



# Support provision

## Introduction

This policy provides guidelines for how our services and supports are provided.

All participants have the right to services and supports that:

- Are person-centred
- Respect individual values and beliefs
- Respect privacy and dignity
- Promote independence and informed choice
- Are free from violence, abuse, neglect, exploitation or discrimination.

## Applicability

### When

- Applies to supports and services provided to all participants.

### Who

- Applies to all employees including key management personnel, full time workers, casual workers, contractors and volunteers.

## Documents relevant to this policy

- Participant money handling form
- Participant property and money register
- Support plan

## Regulations relevant to this policy

- NDIS Terms of Business
- NDIS (Quality Indicators) Guidelines 2018 (Cth)

## Our commitment to supports

We are committed to:

- Providing each participant the most appropriate supports that meet their needs, goals and preferences
- Providing supports in a safe environment, free from hazards
- Ensuring participants' own money and property is secure and that they can use
- Storing, monitoring and administering prescribed medication in a confident manner
- Preventing medication errors or incidents.



## Responsive support planning

We are committed to ensure:

- Supports provided are monitored and regularly reviewed to ensure fit-for-purpose
- Support plans are reviewed annually, quarterly or more regularly depending on the participant's needs
- Where possible, adjustments are made to account for changes in participant needs
- Each participant's health, privacy, dignity, quality of life and independence is supported
- Where progress is different from expected outcomes and goals, work is done with the participant to change and update the support plan
- Where agreed by the participant, links are developed and maintained through collaboration with other providers in order to fully support the participant and work toward participant goals.

## Safe environment

We will ensure:

- Participants can easily identify our workers who provide the agreed supports
- Where supports are provided in the participant's home, we will work with the participant to ensure a safe support delivery environment
- Where relevant, work is undertaken with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries.

## Participant money and property

We will ensure:

- Where we have access to a participant's money or other property, we will ensure it is managed, protected and accounted with appropriate policies and processes
- Participants' money or other property is only used with the consent of the participant and for the purposes intended by the participant
- If required, each participant is supported to access and spend their own money as the participant determines
- We do not provide participants financial advice or information other than that which would reasonably be required under a participant's plan.

## Medication management

We will ensure:

- We will record prescribed medication and ensure it is clearly identified and the medication and dosage required by each participant, including all information required to correctly identify the participant and to safely administer the medication
- All workers responsible for administering medication understand the effects and side-effects of the medication and the steps to take in the event of an incident involving medication
- All medications are stored safely and securely, can be easily identified and differentiated, and are only accessed by appropriately trained workers.



# Waste management

We are committed to ensure:

- We have policies, procedures and practices in place for the safe and appropriate storage and disposal of waste, infectious or hazardous substances that comply with current legislation and local health district requirements
- All incidents involving infectious material, body substances or hazardous substances are reported, recorded, investigated and reviewed
- We have an emergency plan in place to respond to clinical waste or hazardous substance management issues and/or accidents
- Where the emergency plan is implemented, its effectiveness is evaluated and revisions are made if required
- Workers involved in the management of waste and hazardous substances receive training to ensure safe and appropriate handling including training on any protective equipment and clothing required when handling waste or hazardous substances.