



Embracing Change Project: Webinar 5

Resources Pack

Core Module Parts 3 & 4: Provision of Supports and the Provision of Supports Environment

Developed by Embracing Change Project Team in June 2020

About the Embracing Change Project

'Embracing Change: Applying the Practice Standards in Psychosocial Disability Services' or the Embracing Change Project was developed by the Mental Health Coordinating Council. The Mental Health Coordinating Council (MHCC) is the peak body for community mental health organisations in NSW. Since 1983 we have worked to build the capacity of community organisations to support people on their recovery journeys. On behalf of the sector, MHCC advocates for policy development and legislative reform. MHCC also offers responsive and highly flexible mental health training and professional development opportunities grounded in recovery-oriented and trauma-informed practice. Our work stems from the belief that people with lived experience are drivers of positive change in all mental health services.

The Embracing Change Project was designed to create a greater national awareness of the NDIS Practice Standards and Quality Indicators (NDIS Practice Standards) as they apply in the provision of psychosocial support services. It aims to support existing and prospective NDIS providers to achieve increasing alignment with the Practice Standards and service delivery practices. This project is supported through grant funding from the Australian Government.

These aims will be achieved through

1. Ten live and interactive webinars aligned to the NDIS Practice Standards from the perspective of psychosocial disability;
2. National Forum which is to explore quality and safeguarding issues for mentality health consumers accessing NDIS supports and psychosocial disability service providers delivering NDIS supports.

To learn more about the Embracing Change Project head to the [Project Home Page](#). We also encourage you to visit our sister site, [Reimagine.today](#). Reimagine is an interactive website designed to support people living with mental health conditions to navigate the NDIS.



About this Resource Pack

Embracing Change Webinar 5 deals with the following practice standards of Parts 3 & 4 of the NDIS Practice Standards' Core Module:

- Provision of Supports;
- Provision of Supports Environment.

This Resource Pack was designed to support psychosocial disability service providers (service providers or providers) on their NDIS Quality and Safeguarding journey whether you are a sole trader, a small to medium service or a larger multi-outlet service.

You will find listed below resources to assist in:

- Establishing systems and processes against specific requirements of the NDIS Practice Standards and associated guidance materials (*Practice Standards requirements*).
- Reviewing current policies and procedures against specific *Practice Standards requirements*.
- Embedding continuous quality improvement processes in your organisation.

Each section contains relevant resources which:

- Establish Practice Standard Requirements by identifying relevant Legislation and Guidance;
- Tools and resources which help you evidence adherence to the standard;
- Other relevant information and resources.

Note: In those instances where there are multiple resources on a webpage, we have highlighted resources which speak to the requirements of that particular practice standard.

Contacts

If you would like to give feedback on this Resource Pack or be involved with future Embracing Change webinars and National Forum please contact [Project Manager](#). Please email [Project Officer](#) if you would like to go on our information distribution list about upcoming webinars and project updates.



Embracing Change Project: Webinar 5 Resources Pack

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Embracing Change Project: Webinar 5 Resources

Please see below list of resources for each practice standard within the Provision of Supports and Provision of Service Environment practice standards, namely:

Provision of Supports

- Access to supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transitions to or from the provider .

Provision of Service Environment

- Safe environment
- Participant Money and Property
- Management of Medication
- Management of Waste

1. Access to Supports

Participant Welcome Pack, NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/document/1336>

Access to the NDIS Operational Guideline, National Disability Insurance Agency

<https://www.ndis.gov.au/about-us/operational-guidelines/access-ndis-operational-guideline>

Resources for Participants, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/working-providers>

<https://www.ndis.gov.au/participants/using-your-plan>

Starting your plan with a Support Coordinator, National Disability Insurance Agency

<https://www.mentalhealthcarersnsw.org/wp-content/uploads/2016/10/Starting-my-NDIS-plan-with-a-Support-Coordinator-DOCX-202KB-1.pdf>

Practice Guidelines for Specialist Homelessness Services Regarding their Interface with the National Disability Insurance Scheme, Homelessness NSW

https://www.homelessnessnsw.org.au/sites/homelessnessnsw/files/2020-02/NSW%20NDIS%20Practice%20Guidelines%20-%20FINAL%20-%202011%20February%202020_1.pdf

Accessing the NDIS: A guide for Commonwealth-funded community mental health service providers, Department of Social Services

https://www.dss.gov.au/sites/default/files/documents/09_2017/accessing_the_ndis_guide_high_250_for_in_house_printing.pdf

Accessing the NDIS: A Guide for Mental Health Professionals, National Disability Insurance Agency

<https://www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis#factsheets-and-resources>



2. Support Planning

2.1 Psychosocial Disability: Provider Resources

National Framework for Recovery-Oriented Practice, Department of Health (Cth)
<https://www1.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-recovgde>

Optimising Support for People with Psychosocial Disabilities Participating in the NDIS: Literature Review, Mental Health Australia
https://mhaustralia.org/sites/default/files/docs/optimising_psychosocial_supports_-_literature_review.pdf

2.2 Provider Resources

Planning Operational Guideline, National Disability Insurance Agency
<https://www.ndis.gov.au/about-us/operational-guidelines/planning-operational-guideline>

Practical Guidance to Operating in the NDIS, National Disability Services
<https://www.nds.org.au/images/SDP/practical-guides/Practical-Guide-to-NDIS-Resources-Final.pdf>

NDIS Practice Standards Interpretive Guide, National Disability Services
https://www.nds.org.au/images/resources/NDIS-Practice-Standards-Interpretive-Guide_singlepages.pdf

Quality Practice Guide, National Disability Services
https://www.nds.org.au/images/resources/national-standards-toolkit/2019/Quality_Practice_Guide_.pdf

National Standards for Disability Services Toolkit, National Disability Services
<https://www.nds.org.au/resources/national-standards-for-disability-services-toolkit>

2.3 Risk assessments

Working with providers: Safeguards, National Disability Insurance Agency
<https://www.ndis.gov.au/participants/working-providers/safeguards>

Clinical risk assessment in people with intellectual disability, Department of Health and Human Services Victoria, <https://providers.dhhs.vic.gov.au/risk-assessment>

Risk Management Resources for Disability Service Providers, National Disability Services
<https://www.nds.org.au/resources/risk-management>

- Risk Management and Controls Model for Disability Services
- Governance Structure and Charter
- Strategic Plan
- OHS Management System Self Assessment & Audit Checklist
- OHS Home Visit Checklist
- Marketing Plan



2.4 Plan Review

Reporting and participant plan reviews, National Disability Insurance Agency

<https://www.ndis.gov.au/providers/working-provider/connecting-participants/reporting-and-participant-plan-reviews>

Planning Operational Guideline - Reviewing and changing a participant's plan, National Disability Insurance Agency

<https://www.ndis.gov.au/about-us/operational-guidelines/planning-operational-guideline/planning-operational-guideline-reviewing-and-changing-participants-plan>

2.5 Information Sharing

Sharing participant information, National Disability Insurance Agency

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndia-working-state-and-territory-governments/sharing-participant-information>

Consent forms, National Disability Insurance Agency

<https://www.ndis.gov.au/about-us/policies/access-information/consent-forms>

2.6 Psychosocial Disability: Participant Resources

What is an NDIS plan?, Reimagine Today, Mental Health Coordinating Council

<https://reimagine.today/plan-with-the-ndis/what-is-an-ndis-plan/>

Peer Choices Resources, Consumers of Mental Health WA

<http://www.comhwa.org.au/programs/peer-choices/ndis-resources/>

- 'About Me' booklet
- 'Questions to ask a Service Provider' booklet
- 'Support Worker Compatibility' booklet
- Tips to Consider when Choosing your NDIS Service Provider
- Participant Pathway Booklets
 - Booklet 1: Understanding the NDIS
 - Booklet 2: Planning
 - Booklet 3: Using Your NDIS Plan

2.7 Participant Resources

How the planning process works, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/how-planning-process-works>

Creating your plan, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/creating-your-plan>

NDIS planning workbook, Every Australian Counts

<https://www.everyaustraliancounts.com.au/wp-content/uploads/NDIS-Planning-Workbook.pdf>



Disability Services Commission WA

<http://www.disability.wa.gov.au/wa-ndis/wa-ndis/benefits-of-individualised-planning/>

- A Guide to Planning in the NDIS
- NDIS Planning Framework

Participant booklets, National Disability Insurance Agency

<https://www.ndis.gov.au/participants>

- Booklet 1 - Understanding the NDIS
- Booklet 2 – Planning
- Booklet 3 - Using your NDIS plan

3. Service Agreements with Participants

Service agreements, National Disability Insurance Agency

<https://www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements>

Making a service agreement, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/working-providers/making-service-agreement>

NDIS Service Agreements: Practical Guide, National Disability Services

https://www.nds.org.au/images/stpvc/service_agreementsPGv2.pdf

3.1 Legacy Resources

Guide to Service Agreements, National Disability Insurance Agency

<https://www.ideas.org.au/uploads/resources/893/Easy%20English%20Guide%20to%20Service%20Agreements.pdf>

Guide to Service Agreements: Instructions for participants and service providers, , National Disability Insurance Agency

<http://www.ideas.org.au/uploads/resources/862/Making%20a%20service%20agreement.pdf>

4. Responsive Support Provision

Innovative Workforce Development Fund Resources, National Disability Services

<https://workforce.nds.org.au/resources/>

- UNSW and Inclusion Melbourne - Working Together Well - a guide to building a stronger working relationship
- Anglicare Tasmania - Delegation and Supervision Framework
- Griffith University - Seven Steps to Self-direction workbook
- Christie Centre - Active Support Maturity Model Matrix

Working Alone or in Isolation, Disability Safe

http://www.idfnsw.org.au/images/Guideline_-_Working_Alone_or_in_Isolation_.doc



5. Transitions to or from the provider

Leaving the Scheme, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/reviewing-your-plan-and-goals/leaving-scheme>

Leaving care planning for young people eligible for the NDIS, Department of Health and Human Services Victoria

<https://www.cpmanual.vic.gov.au/advice-and-protocols/specialist-resources/national-disability-insurance-scheme-ndis/leaving-care>



PROVISION OF SUPPORTS ENVIRONMENT

1. Safe Environment

Industry Development Fund, Work Health and Safety, Proforma Policies and Templates, National Disability Services

<http://www.idfnsw.org.au/2-public/141-whs-policies-forms-and-templates>

- Client risk assessment.
- Risk register
- Sample issue resolution procedure and flowchart
- Home visiting policy
- Group home inspection checklist
- Home risk assessment - home care and respite
- Home risk assessment - early intervention and case management
- Workplace inspections - internal and external
- Venue assessments
- Client manual handling assessment
- Sample grounds maintenance handbook
- Procedures implemented for situations where a support worker is trapped in a client's home.
- Slip/trip/falls Hazard Checklist

2. Participant Money and Property

HDAA have addressed this standard in their presentation.

3. Management of Medication

Guiding principles for medication management in the community, Australian Pharmaceutical Advisory Council

<https://www1.health.gov.au/internet/publications/publishing.nsf/Content/nmp-guide-medmgt-jul06-contents>

[https://www1.health.gov.au/internet/main/publishing.nsf/Content/EEA5B39AA0A63F18CA257BF0001DAE08/\\$File/Guiding-principles-for-medication-management-in-the-community-quick-reference.pdf](https://www1.health.gov.au/internet/main/publishing.nsf/Content/EEA5B39AA0A63F18CA257BF0001DAE08/$File/Guiding-principles-for-medication-management-in-the-community-quick-reference.pdf)

[https://www1.health.gov.au/internet/main/publishing.nsf/Content/3B48796D9E2DDD8ACA257BF00021DDB8/\\$File/Guiding-principles-to-achieve-continuity-in-medication-management.pdf](https://www1.health.gov.au/internet/main/publishing.nsf/Content/3B48796D9E2DDD8ACA257BF00021DDB8/$File/Guiding-principles-to-achieve-continuity-in-medication-management.pdf)

National Safety and Quality Health Service Standards, Standard 4 Medication Safety: Safety and Quality Improvement Guide, Commonwealth of Australia 2012

https://www.safetyandquality.gov.au/sites/default/files/migrated/Standard4_Oct_2012_WEB.pdf

Disability Services Medication Management Framework, Department of Health and Human Services, Tasmanian Government

https://www.communities.tas.gov.au/_data/assets/pdf_file/0032/63779/6_2_Medication_Management_Framework_-_Updated_2017_Exec_endorsed.pdf



Get ready to assist clients with medication: Learning Guide for Disability Support Workers, The Participation Project

<https://www.nds.org.au/the-workplace-literacy-project/get-ready-to-assist-clients-with-medication>

Medication Administration for the Disability Sector, The Centre for Cerebral Palsy and National Disability Services

https://www.ideaswa.net/upload/editor/files/epicmedication_administration_in_disability_sector_final_4july.pdf

Assist clients with medication, Community Services and Health Industry Skills Council

<https://training.gov.au/Training/Details/HLTHPS006>

4. Management of Waste

Infection control guidelines, Department of Health & Human Services, State Government of Victoria

<https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines>

Guides to waste management, Department of Human Services, Melbourne, Victoria

<https://www2.health.vic.gov.au/hospitals-and-health-services/planning-infrastructure/sustainability/waste/guides-to-waste-management>

Hazardous waste, Department of Health & Human Services, State Government of Victoria

<https://www.betterhealth.vic.gov.au/health/healthyliving/hazardous-waste>

Clinical and Related Waste Management for Health Services, NSW Health,

https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2017_026.pdf

Generic Hospital Waste Management Plan, NSW Health, March 1999

<https://www.health.nsw.gov.au/environment/clinicalwaste/Documents/generic-wmp.pdf>

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