

1.1 Service Agreements Policy v1.2

Purpose

A participant who chooses to engage Native Coordination to provide supports under a National Disability Insurance Scheme (NDIS) plan will be required to enter into a written Service Agreement. The written Service Agreement will be between the participant/participant representative and the provider (Native Coordination). This policy outlines Native Coordination's Service Agreement principles and guidelines.

Scope

This policy applies to:

1. All Native Coordination employees
2. Clients and/or client representatives

Definitions

Service Agreement: refers to a contract between a NDIS participant and Native Coordination. A service agreement sets out agreed expectations of what supports will be delivered and how.

NDIS Plan: refers to the agreement between a NDIS participant and the NDIS. It sets out information about the participant; the participant's family and friends; the participant's services and community groups; the participant's goals; and the participant's funded supports.

Policy Statement

Native Coordination requires all NDIS participants to have a signed Service Agreement in place prior to service commencement. Service Agreements are developed collaboratively between the NDIS participant and the Director. Service Agreements should:

- Reflect what is in the participant's NDIS plan.
- Specify the outcomes to be achieved for the participant.
- Set out each party's responsibilities and obligations.
- Identify how any problems or questions that arise should be addressed.
- Identify when and how the Service Agreement will be reviewed; and what notice is needed for either the participant or Native Coordination to change or end the Service Agreement. The service agreement will document how changes or cancellations may be enacted.
- Set out the participant's responsibilities such as how much notice is required if they cannot attend an appointment.
- Set out Native Coordination's responsibilities; such as working with the participant to provide supports that suit their needs and how the agreed supports will be provided.
- Include relevant matters inclusive (but not limited) of the following:
 - Supports that will be provided;
 - Cost of supports;
 - How, when, and where the participant requires the supports to be delivered;
 - How long the participant requires the supports for; and

The service agreement should be documented and signed by the NDIS participant and the Director before the services commence.

In order for Native Coordination and the NDIS participant to agree upon effective service, Native Coordination needs accurate information on participants' NDIS Plan including goals, budget areas and budget amounts and any other services the participant is entering into agreement with. Failure to provide accurate information may impact on service availability and quality.

Procedure for Production of Service Agreement for New/Onboarding Clients

1. Request client/client representative to complete [Referral Form](#).
2. Create a new folder in the 'Service Agreements' section of the share drive.
3. Name the folder in the following format: First Name, Last Name
4. Open Native Coordination Service Agreement.xlsx.
5. Navigate to Sheet 3, and input all fields.

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6. Save worksheet as PDF into the created folder. Name the folder in the following format: First Name, Last Name, Date, "Native Coordination Service Agreement".
7. Log into SignNow.
8. Upload PDF form.
9. Input relevant fields: Name, Signature, Date, Dropdown options 'Yes/No' for consent
10. Send form to client/client representative.
11. Contact client/client representative to discuss all fields within the service agreement, assuring their understanding of the contents.
12. Once signed, a revised PDF will be received in emails. Save signed PDF in the relevant folder, in the following format: "Signed", First Name, Last Name, Date, "Native Coordination Service Agreement".

Procedure for Production of Service Agreement for New/Onboarding Clients

1. Open Native Coordination Service Agreement.xlsx.
2. Navigate to Sheet 3, and input all fields.
3. Save worksheet as PDF into the created folder. Name the folder in the following format: First Name, Last Name, Date, "Native Coordination Service Agreement".
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6. Input relevant fields: Name, Signature, Date, Dropdown options 'Yes/No' for consent
7. Send form to client/client representative.
8. Contact client/client representative to discuss all fields within the service agreement, assuring their understanding of the contents.
9. Once signed, a revised PDF will be received in emails. Save signed PDF in the relevant folder, in the following format: "Signed", First Name, Last Name, Date, "Native Coordination Service Agreement".

Roles and Responsibilities

The Director is required to ensure that all participants have a signed Service Agreement in place before provision of services. The Director is responsible for collaborating with participants in developing a service agreement; and ensuring they exercise understanding of the details of the agreement.

Associated Documents

- Native Coordination Service Agreement.xlsx
- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018
- United Nations Convention on The Rights of Persons with Disabilities
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy
- 1.7 Support Coordination Practice Policy
- 1.8 Incident Management Policy

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1.1 Service Agreements Policy v1.2

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1.2 Complaint and Feedback Policy v1.2

Purpose

This policy outlines how people using and/or interfacing with Native Coordination services can provide feedback and complaints; and how feedback and complaints will be managed.

Scope

This policy applies to:

- Employees
- Contractors
- Clients
- Client Representatives
- Interfacing Stakeholders

Definitions

Complaint: a statement that something is wrong or unsatisfactory.

Feedback: a statement of opinion about a service, expressing if it has been a positive or negative experience.

Policy Statement

Native Coordination embeds principles of person-centredness, equity, procedural fairness, and natural justice in relation to complaints and feedback. Clients and stakeholders are encouraged to exercise their right to provide feedback and complaints.

Native Coordination values complaints and feedback as an important tool to improve the quality of our services. We want to gain a genuine understanding of the feedback provided. Clients and stakeholders have a right to communicate their feedback without it impacting the service that they receive.

Our aim is to treat all feedback and complaints responsively, respectfully, and thoroughly. Feedback, and the personal information of the person providing feedback, are dealt with in accordance with the Commonwealth Privacy Act 1988 (as amended). Our complaints handling and feedback processes are reviewed annually, with the aim of improving their delivery of effective outcomes.

Lodging a Complaint or Feedback Procedure

If the client feels comfortable, we encourage that they direct feedback or complaints directly with Native Coordination. Clients and stakeholders can directly provide feedback or a complaint by:

- Phoning the Director on 0490016249
- Email to the Director at hugh@nativecoordination.com.au
- Using our online feedback and complaint form on our website (<https://www.nativecoordination.com.au/contact>)

Native Coordination can provide support to clients and stakeholders who need it, to lodge feedback or a complaint. Native Coordination can additionally connect clients with Advocacy services who may be able to support the lodging of feedback or a complaint.

If client is not comfortable lodging a complaint directly with Native Coordination, they can be supported or encouraged to contact the NDIS Quality and Safeguards Commission. A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a [Complaint Contact Form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way;
- NDIS services and supports that were not delivered to an appropriate standard; and

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- How a NDIS provider has managed a complaint about services or supports provided to a NDIS participant.

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

Working with the Person Providing Feedback

When feedback or a complaint is received, Native Coordination will work with the client or stakeholder who has provided the feedback, to understand the nature of their concern. Where appropriate, we may involve the complainant in the investigation and resolution process. Each complaint will be addressed in an objective and unbiased manner. Complainants will be treated respectfully and kept advised of the progress of their complaint throughout the resolution process.

Where appropriate, clients and families can be supported through the feedback and complaints process and provided with information about accessing advocacy services.

When we receive positive feedback, this will be shared with the person who is the subject of the positive feedback. The person providing positive feedback will be treated respectfully throughout the process.

Staff Training

All Native Coordination employees receive training in receiving feedback and complaints from our clients and stakeholders.

Roles and Responsibilities

The Director's responsibility will be to:

- Manage and investigate the complaint.
- Keep all involved parties informed of outcomes, response, and actions.
- Review any processes or policies if required as part of the complaints process and continuous improvement.
- Identify federal, state, and local trends and opportunities for improvement.

Contractor responsibility will be to:

- Direct complaints and feedback through the lodging procedure.

Associated Documents

- National Standards for Disability Services (Standard 4: Feedback and Complaints);
- National Disability Insurance Scheme (NDIS) (Provider Registration and Practice Standards) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Act 2013
- NDIS Code of Conduct
- Commonwealth Privacy Act (1988) (as amended)
- United Nations Convention on The Rights of Persons with Disabilities
- 1.1 Service Agreement Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy
- 1.7 Support Coordination Practice Policy
- 1.8 Incident Management Policy

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1.2 Complaint and Feedback Policy v1.2

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Purpose

The purpose of this policy is to ensure that clients of Native Coordination are free from all forms of abuse, neglect and exploitation in their interactions with Native Coordination employees and contractors. Where abuse or neglect does occur, Native Coordination responds promptly and sensitively to protect the person from further harm, and to coordinate appropriate responses in line with Native Coordination's duty of care obligations.

Scope

This policy applies to all Native Coordination employees, contractors and clients.

Definitions

Abuse: Behaviour or actions that are intended to cause harm to a person including:

- Threatened or actual physical, sexual, or verbal abuse, harassment, including physical and medical restraint Abusive behaviour management practices.
- Taking advantage of legal and financial situations to the detriment of a person
- Accidents or near accidents caused by unsafe equipment or practices
- The threat of retribution for disclosure of any potential or actual abusive or neglectful practice or situation
- Use of punitive or coercive behaviours to ensure a person's compliance.

Assault: an assault is any attempt or threatened attempt to cause unwanted immediate physical contact or bodily harm that puts the victim in fear of such harm or contact.

Exploitation: Exploitation is someone is taking advantage of another person in any way.

Neglect: Neglect is the failure of a person responsible for another person to provide them with the necessities of life. The necessities of life are usually considered to be adequate food, shelter, clothing, medical or dental care. Neglect may also involve the refusal to permit others to provide appropriate care to that person.

Policy Statements

Immediate Response

When abuse and neglect is identified or disclosed, the immediate response is to protect the person and others from further harm. Failure to act immediately on knowledge of abuse and neglect, or identified risks to the welfare and safety of a person, may be a breach of Native Coordination's duty of care. Failure to act can lead to disciplinary action, and the involvement of external authorities such as the NSW Police or the NSW Ombudsman.

It is paramount that the person's dignity is upheld prior to and during an investigation of an allegation or suspicion of abuse and neglect. Any unlawful conduct, including sexual or physical assault, is to be immediately reported to the NSW Police. Timely reporting of incidents ensures that safety issues are promptly addressed, evidence is preserved, and clients have best opportunity to recall and disclose details of any alleged abuse or incident.

Mandatory Reporting

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. Specifically, the following is mandatorily required to be reported to the NDIS Safeguards and Quality Commission within 24 hours:

- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

Reporting to the NDIS Commission does not replace Native Coordination's existing obligations to report particular events to other agencies, such as reporting any crimes to NSW Police. In addition, reports of abuse and neglect can also be reported to the National Disability Abuse and Neglect Hotline 1800 880

052 (8am – 8pm Mon – Fri). The Hotline provides guidance to callers on ways of dealing with reports of abuse or neglect through referral, information, and support. It is not a crisis service. Anyone can contact the Hotline including the person with disability, family, friends, carers, advocates and staff from government and non-government service providers.

Refer additionally to internal incident management policy.

Offering person centred support for the victim of abuse and neglect

The Director will be appointed as primary contact person to communicate with the victim and their family, guardian or other support person, to ensure that information relating to the incident is provided through one coordinated source. Information will be provided to a person with disability, their guardian or another support person, about the person with disability's legal rights, options and support services. This information must be provided in a format that suits the person with disability's individual communication needs.

When the victim is unable to make decisions about any aspect of the incident, a family member or guardian must be present to make decisions on the victim's behalf. Where this relates to medical treatment or forensic examination, consent must be provided by a person responsible in accordance with the Guardianship Act 1987 (NSW). In the circumstances of any allegation of discrimination, abuse, neglect or exploitation, the Director will direct consented access to any debriefing, counselling, legal or other support services.

The victim, family, guardian, or other support person will have the choice of pursuing the matter through the legal system and must be supported to access the services and advice they require. The Director can provide a list of organisations that provide legal advice and services.

The Charter of Victims Rights, which is contained in the Victims Rights and Support Act 2013 (NSW) outlines 18 rights for victims of crime in NSW. The Charter applies to all NSW government agencies, non-government agencies and private contractors funded by the State, including PDCN. Anyone who believes that their rights under the Charter have been breached can complain to Victims Services NSW.

Roles and Responsibilities

It is the responsibility of the Director to:

- Ensure that employees and contractors are aware that any attempts to cover up or failure to report incidents of actual or potential abuse will lead to disciplinary action.
- To be the appointed primary contact person for the victim.
- Provide direction for access to any debriefing, counselling, legal or other support services.
- Provide direction for access to legal services.

Associated Documents

- NDIS Act 2013
- Guardianship Act 1987 (NSW)
- Victim's Rights and Support Act 2013 (NSW)
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018
- 1.1 Service Agreement Policy
- 1.2 Complaint and Feedback Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy
- 1.7 Support Coordination Practice Policy
- 1.8 Incident Management Policy

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Purpose

This policy sets out Native Coordination's responsibility to ensure the collection of information about the participant is limited to that that is needed for effective service delivery and our duty of care responsibilities; and to ensure that Native Coordination hold information securely in line with relevant legislation and standards. It provides guidance about how personal information is collected, used, and stored by us.

Scope

This policy applies to all Native Coordination employees, contractors, and clients.

Definitions

Participant: a person who is receiving, or has received a service from us.

Participant Record: a record of events and decisions in relation to a participant's services.

Participant Record Management: management of participant records including creation, maintenance, and destruction of records.

Confidentiality: the protection of personal information to protect the dignity and privacy of participants.

Privacy: an individual's right to have their personal information withheld and protected from loss, misuse, or unauthorised disclosure.

Policy Statement

Native Coordination ensures the privacy, dignity and confidentiality of its participants, families, and carers information which is protected by our obligations under the Privacy Act (1988). A copy of this document is available on our website and participants are provided with a copy when they access our services.

The Service Agreement supports this policy. Participants sign one of these when accessing our services. Native Coordination take steps to protect the personal information Native Coordination hold about participants from misuse, interference, loss, and unauthorised access, modification, or disclosure.

Principles

Collecting personal information

Native Coordination will:

- Ensure that Native Coordination only collects information about the participant;
- Information will only be held for as long as that can be shown to be directly relevant to effective service delivery and the organisation's duty of care responsibilities;
- Get written consent from the participant before requesting and receiving information from external sources; and
- Inform the participant of what personal information is held by us about the participant.

Sharing personal information

Native Coordination will:

- Request and receive written consent from the participant before sharing information;
- with any other source. If consent is verbally received, it will be documented;
- Not use photo or video of a participant publicly for any reason;
- Tell the client about exceptions to the privacy and confidentiality policy under which Native Coordination would use or disclose personal or sensitive information without consent. This includes but is not limited to:
 - Where Native Coordination believe the use or disclosure is needed to lessen or prevent a serious threat to the life, health, or safety of an individual, or to public health or safety;
 - Where Native Coordination have reason to suspect an employee or contractor has done something unlawful or engaged in serious misconduct that relates to our functions,

services or activities and need to disclose information so that it can take appropriate action.

Client Record Access

Native Coordination will provide the client access to the Client Record, unless:

- Native Coordination believe that providing access would threaten the life, health, or safety of any individual, or to public health or public safety;
- Providing that information would have an unreasonable impact on the privacy of other individuals;
- The request is frivolous, vexatious, or against the law; or
- The information relates to existing or anticipated legal proceedings between Native Coordination and the individual, and the information would not be provided by the process of those proceedings.

Rights and choices

Native Coordination will:

- Tell the client about their right to view information that Native Coordination keep about them;
- Offer support to the client to access or view information that Native Coordination keep about them.

If information is not protected, Native Coordination will:

- Quickly investigate and fix any breach of this policy.
- Report and/or disclose any known breach in accordance with the Privacy Amendment (Notifiable Data Breaches) Act 2017.

Clients can let us know if they suspect breach of this policy by providing Native Coordination with feedback or making a complaint. Any questions or complaints about this Policy, requests for access to, or for correction of personal information, should be directed to the Director.

Information Management - Systems

Share Drive – Google Drive

Native Coordination utilises a Google Share Drive through Google One. Review of the Terms of Service has been conducted, and is in alignment with the Privacy and Confidentiality requirements of the NDIS Practice Standards.

Client Management System – Astalxy

Native Coordination utilises Astalxy. Review of the Data Storage and Privacy Guidelines have been reviewed and are in alignment with the Privacy and Confidentiality requirements of the NDIS Practice Standards. Astalxy has the functionality for documents relevant to Native Coordination clients to be saved on the platform. To reduce risk, these documents are to be stored solely on the Google Drive.

Accounting System - Xero

Native Coordination utilises Xero Accounting Software. Review of the privacy notice has been conducted, and is in alignment with the Privacy and Confidentiality requirements of the NDIS Practice Standards.

Document Signing System - SignNow

Native Coordination utilises SignNow. Review of the privacy notice has been conducted, and is in alignment with the Privacy and Confidentiality requirements of the NDIS Practice Standards.

Two-Step Verification

Two-Step Verification is required for users to access the following platforms:

- Google Drive
- Xero
- SignNow

- PRODA

Information Management – Referrals

A principle function of the Support Coordination role is to connect Native Coordination clients with relevant services, providers, and organisations. External stakeholders may request personal details of the participant to commence a referral process. The breadth of information requested by external stakeholders is not uniform, and may request details not required for referral process to commence.

Sharing information of our clients, on their behalf, requires approved consent captured within a current service agreement. Clients should be notified prior to sharing. Information shared should not exceed the following:

- Name
- Date of birth
- Address
- Gender
- Aboriginality status
- Language and interpreter requirements
- Guardianship details, relevant to the referral
- Reason for referral
- Risks
- Details of disability, relevant to the referral
- Expected outcomes of service
- Reports and assessments, relevant to the referral
- NDIS plan details, relevant to the referral
- NDIS number, relevant to the referral
- Financial management details, relevant to the referral
- Emergency contact details

External stakeholders are to be directed to communicate directly with the client, if requiring details beyond the aforementioned.

Roles and Responsibilities

Employees and Contractors are responsible for the making sure that the privacy and confidentiality of our clients is protected. The Director is responsible for ensuring that any complaints or breaches about this policy are managed appropriately.

Compliance

Employees and Contractors found to be non-compliant with this policy are subject to appropriate disciplinary action by Native Coordination including, but not limited to one or more of the following:

- Counselling;
- Further training and development;
- Demotion;
- Suspension;
- Warning;
- Referral to appropriate legal and regulatory bodies as appropriate;
- Termination of employment (with or without notice or any payment); or
- Termination of engagement (in the case of contractors)

Associated Documents

- Privacy Act (1988)
- National Standards for Disability Services, in particular Standard 1: Rights.
- National Disability Insurance Scheme (NDIS) Quality and Practice Indicators (January 2020)

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- Notifiable Data Breaches Act (2017)
- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018
- 1.1 Service Agreement Policy
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.5 Rights and Safeguarding Policy
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Purpose

The purpose of this policy is to define Native Coordination's position to promote, enhance and protect our clients' human rights; decision making, choice and control; right to informed consent, safety and wellbeing; and citizenship and quality of life.

Scope

This policy applies to all Native Coordination employees, contractors, and clients.

Definitions

Dignity of risk: autonomy and self-determination used by a person when making decisions, including the choice to take some risks in life.

Informed Consent: voluntary agreement and willing acceptance of a proposition and following action where the person making the decision has appropriate information and capacity to make the decision free of fear or influence.

Choice and Control: a participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from.

Policy Statement

Human Rights

Each person with a disability is unique and a person of value and is entitled to the same rights and privileges as every other Australian citizen. This is supported by:

- Information being available for clients, their families, friends, carers and advocates on rights and available safeguards.
- Relevant training for staff to ensure that they understand and ensure that human rights are protected.

Decision Making, Choice & Control

Native Coordination ensures that clients have choice and control over their lives by being involved in, and having influence over, decisions that affect them. Specifically, Native Coordination:

- Respects the rights of people with disabilities in having dignity of risk, and of exercising choice and control about matters that affect them.
- Supports each client's right to access an advocate, and appropriately engages with client advocates where relevant.
- Involves clients (and others as appropriate) during the individual planning process.
- Supports and empowers clients (and others as appropriate) to make informed choices and decisions about their own life.
- Structures its services to be flexible and responsive to individuals needs and preferences.
- Accommodates, where possible, the client's service preferences and choices.
- Affirms that people with disability are assumed to have capacity to make decisions, exercise choice, and provide informed consent.

Native Coordination will act to ensure client decision making is enacted to the fullest extent of capacity of the individual. Native Coordination will provide:

- Information being available for clients, their families, friends, carers, and advocates for them to make informed decisions regarding their services.
- Relevant training for staff to ensure that they understand and ensure choice and control for clients.

Safety and Wellbeing

Clients have the right to receive services from Native Coordination without threat, intimidation or abuse from staff, other clients, or from any other person. Clients have the right to not be neglected or exploited by Native Coordination. Native Coordination has processes in place to monitor client safety and service quality.

Citizenship & Quality of Life

Native Coordination supports clients to develop and maintain skills and the opportunity to participate in activities that enable them to achieve valued roles in the community, recognising their unique skills, lifestyle preferences, personal aspirations, and support needs. People with a disability have the right to be included in meaningful ways in their community including in the areas of learning, work, leisure, and relationships.

Native Coordination supports individuals to actively participate in their community in a way which is meaningful to them, and which promotes a valued role for the individual. Native Coordination's services:

- Provide opportunities for inclusion and participation with members of the community, and in inclusive community activities.
- Provide opportunities for individuals to actively contribute to their community.
- Ensure there is an awareness of and sensitivity to an individual's cultural beliefs and background which will include providing opportunities for the individual to make meaningful connections with culturally appropriate groups.
- Promote a collaborative approach with the individual, their family, and friends to provide opportunities for community inclusion and participation.
- Encourage partnerships with other organisations and community members to provide opportunities for individuals to actively participate in and play a meaningful role in their community.

Clients of Native Coordination are encouraged to undertake their valuable role within their communities. This is supported by:

- Information being available for clients, their families, friends, carers and advocates for them to ensure their engagement and participation.
- Relevant training, mentoring, and supervision for staff to provide contemporary services such as training in life skills, social interaction, community participation and inclusion.

Roles and Responsibilities

In support of this policy, Native Coordination ensures:

- Training and developing for staff to determine individual vulnerability, risk, duty of care and dignity of risk, and to determine and facilitate the implementation of the range of safeguarding strategies available.
- All staff adhere to mandatory reporting requirements.
- Service provision is monitored to detect deficits in safeguarding practices.
- An effective complaints and feedback mechanism is in place.
- An effective incident reporting system is in place.

Associated Documents

- National Disability Insurance Scheme (NDIS) Practice Standards and Quality Indicators, in particular Core Module 1: Rights and Responsibilities (Person Centred Supports)
- National Standards for Disability Services, in particular Standard 1: Rights.
- Disability Discrimination Act 1992 (Commonwealth)
- Charter of Human Rights and Responsibilities Act 2006 (Victoria), the Human Rights Act 2004 (ACT), the Human Rights Act 2019 (Qld) and other state and territories anti-discrimination, disability services, and equal opportunities legislation
- NDIS Act 2013
- NDIS Code of Conduct
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Convention on the Rights of the Child
- National Principles for Child Safe Organisations
- 1.1 Service Agreement Policy
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy

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Purpose

The purpose of this policy is to provide a safe workplace, as far as is reasonably practicable, and implement safe systems of work for all employees, clients, and others persons involved with Native Coordination

Scope

This policy applies to all Native Coordination employees, contractors, and clients.

Principles

Native Coordination adopts a risk management approach, including:

- Ensure the business complies with legislation relating to health and safety.
- Hazards and risks to health, safety and welfare are identified, assessed and, where they cannot be eliminated, are effectively controlled as far as reasonably practicable.
- Adopt a trauma informed approach to our people and others.
- Provide safe systems of work which will assist employees to carry out their work safely and contribute to the health, safety and welfare of all persons in the workplace
- Consultation and participation by employees, contractors and clients in the decision making process on matters which directly affect their health, safety and welfare at work
- Employees and contractors will be provided with the appropriate information, instruction, training and supervision to carry out their role and responsibilities in a safe manner.

Roles and Responsibilities

The Director will be responsible for:

- Ensuring Native Coordination complies with legislation relating to health and safety.
- Eliminate or minimise all hazards and risks.
- Developing a WHS reporting procedure
- Investigating WHS reports and taking action.
- Provide and maintain, as far as reasonably practicable, a working environment that is safe and without harm to health safety and wellbeing.
- Consult with and involve employees and contractors on matters relating to health, safety and wellbeing.
- Provide suitable injury management and return to work for injured workers.

Contractors for Native Coordination will be responsible for:

- Identifying and reporting WHS risks and incidents to the Director
- Ensuring all reasonable action is taken to eliminate and/or prevent WHS risks. Where elimination or prevention is not possible; ensuring all risk reduction strategies are reflected in their action.

Associated Documents

- The Work Health and Safety Act 2011 (NSW)
- NSW Safework Hierarchy Controls
- WHS Action Plan
- WHS Hazard/Incident Report
- Training Record Register
- WHS Induction Checklist
- Register of Injuries
- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
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1.6 Work Health and Safety Policy v1.2

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Purpose

This policy and procedure outlines the process for participants seeking support coordination from Native Coordination.

Scope

This document applies to Native Coordination employees registered to provide support coordination.

Definitions

Support Coordination: Support to assist an individual to build the capacity in understanding, implementing, and utilising a NDIS plan. Support to ensure a mix of supports are used to increase capacity to maintain relationships, manage service delivery tasks, live more independently and be included in the community.

Support Coordinator: Role of a person delivering Support Coordination services.

Policy Statement

Native Coordination Support Coordinators will support clients to understand and implement NDIS funded supports. Additionally, Support Coordination services will link clients to community, mainstream and other government services. Support Coordinators will focus on supporting participants to build skills, direct their life and effectively direct services with their chosen providers.

The role of Native Coordination to develop strong and sustainable links between our clients and their chosen service providers. The role of the support coordinator is to act as a central and leading party in the collaboration that is involved in achieving goals and outcomes. With the client's consent; Native Coordination will look to share all relevant information across involved service providers, monitor support plans to ensure effective collaboration & identify opportunity for enhanced collaboration.

Support Coordinators will assist clients to negotiate with providers about what they will offer and for what cost; driving the effectiveness of funding allocations. Support coordinators will ensure service agreements and service bookings are completed. They will help build participants ability to exercise choice and control; to coordinate supports and access the local community.

Support Coordinators will assist clients in preparing for interactions with the NDIA, and to ensure the needs of the individual are effectively communicated. Support Coordinators will act to ensure that clients develop a working understanding of all interactions regarding them and their life.

Principles

Conflict of Interest

Native Coordination has been established to solely provide Support Coordination services. The structure is based on a principle of independence and a singular revenue source; support coordination. This structure ensures that Support Coordination services are not incorrectly utilised to refer business into the same or subsidiary business. Native Coordination's role as a Registered NDIS Provider is to enact the objectives and principles of the National Disability Insurance Act (2013); *[to] enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports*. When providing participants with options of service providers; Native Coordination will offer no fewer than three options where practicable. In the instance that a diverse offering of choice is not practicable; reasonable efforts will be made to document why a diverse offering could not be made.

Native Coordination onboarding processes acknowledge the diversity and differing capacities of our client base. As such, a flexible and dynamic approach is taken to ensure this process is completed in a manner which is of greatest comfort for the client. The following is a non-extensive list of approaches:

- Receiving an enquiry through phone call or email to commence services.
- Receiving an enquiry through connecting with people in a community setting.
- Sharing a [Referral Form](#) for completion.
- Acquiring referral information over the phone.

1.7 Support Coordination Practice Policy v1.2

- Acquiring referral information through document sharing.
- Sharing a Service Agreement through SignNow for digital signature.
- Sharing a service agreement as a hardcopy for signature.
- Meeting at a person's place of residence or community setting to discuss services.
- Meeting through a video-link to discuss services.
- Receipt of Request For Service through the Provider Portal.

Native Coordination will make all practical attempts to follow up referrals within 2 business days.

Monitoring of Services

Meeting quarterly or as needed will additionally be utilised as an opportunity to monitor progress towards desired outcomes & goals. If an outcome is not on track to be met by Native Coordination or another provider, the meeting will be utilised to review the goal and strategy in place to achieve it. Additionally, goals may be adjusted or discontinued based on the participant sentiment; meeting frequently will allow a dynamic approach. Meeting will ideally be done face-to-face but may be adjusted to meet their needs/desires.

Exiting of Support Coordination participants

1. When a participant requests to exit, Native Coordination will follow the terms of cancellation as outlined in the Service Agreement. In general, written confirmation is required and a cancellation period of up to one week is required.
2. Participants will be asked to provide feedback to ascertain the reason for the change, if this is appropriate.
3. Necessary system adjustments and handover/transition processes will be undertaken in the transition of the participant and their family to another provider.
4. The Support Coordinator of the participant will finalise the activities and follow up on any outstanding requests.

Transition To and From Provider

Native Coordination recognises the NDIS Practice Standards outlined requirement that planned transition to or from the provider is facilitated in collaboration with each participant when possible, and this is documented, communicated, and effectively managed. Native Coordination acknowledges the stress and disruption that is involved with change - and plans to effectively minimise associated disruption.

In the instance a participant is transferring to Native Coordination; with the participant's consent, Native Coordination will seek to reach out to the current provider for a comprehensive handover and transfer of relevant documentation that is allowable within their privacy policy. In the instance a participant is transferring from Native Coordination; with the participant's consent, Native Coordination will seek to reach out to the new provider to provide a comprehensive handover and transfer of relevant documentation that is allowable within Native Coordination Privacy Policy.

A Provider Transfer Action Plan has been developed to identify all risks and actions required in supporting a successful transition. Within this document, strategies are identified, documented - with risk levels documented. A Provider Transfer Policy has been developed to guide the transition to and from providers. This procedure outlines the processes involved; which effectively applied reviewed and communicated with all involved parties.

Finances

Non-NDIS finances are not within the scope of consideration within the Support Coordination Role. Client personal money or property is not to be handled in any circumstances. It is not the role of the Native Coordination to provide financial advice or information other than that which would reasonably be required under the participant's plan.

Medication

1.7 Support Coordination Practice Policy v1.2

Administration of medication is not within the scope of consideration within the Support Coordinator Role. Client medication is not to be administered or handled by Native Coordination employees. This blanket approach is to eliminate risk associated with medication administration.

Associated Documents

- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registered Standards) 2018
- 1.1 Service Agreement Policy
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health and Safety Policy
- 1.8 Incident Management Policy
- 1.9 Person Centred Policy
- 1.10 Governance and Operational Policy

Document Control

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1.8 Incident Management Policy v1.2

Purpose

The purpose of this policy is to provide guidelines for reporting, investigating, and applying appropriate control measures when an accident, incident (including critical and reportable incidents), or near miss affecting staff or participants occurs.

Scope

This policy and procedure applies to all employees, contractors and clients of Native Coordination

Definitions

Accident: an unforeseen event that causes damage to property, injury, or death.

Incident: Acts, omissions, events or circumstances that occur in connection with providing supports or services to a person with disability who receives funding under the National Disability Insurance Scheme (NDIS).

Near Miss: any incident that occurred during services with Native Coordination, which, although not resulting in any injury, illness, or damage, had the potential to do so.

Hazard: a situation that has the potential to harm a person (cause death, illness, or injury) or environment or damage property.

Hazard identification: A process that involves identifying all foreseeable hazards in the workplace and understanding the possible harm that each hazard may cause.

Hazard management: A structured process of hazard identification, risk assessment, and control, aimed at providing safe and healthy conditions for staff members, contractors, and visitors while on the premises.

Harm: Includes death, or injury, illness (physical or psychological), or disease that may be suffered by a person as a consequence of exposure to a hazard.

NDIS Quality and Safeguards Commission: The regulatory body established to oversee the registration of NDIS providers and monitor compliance, respond to complaints and reportable incidents, monitor behaviour support and restrictive practices, and undertake investigation and enforcement.

Reportable incidents - incidents, or alleged incidents, that:

- arise from acts, omissions, events, or circumstances occurring in connection with providing supports or services to a person with disability and resulted in, or could have resulted in, harm to the person with disability; or which
- arise from acts by a person with disability that cause, or risk causing, serious harm to another person. Section 73Z(4) of the Act defines a reportable incident as:
 - the death of a person with disability;
 - serious injury of a person with disability including fractures, burns, deep cuts, extensive bruising, concussion, and any other injury requiring hospitalisation;
 - abuse of a person with disability behaviour management including verbal, Incident
 - neglect of a person with disability behaviour management that is seriously inappropriate or improper;
 - unlawful sexual or physical contact with, or assault of, a person with disability by a worker or another NDIS participant;
 - sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity;
 - unauthorised use of a restrictive practice in relation to a person with disability.

1.8 Incident Management Policy v1.2

For further examples, consult the NDIS Quality and Safeguards Commission Reportable Incidents Guidance.

Policy Statement

Native Coordination employees and contractors are required to be vigilant in reporting incidents when they occur so that appropriate support can be provided to those affected and the circumstances can be analysed to reduce the likelihood of a similar event occurring again. All staff, contractors, volunteers, and students have a responsibility to ensure that details of any incident are recorded and reported to the Director.

Preventing incidents

Prevention is the best way to keep people with disability safe from incidents that may cause harm. Native Coordination will act to prevent incidents by:

- Enforcing proactive risk management policies and procedures
- Informing clients of Native Coordination of our incident management practices
- Ensuring clients of Native Coordination's are accessing supports in a safe environment that is appropriate to their needs.

Principles of the NDIS Reportable Incidents Scheme

Native Coordination will ensure:

- Management of an incident is respectful of, and responsive to the client's preferences, needs, and values; while supporting the person's safety and wellbeing.
- Management of an incident should reveal the factors which contributed to the incident occurring, and seek to prevent incidents from reoccurring, where appropriate.
- The process for dealing with reportable incidents is easy to understand, accessible, and consistently applied.
- Accountability for appropriately managing the response to reportable incidents. Everyone involved in the management of a reportable incident understands their role and responsibilities and will be accountable for decisions or actions taken in regard to an incident.
- The incident management process facilitates the ongoing identification of issues and implementation of changes to improve the quality and safety of NDIS supports and services.
- The nature of any investigation or actions following an incident will be proportionate to the harm caused and any risk of future harm to people with disability

Feedback

Investigation to causes and recommended outcomes will be communicated with clients in a timely manner. Clients will be encouraged to provide feedback on the outcomes and contribute.

Reporting to the NDIS Quality and Safeguards Commission

Reportable incidents must be notified to the NDIS Commission within 24 hours of the Director being made aware of the incident. A more detailed report about the incident and actions taken in response to it is required within five working days. The NDIS Commission must be notified of the use of unauthorised restrictive practices within five business days of the Director being made aware of the incident. If there is harm to a participant, it must be reported within 24 hours as the relevant reportable incident category, such as serious injury or abuse. A final

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report may also be required within 60 business days of submitting the five-day report. The NDIS Commission will advise Native Coordination if a final report is required.

Associated Documents

- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy

Document Control

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1.9 Governance and Operational Policy

Purpose

The purpose of this policy is to promote a person-centred approach to be central and driving to all actions of Native Coordination.

Scope

This policy applies to all Native Coordination employees, contractors, and clients.

Definition

Person-Centred: the practice of ensuring a client is central to all service and life decisions. This approach places exclusive focus on the person and their desires, wants and needs; not their condition or disability.

Policy Statements

All procedural decisions are undertaken in the best interest of the person accessing Native Coordination's services. Involvement of other stakeholders, with the individual's consent, and the organisational and strategic priorities acknowledge the importance of inherent dignity and respect of the person involved. Native Coordination's services are structured in a way to facilitate the greatest flexibility and responsiveness to individual preferences and choices.

Native Coordination recognises the importance of families and circles of support in person and recognises them as integral to the individual planning process. Native Coordination acts to ensure collaborative relationships with family and circles of support; as appropriate to the individual. This includes providing appropriate supports to help the person, their family, and other people who are important to the person are present and participate in the individual planning. Planning processes are guided by relevant legislation, departmental policies, and sector frameworks, and take into account people's age, ability, gender, sexual identity, culture, religion, spirituality, health, and wellbeing.

The planning process is underpinned by the rights of each person to exercise control over their lives. Native Coordination employees are to actively support service options that best meet a person's needs, preferences and diversity. This includes facilitating access to a support person or advocacy service where desired. Native Coordination documentation is written in plain English, free of professional jargon wherever possible or clearly explained when jargon has to be used and written in a way that helps the reader get to know the person. The key reading audience for a plan is the person who is the subject of the plan.

Roles and Responsibilities

It is the role of the Director and contractors to:

- Place the service user at the centre of all decisions.
- Gain feedback to develop an understanding if services are being delivered in a way that meets the definition of person-centred.
- To respond accordingly and timely when feedback is received that services are not being delivered in such a way
- To effectively collaborate with informal supports, community, mainstream and formal services to promote a person-centred approach is being implemented throughout the support network.

Associated Documents

- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018

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- United Nations Convention on The Rights of Persons with Disabilities
- 1.1 Service Agreement Policy
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy
- 1.7 Support Coordination Practice Policy
- 1.8 Incident Management Policy

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1.10 Governance and Operational Policy

Purpose

This policy outlines Native Coordination's governance model and practices.

Scope

This policy and procedure applies to all employees, contractors, and clients of Native Coordination

Organisation Structure

Entity Type: individual/sole trader

ABN: 73 967 045 059

ABN Status: Active from 09 February 2021

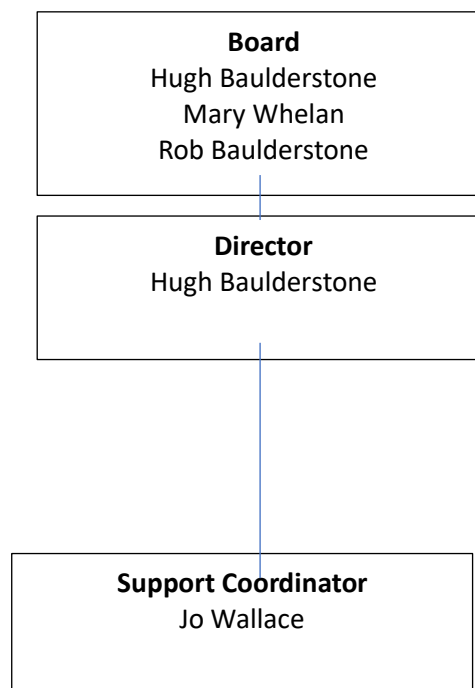
Entity Name: BAULDERSTONE, HUGH ANTHONY

Business Name: Native Coordination

GST Registered: Registered from 20 June 2022

Main Business Location: NSW 2088

Organisation Chart



Recruitment

To ensure recruitment activities are aligned with the NDIS Practice Standards, Native Coordination will ensure the following when recruiting new workers:

- The skills and knowledge required of each position are identified and documented together with the responsibilities, scope and limitations of each position. This information is captured within role descriptions.
- Records of worker pre-employment checks, qualifications and experience are maintained.
- An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.
- For each worker, the following details are recorded and kept up to date:
 - Contact details;
 - Details of their secondary employment (if any).

Continuous Improvement

1.10 Governance and Operational Policy

To ensure Native Coordination employees and contractors are continuously improving their skills and knowledge, in alignment with the NDIS Practice Standards, Native Coordination will ensure the following when recruiting new workers:

- A system to identify, plan, facilitate, record, and evaluate the effectiveness of training and education for workers is in place to ensure that workers meet the needs of each participant. The system identifies training that is mandatory and includes training in relation to staff obligations under the NDIS Practice Standards and other National Disability Insurance Scheme rules.
- Weekly supervision, support and resources are available to workers relevant to the scope and complexity of supports delivered.
- The performance of workers is managed, developed, and documented, including through providing feedback and development opportunities.

Emergency and Disaster Management

Native Coordination exclusively offers support coordination services. Native Coordination will unlikely be the appropriate provider to respond directly in the instance of emergency and/or disaster.

- Workers with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning or infection prevention or control) are identified.
- Plans are in place to identify, source and induct a workforce in the event that workforce disruptions occur in an emergency or disaster. This In most instances, this identified party will be employed from a service provider delivering direct services.
- Infection prevention and control training, including refresher training, is undertaken by all workers involved in providing supports to participants. It has been identified that it would be a conflict of interest for Native Coordination employees and contractors to provide direct support, in environments where infection poses risk.
- Support Coordination services may be utilised to assist participants in planning for and responding to a disaster. Native Coordination will manage the impact of a disaster to its services, through following the recommendations of emergency services and remaining in continual communication with clients.

Continuity of Service

To ensure each client has access to timely and appropriate support without interruption, Native Coordination will act to:

- Management perform a daily check-in with employees and contractors to review their capacity for work. If they are requiring leave, planning will take effect to avoid disruption and ensure a continuity of supports for clients. The following is a non-exclusive list of how this may be managed:
 - Forwarding email and phone communication to management;
 - Reviewing daily schedule to identify if meetings require rescheduling or a substitute representative;
 - Planning to effectively manage workload to alternative dates; and/or
 - Ensuring work is redistributed to a suitably qualified & experienced individual.
- Employees and contractors effectively utilise tasks function of Astalby to capture upcoming workflow.
- Employees and contractors effectively utilise calendar function of Outlook to capture upcoming events.

In the event that an employee or contractor is taking leave for multiple days or weeks, it is required for effective planning to be conducted and communicated to clients. It is a requirements for alternative arrangements to be explained to and agreed to by the client. Changes to arrangements are to be delivered in a way that is appropriate to their needs, preferences, and goals. A handover of outstanding and upcoming tasks is to be shared with all relevant parties. Details of the suitably qualified and experienced individual are to be communicated with the client. Details of the expected length of leave are to be communicated, if known. In the instance of unexpected leave, management will conduct the aforementioned tasks.

1.10 Governance and Operational Policy

Schedule of Compliance Requirements

Routine internal audits will be conducted to monitor the policies and practices of Native Coordination meet the operating requirements of the NDIS. Additionally, external audits and monitoring will be undertaken to ensure Native Coordination meets the operating requirements of the NDIS Practice Standards.

Strategic Plan

A strategic plan will be developed annually; as an essential effort to define the strategy & direction of Native Coordination and allocate resources. Strategic planning will address the following elements:

- Mission Statement
- Core Values
- SWOT Analysis
- Yearly Objectives
- Long-Term Goals

Director's Meetings

Native Coordination's Directors have been selected on relevance of experience and qualification in key governing areas:

Rob Baulderstone BA ACC, CA, GAICD

- Chartered Accountant.
- Board of Directors, James Milson Retirement Village.
- Chair of Audit & Risk Committee, James Milson Retirement Village.
- Former Board of Directors, Giant Steps Foundation.
- Former Chief Financial Officer, Abacus Property Group (ABP).
- Former Head of Risk, Compliance and Financial, Abacus Property Group.

Mary Whelan BA, LIB

- Solicitor and Mediator.
- Partner at Gillespie Whelan Legal Costs.
- Consumer Representative, Mater Hospital Sydney.
- Former Board of Directors, Giant Steps Foundation.
- Member of the Council, Sydney Symphony Orchestra.

Hugh Baulderstone

- 17 years of experience in Disability Services.
- Former NDIS Operations Manager, Reliant Healthcare.
- 2 years' experience in delivery of Support Coordination.
- Former Business Development Management experience.
- Former Government Services experience.

Governance meetings will occur the 2nd Thursday of each month. Director's meetings are to ensure the review of:

- Operational opportunities & risks
- Financial management
- Financial opportunities & risks
- Worker performance
- Recruitment
- Information management
- WHS
- Legislative risks
- Strategic planning

1.10 Governance and Operational Policy

- Insurances
- Complaints management and response
- Incident management and response
- Emergency & disaster response requirements

Governance meetings are structured to review previous meeting minutes, outstanding issues, agreed actions and non-conformities/opportunities that are identified in auditing exercises.

Roles and Responsibilities

It is the responsibility of the Director to:

- Attend governance meetings.
- Review and develop an annual strategic plan.
- Complete routine internal audits.
- Complete routine external audits.
- Monitor legislative changes and operational guidelines.

Associated Documents

- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.4 Privacy and Confidentiality Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy

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1.11 Prevention Infection and Control Policy

Purpose

The purpose of this document is to prevent the risk of infection and control the actions of Native Coordination employees to minimise the threat of infection. This policy is directed for both generalised infections and COVID-19.

Scope

This policy applies to all Native Coordination employees, contractors, and clients.

Policy Statement

Public Health Orders and Restrictions

To deal with the public health risk of COVID-19 and its possible consequences, the Minister for Health and Medical Research has made a number of Orders, under section 7 of the Public Health Act 2010. Native Coordination is mandated to follow all Public Health Orders and Restrictions that are imposed; and have the responsibility to regularly monitor NSW Legislation changes to ensure compliance.

NSW Health Practice Guidance

Native Coordination is to follow the guidance of NSW Health to ensure the safety of service users. Where safe working practices confirm specific Personal Protective Equipment (e.g. face shields/ masks or other equipment) are required for the protection of staff due to COVID-19, in all circumstances:

- Staff are to wear prescribed PPE as instructed
- Staff are not to undertake or be required to undertake tasks requiring PPE if the PPE is not available for use. Any such tasks are not to proceed until required PPE is available.

Mandatory Training

The Australian Government Department of Health has developed a free online training module: Infection prevention and control for COVID-19. It is mandatory for all Native Coordination employees complete this and register certificates of completion.

It covers the fundamentals of infection prevention and control for COVID-19, including:

- COVID-19 – what is it?
- Signs and symptoms
- Keeping safe – protecting yourself and others
- Myth busting

Roles and Responsibilities

It is the responsibility of the Director to:

- Ensure all employees and contractors are provided with appropriate PPE;
- Ensure all employees and contractors have completed appropriate training; and
- Monitor clients, employees and contractors' wellbeing.

Document Control

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Purpose

The purpose of this policy is to recognise the right of people with a disability to dignity, autonomy, decision-making, and recognition of legal capacity.

Scope

This policy and procedure applies to all employees, contractors, clients, and stakeholder groups of Native Coordination.

Definitions

Supported Decision Making: The process of providing support to people to make decisions to remain in control of their lives; through building skills and knowledge of people, their families, carers, peers, and professionals.

Representatives: Role of a person to assist a person who requires support to make decisions or, where necessary, makes decisions on their behalf. The decision made by the representative reflects the will and preferences of the person they are assisting. In the NDIS, representatives include child representatives and NDIS nominees. Other representatives appointed outside the NDIS may include guardians under state or territory law.

Decision Supporters: Role of a person to assist a person who requires support to make decisions. A supporter does not make the decision. People with disability can select people to be their decision supporters. Decision supporters can include family, friends, carers, peer networks, advocates, or support providers.

Policy Statement

To deliver supported decision making, we will:

- Provide opportunities for clients to make their own decisions. If there is a skills gap, we will explore opportunities for building capacity.
- Monitor and implemented NDIS policies, system updates and processes. We will review changes, to ensure service delivery is reflective of best practice.
- Promote training and resources for clients, their families, and carers.

Principles

The approach to supported decision making in the NDIS:

1. is individual to each person;
2. recognises the role of relationships, kinship, and trust;
3. looks at decision making as a process
4. takes a lifespan approach; and
5. recognises the importance of key transitions in a person's life.

Native Coordination will start from the position that all people need varying levels of support for decision making. In supporting people with disability to make decisions, the Native Coordination will seek to understand a person's decision support needs and who is supporting that person, rather than assess a person's capacity to make decisions.

Dignity of risk

People with disability have the right to make decisions that involve risk. Risk should be considered and discussed during the decision making process. Through supporting risk and encouraging people to make choices and take chances, people can learn and increase self-esteem, self-respect, empowerment, and hope, leading them to live self-determined lives.

Sometimes a decision supporter won't agree with a decision a participant has made. For example, the decision might not match their own judgements and be different to the decision that the supporter would make. This doesn't mean that the participant can't make the decision. Where a

participant has expressed their will and preference, and made an informed decision with support, anyone subsequently providing support and services should do so in a way that supports them to act on their decision. Taking risks is an essential part of growth.

Dignity of risk means exploring new opportunities and extending a person's choice. In limited circumstances a participant's decisions may put them at unreasonable risk and they may not be able to understand the risk and potential consequences of their decision(s), even with support. This may include serious, imminent risk of physical, financial, or legal harm to themselves or others. In these situations, a participant's wellbeing (and the wellbeing of others) will be prioritised alongside their will and preference, and a substitute decision making arrangement (plan nominee) put in place for the limited time required.

Conflict of Interest

Supporters and representatives who work with participants need to be aware of conflicts of interest (perceived or actual) and take steps to identify and manage such conflicts. They also need to be careful not to unduly influence a participant's decisions. A conflict of interest is when a decision supporter or representative puts what will benefit them (their own interests) ahead of the interests of the person they are supporting to make a decision. This means the person with the conflict could influence the person they are supporting to make a decision that is easier for, or benefits, them instead of the participant. Undue influence occurs when the person making the decision is pressured into making a decision that is not what they actually want.

Native Coordination employees and contractors are to take the following steps to identify and manage conflicts of interest:

- the person with the conflict explains any potential conflict of interests to everyone involved, including the decision maker and the NDIA or partner; and
- the person with the conflict may find ways to reduce the conflict, for example involving other decision supporters to assist with understanding the will and preference of the participant or person with disability; or
- the conflicted person not being involved in the decision making process and finding an independent supporter or representative for those decisions where there is a conflict.

Native Coordination employees and contractors are to ensure decision supporters and representatives who work with participants have awareness of acquiescence. When people communicate 'yes' or accept and agree with things regardless of what has been asked, or without really wanting to, this is called acquiescence. People may try to mask communication difficulties or use strategies to hide that they don't understand information, or they might have been put on the spot when they need time to think it through. Decision supporters and representatives need to watch out for signs that the person they are supporting is unwillingly communicating 'yes' or is communicating what they think they should - when this doesn't reflect their will and preference. They might need to go over the supported decision making process again, asking a different way or at another time, and expressing that it is ok to say no if this is not what they want.

Roles and Responsibilities

Native Coordination clients have the role of decision maker. Native Coordination employees and contractors are not representatives for clients, and are not responsible to make decisions on the client's behalf.

Employees and Contractors are responsible for the supporting decision-making of clients. The Director is responsible for ensuring that this practice is facilitated effectively, and professional development is undertaken.

1.12 Supported Decision-Making Policy v1.1

Associated Documents

- The UNCRPD and Australia’s Disability Strategy 2021-2031
- NDIS Participant Service Charter
- National Disability Insurance Scheme (NDIS) Quality and Practice Indicators (January 2020)
- NDIS Supported Decision Making Policy
- NDIS Act 2013
- NDIS Code of Conduct
- National Disability Insurance Scheme (Provider Registration and Practice Standards) 2018
- 1.1 Service Agreement Policy
- 1.2 Complaint and Feedback Policy
- 1.3 Prevention and Response to Allegations of Abuse, Assault and Neglect Policy
- 1.5 Rights and Safeguarding Policy
- 1.6 Work Health Safety Policy
- 1.7 Support Coordination Practice Policy
- 1.8 Incident Management Policy

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