bulk billing
- Spreadsheet needs to be manually verified
- Spreadsheet needs to be uploaded in the PRODA portal bulk billing section and submitted
- Any rejected claims to be reviewed, corrected and re submitted