

The Junction Club House Cairns Ltd		
Policy: NDIS Participant Engagement		
Policy number: JQS.P		Date adopted: TBA
Authorised by: The Board		
Date last reviewed: 00/00/2020	Reviewed by: Quality Review Panel	Date of next review: 00/00/2021

Related documents:	
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	<ul style="list-style-type: none"> Participant Engagement policy and procedures NDIS Service Agreement NDIS Travel Agreement
Other standards	<ul style="list-style-type: none"> NDIS Practice Standards 2020
Legislation or other requirements	<ul style="list-style-type: none"> Work Health & Safety Act 2011 Work Health and Safety Regulation 2011 The National Disability Insurance Scheme Act 2013 (NDIS Act) National Disability Insurance Scheme (Code of Conduct) Rules 2018 [F2018L00629] National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 [F2020C00051] National Disability Insurance Scheme (Restrictive

	<p><u>Practices and Behaviour Support) Rules 2018 [F2018L00632]</u></p> <ul style="list-style-type: none"> • <u>National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 [F2018L00627]</u> • <u>National Disability Insurance Scheme NDIS (Quality and Safeguards Commission and Other Measures) Transitional Rules 2018[F2018L00630]</u> • <u>National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 [F2018L00633]</u> • <u>National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 [F2018L00634]</u> • <u>National Disability Insurance Scheme (Provider Definition) Rule 2018 [F2018L00628]</u> • <u>National Disability Insurance Scheme (Protection and Disclosure of Information - Commissioner) Rules 2018 [F2018L00635]</u> • <u>National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 [F2018L00887]</u>
Definitions	<ul style="list-style-type: none"> • NDIS indicates National Disability Insurance Scheme

1. Purpose

The purpose of this policy is to provide:

1. Set out the rights of participants and responsibilities of The Junction as an NDIS provider that delivers supports and services to participants
2. Provide practical application of the NDIS Practice standards and quality indicators
3. Guide NDIS workers on all aspects of engagement beginning with participants from access to supports to transitions to and from The Junction and the provision of supports during their engagement with The Junction.

2. Scope

This policy applies to all NDIS workers, Board of Directors and participants engaged with The Junction through an NDIS package.

3. Policy statement – Our commitment

The Junction is committed to providing high quality and safe supports and services to NDIS participants. All NDIS workers at The Junction shall read and sign this policy as an acknowledgement of the following practice standards of The Junction to be upheld in the when working with participants:

3.1 Respect, Rights and Responsibilities:

- Each participant accesses supports that promote, uphold and respect their legal and human rights. Participants are supported to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making
- Each participant accesses supports that respect their culture, diversity, values and beliefs, while respecting and protecting their dignity and right to privacy
- Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided, and expects to be free from violence, abuse, neglect, exploitation or discrimination
- Pathways to reporting concerns, including disrespect, are made known to all participants.

3.2 Governance and Operational Management:

- Each participant's support is overseen by robust governance and operational management systems of The Junction including processes that are identified to reduce risks to participants, workers and the provider. Management of known risk is communicated and mitigated, then added to the risk register
- Each participant benefits from a quality management system which promotes continuous improvement of support delivery, including management of each participant's information as identifiable, accurately recorded, current and confidential. Each participant's information is accessible to the participant when requested and appropriately utilised by relevant workers
- Each participant has knowledge of and access to The junction's complaints management and resolution system through their welcome packs. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed according to policy

- Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from via a continuous improvement system
- Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support
- Each participant's support needs will be met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.

3.3 Provision of Supports:

- Each participant accesses the most appropriate supports that meet their needs, goals and preferences by being involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed. A copy of the plan is made available to the participant for a clear understanding of the supports they have chosen and how they will be provided
- Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals, including assistance with a planned and coordinated transition to or from the provider
- Each participant has access to timely and appropriate support without interruption, where practical with the opportunity to choose their own supports
- Each Participant understands how and is encouraged to raise issues with the NDIS Commission according to the NDIS Code of Conduct. Where The Junction does not respond appropriately to the issue, support will be given to the participant to engage an external source of their choice to contact the NDIS Commission.

3.4 Provision of Supports - Environment

- Each participant can access supports in a safe environment that is appropriate to their needs
- Participant money and property is secure, and each participant uses their own money and property as they determine.

4. Procedures

4.1 Rights and Responsibilities:

4.1.1 Person-centred supports

Workers are to:

- Promote, uphold, and respect the legal and human rights of a participants as a standard of everyday practice
- Be responsive to the participant's mental health needs as a provision of support, and communicate in the language, mode of communication and terms that each participant is most likely to understand
- Offer support to engage with their family, friends and chosen community where appropriate and directed by the participant
- In the absence of a participant's support worker provide continuity of care using the checklist available in SRS.

4.1.2 Individual values and beliefs

Workers are to:

- Respond sensitively where a participant identifies culture, diversity, values, and beliefs with participants having the right to practice their culture, values and beliefs while accessing support
- Ensure consistent processes and practices that are in place, that respect and protect the personal privacy and dignity of each participant.

4.1.3 Privacy and dignity

Workers are to:

- Advise participants of confidentiality policies and practices using the language, mode of communication and terms that the participant is most likely to understand
- Ensure each participant understands and agrees to what personal information will be collected and why, including recorded material in audio and/or visual format. Release of this information is with consent through the organisational process outlined in the Privacy and Confidentiality policy.

4.1.4 Independence and informed choice

Workers are to:

- Support active decision-making and individual choice 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
- Support each participant's right to the dignity of risk in decision-making. When needed, support each participant to make informed choices about the benefits and risks of the options under consideration
- Respect each participant's autonomy, including their right to intimacy and sexual expression
- Ensure 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
- Support each participant's right to access an advocate (including an independent advocate) of their choosing, as is their right to have the advocate present at any time.

4.1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

Workers are to:

- Familiarise themselves with The Junction's policies, procedures and practices that are in place which actively prevent violence, abuse, neglect, exploitation or discrimination
- Provide each participant with information about the use of an advocate (including an independent advocate) and facilitate access to an advocate where allegations of violence, abuse, neglect, exploitation or discrimination have been made
- Act upon allegations and incidents of violence, abuse, neglect, exploitation or discrimination, and support and assist each participant affected. Ensure records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again.

4.2 Governance and Operational Management

4.2.1 Governance and operational management

The Junction's Board will:

- Provide opportunities for people with disability to contribute to the governance of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights

- Meet financial, legislative, regulatory and contractual responsibilities, and monitor and respond to quality and safeguarding matters associated with delivering supports to participants
- Identify the skills and knowledge required for it to govern effectively, and relevant training is undertaken by members of the Board to address any gaps
- Ensure that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under the NDIS (for example NDIA requirements and guidance), participants' and workers' needs and the wider organisational environment
- Monitor performance of management, including responses to individual issues, to drive continuous improvement in management practices
- Ensure the Financial and Delegations policy documents delegated responsibility and authority to another suitable person in the absence of a usual position holder
- Ensure The Junction is managed by a suitably qualified and/or experienced person with clearly defined responsibility, authority and accountability for the provision of supports
- Proactively document and manage perceived and actual conflicts of interest, including through the ongoing development and maintenance of organisational policies and registers.

4.2.2 Risk management

The Junction will:

- Through the Risk Management system (policy, forms, HTTLs), identify and assess risks to the organisation, including risks to participants, financial and work health and safety risks
- Ensure risks associated with provision of supports are identified, assessed and responded to in a timely manner
- Ensure that 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.

4.2.3 Quality management

The Junction will:

- Coordinate and maintain The Junction Quality System (JQS) through the Quality Review Panel (QRP) which, defines how to meet the requirements of legislation and the NDIS Practice standards, meets regularly and reviews and update quality documentation as required to improve support delivery.
- Document internal audit process that includes HSQS, NDIS, and an external audit process for Annual Financial Audit in accordance with legislation
- Support continuous improvement through the JQS using outcomes, risk related data, evidence-informed practice, complaints and feedback from participants and workers.

4.2.4 Information management

Workers are to:

- Obtain each participant's consent 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. Inform each participant under what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law
- Inform each participant 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
- Maintain the information management system through a cloud-based storage system that has security attached and is reviewed regularly
- Store documents with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes relevant and proportionate to the scope and complexity of supports delivered.

4.2.5 Feedback and Complaints Management

The Junction will:

- Through the Complaints policy maintain a complaints management and resolution system that is relevant and proportionate to the scope and complexity of supports delivered. The system will follow principles of procedural fairness and natural justice and comply with the requirements under the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*
- Provide each participant with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access

advocates. Ensure there is a supportive environment for any person who provides feedback and/or makes complaints

- Regularly review Complaint and Feedback policies to demonstrate continuous improvement in complaints and feedback management. Seek participant views on the accessibility of the complaints' management and resolution system and incorporate such feedback throughout the organisation
- Ensure all workers are aware of and comply with, through induction, training and supervision, the required procedures in relation to complaints handling through.

4.2.6 Incident Management

The Junction will:

- Maintain the incident management system ensuring it complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*
- Provide each participant with information on incident management, including how incidents involving the participant have been managed. Note all incident management and responses in participant's progress notes for future reference and review
- Demonstrate continuous improvement in incident management by regularly reviewing incident management policies, forms and HTTLs, review of the causes, handling and outcomes of incidents, seeking participant and worker views, and incorporate such feedback throughout the organisation
- Ensure all workers are aware of, trained in, and comply with the required procedures in relation to incident management.

4.2.7 Human Resource Management

The Junction will:

- Identify and document the skills and knowledge required of each position together with the responsibilities, scope and limitations of each position
- Maintain records of worker pre-employment checks, qualifications and experience
- Ensure workers complete and sign-off the induction checklist that includes the mandatory NDIS worker orientation program module
- Identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers to ensure that workers meet the needs of each participant. Include training that is mandatory eg staff obligations under the *NDIS Practice standards* and other *National Disability Insurance Scheme rules*
- Ensure availability of timely supervision, support and resources relevant to the scope and complexity of supports delivered
- Manage, develop and document the performance of workers. Include the provision of feedback and development opportunities.

4.2.8 Continuity of supports

The Junction will:

- Ensure day-to-day operations are managed in an efficient and effective way to avoid disruption and facilitate continuity of supports
- Ensure that in the event of a worker absence or vacancy, a suitably qualified and/or experienced person performs the role and has access to SRS
- Plan and document supports with each participant to meet their specific needs and preferences. Provide these to workers prior to commencing work with each participant to ensure the participant's experience is consistent with their expressed preferences
- Make arrangements to ensure support is provided to the participant without interruption throughout the period of their service agreement
- Explain and agree with the participant, any alternative arrangements, where changes or interruptions are unavoidable
- Where applicable, ensure disaster preparation and planning measures are in place to enable continuation of critical supports before, during and after a disaster.

4.3 Provision of Supports

4.3.1 Access to supports

The Junction will:

- Clearly define and document the supports available, and any access / entry criteria (including any associated costs). Communicate this information to each participant using the language, mode of communication and terms that the participant is most likely to understand.
- Make and monitor reasonable adjustments to the support delivery environment, to ensure they are fit for purpose for each participant's health, privacy, dignity, and quality of life, and support their independence
- Support each participant to understand under what circumstances supports can be withdrawn. Do not withdraw or deny access to supports required by the participant solely on the basis of a dignity of risk choice that has been made by the participant.

4.3.2 Support planning

Workers are to:

- With each participant's consent, undertake work with the participant and their support network to enable effective assessment and to develop a support plan. Seek appropriate information and access from a range of resources to ensure the

participant's needs, support requirements, preferences, strengths and goals are included in the assessment and the support plan

- In collaboration with each participant, complete and document a risk assessment for each participant's support plan, then plan and implement appropriate strategies to treat known risks
- Undertake 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
- Review each support plan annually or earlier in collaboration with each participant, according to their changing needs or circumstances. Assess progress in meeting desired outcomes and goals, at a frequency relevant and proportionate to risks, the participant's functionality and the participant's wishes
- Where progress is different from expected outcomes and goals, work with the participant to change and update the support plan
- Where appropriate, and with the consent of the participant, communicate information on the support plan to family members, carers, other providers and relevant government agencies.

4.3.3 Service agreements with participants

Workers are to:

- Make sure collaboration occurs with each participant to develop a service agreement which establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached
- Support each participant to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand
- Where the service agreement is created in writing, ensure each participant receives a copy of their agreement that is signed by the participant and the provider. Where this is not practicable, or the participant chooses not to have an agreement, make a record of as to why the participant did not receive a copy of their agreement.

Note that this section of this policy will need to have procedures inserted should The Junction deliver supported independent living supports to participants in specialist disability accommodation dwellings.

4.3.4 Responsive support provision

Workers are to:

- Provide supports 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, develop links and maintain through collaboration with other providers to share information and meet participant needs
- Make reasonable efforts to involve the participant in selecting their workers.

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

4.3.5 Transitions to or from The Junction

Workers are to:

- Facilitate planned transitions to or from The Junction in collaboration with each participant where possible - document this, communicate it and manage the transition effectively
- Identify, document and respond to risks associated with each transition to or from The Junction
- Follow The Junction's processes that are in place for the development, application, review and communication for transition.

4.4 Provision of Supports Environment

4.4.1 Safe environment

- Workers engaged to provide agreed supports are to identify themselves (uniform, name badge, introduction) to each participant
- Where supports are provided in the participant's home, undertake necessary work with the participant to ensure a safe support delivery environment
- Where relevant, undertake work with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries.

4.4.2 Participant money and property

Workers are to:

- If required, support participants to access and spend their own money as the participant determines
- Not give financial advice or information to participants other than that which would reasonably be required under the participant’s plan

4.5 Behaviour Support and Restrictive Practices

The Junction considers that in limited circumstances, and as a last resort, a restrictive practice may need to be used, the primary purpose of which must be to respond to protect the individual or others from harm.

Workers are to:

- Refer to The Junction’s **Restrictive Practices policy** that guides workers to understand its obligations in accord with the Disability Services Act 2006 regarding Behaviour support and restrictive practices and to ensure it provides a safe environment for members and others at the workplace.

6. Review processes

Policy review frequency: Annually	Responsibility for review: The Director
Review process: The Director, as Chair of the Quality Review Panel convenes the panel to conduct reviews	
Documentation and communication: All policy decisions will be documented and communicated using the Quality System flowchart (insert document number). Note: add version number after review.	

This Participant Engagement policy has been read and acknowledged by:

NDIS worker name:

Signature:

Date: