JPS PROVISIONAL CHECKLIST

Participants are at the heart of everything we do.

We strive to be the most trusted and valued audit partner to NDIS providers - so they can empower participants to be safe and live their lives to the fullest.

Contents

Document Guide

This document is a provider's guide to the required documentation in preparation to an NDIS audit. The checklist is broken into the required modules that will be listed on your initial scope of audit.

Core Module

The Core Module is a requirement for all provisional and certification audits. The registrations groups that fit under the core module are considered as high-risk supports. This module involves Rights and Responsibilities, Governance and Operational Management, Provision of Supports and Support Provision Environment. The required documents are listed in the checklist to follow.

Supplementary Modules

The supplementary modules are in addition to the core module and involve additional risks to the participant and so additional documentation is required to govern those supports.

- High Intensity Daily Personal Activities
- Specialist Behaviour Support
- Implementation of Behaviour Support Plans
- Early Childhood Supports
- Specialised Disability Accommodation

The requirements of supplementary modules are detailed on your initial scope of audit if necessary.

Client Journey and Checklist

The client journey as seen on the next page, outlines the expected time frame in stages for your audit. The checklist as follows will outline all required documentation, which will need to be used during your audit preparation and submitted to your assigned JPS administrator upon completion.

CORE MODULE
A requirement for all certification classes, the core module focuses on the governance and operational management of the business while ensuring participants are protected

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1.0 Part 1 - Rights & Responsibilities Handbook ☐

This section requires a document to be produced which addresses each of the subheadings listed below. The document should outline the rights and responsibilities of the workers when providing support to participants.

- Person-Centred Supports
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed Choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

Please see page 5 of the *NDIS Practice Standards and Quality Indicators*

2.0 Part 2 - Governance and Operational Management

2.1 Policy 1 - Governance and Operational Management policy & procedure ☐

This is a document which governs the operations of the business that is providing support relevant to the specific business.

Please see page 5 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Constitution or Organisation Chart ☐
   Required for all registering providers with a minimum of 1 employee

2. Schedule of compliance requirements ☐
   A schedule of remedial measures including a sequence of enforceable actions or operations leading to compliance

3. Business and/or strategic plan ☐
   A strategic plan will include the company's mission and vision statement, as well as its goals, objectives, and the action plans to achieve them

4. Minutes of director/s meetings ☐
   To ensure directors have fulfilled their duties

2.2	Policy 2 - Risk Management Policy and Procedure	☐

A document that identifies risks to the organisation including risks to participants, financial risks, work health and safety risks, and risks associated with provision of supports. Risks must be identified, analysed, prioritised, and treated.

Please see page 8 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.	Risk Register *A record of all risks, to be populated*	☐
2.	Risk Matrix *This is a simple mechanism to increase visibility of risks identified*	☐
3.	Infection Prevention and Control Policy *Practical solution designed to prevent harm caused by infection to patients and workers*	☐
4.	Covid-19 Business Plan *A tool outlining key steps and considerations when operating your business during the COVID-19 pandemic.*	☐
5.	Certificate of Currency for Public/Product Liability Insurance *Required for all registering providers*	☐
6.	Certificate of Currency for Workers Compensation Insurance *Required if providers have employees*	☐
7.	Certificate of Currency for Professional Indemnity Insurance *If applicable*	☐

2.3	Policy 3 – Quality Management Policy and Procedure	☐

Also known as a Continuous Improvement Process, this document needs to demonstrate that a quality management system is maintained, relevant, and proportionate to the size and scale of the provider, and the scope and complexity of the supports delivered.

Please see page 9 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.	Documented Program of Internal Audits *Calendar displaying when and what type of audits are due*	☐
2.	Template for an Audit Tool *Step-by-step process written out for use when an audit will occur*	☐

2.4	**Policy 4 - Information Management Policy and Procedure**	☐

A document policing how records are managed, how access to them is protected, where and how they are stored, and participants rights to access their records – may be included in privacy policy.

Please see page 9 of the *NDIS Practice Standards and Quality Indicators*

2.5	**Policy 5 - Feedback and Complaints Management Policy and Procedure**	☐

A document to ensure that each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

Please see page 10 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Complaints Register ☐
   A record of all complaints

2. Company Complaints & Feedback Form ☐
   Please see Complaints Management and Resolution Guidance for further information

3. Complaints Form Directly for NDIS ☐
   Please see Complaints Management and Resolution Guidance for further information

2.6	**Policy 6 – Incident management Policy and Procedure**	☐

A document which outlines that each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed, and learned from.

Please see page 10 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Incident Register ☐
   A record of all incidents

2. Incident Report Form ☐
   Please see Incident Management Systems for further information

2.7	**Policy 7 - Human Resource Management Policy and Procedure**	☐

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.

Please see page 11 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

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1. Recruitment and Appointment Process
The process of identifying the need for a job, defining the requirements of the position and the job holder, advertising the position, and choosing the most appropriate person for the job. ☐

2. Performance Management
Identified by training registers, participant surveys and performance reviews ☐

3. Competency/Qualification
Evidence must be provided to demonstrate that employees who deliver supports, have met the requirements for each profession (See Requirements by Profession [here](#)) ☐

4. Completed NDIS Orientation Program Certificate
Access training program [here](#) ☐

5. Right to Work in Australia
Please see Page 4 of the [NDIS Verification Module Required Documents](#) ☐

6. 100 Points of ID
Please see Page 4 of the [NDIS Verification Module Required Documents](#) ☐

7. Current Police check
For all key personal, and staff that have more than incidental contact with participants ☐

8. Signed Code of Conduct
Please see [this page](#) for further information ☐

9. Disability Worker Exclusion List
VIC only – Not applicable to new business ☐

10. Covid-19 Training
Access training program [here](#) ☐

11. Pre-Employment Checks
In accordance with Workers Screening requirements, see last page of this document. ☐

12. Position Description
Expectations for all current and future positions available ☐

13. Training Register/Staff Induction
This process provides the opportunity for new staff members to gain a full understanding of safety in the workplace ☐

14. Key Personnel Staff Files, Employment Contracts
Copies of employment contracts (relevant for stage 2 of Certification) ☐

2.8   Policy 8 – Continuity of Supports Policy and Procedure   ☐

A document that ensures that the day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports. Arrangements are in place to ensure that support is provided to the participant without interruption throughout the period of their service agreement

Please see page 11 of the *[NDIS Practice Standards and Quality Indicators](#)*

3.0   Part 3 - Provision of Supports

3.1   Policy 1 – Access to Supports Policy and Procedure ☐

A document that ensures each participant accesses the most appropriate supports that meet their needs, goals, and preferences.

Please see page 12 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Consent Agreement ☐
A template agreement outlining the services between participant and provider

2. Schedule of Supports ☐
Calendar of scheduled support plan reviews and when they will be undertaken

3.2   Policy 2 – Support Planning Policy and Procedure ☐

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

Please see page 13 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Support Plan Template ☐
A template agreement outlining the services between participant and provider

2. Participant Risk Assessment and Management Plan ☐
The plan should include identification of hazards, assessment of their risk and decisions on how to best manage and monitor risks

3.3   Policy 3 – Service Agreements with Participants Policy and Procedure ☐

Each participant has a clear understanding of the supports they have chosen and how they will be provided.

Please see page 14 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Service Agreement ☐
A template agreement outlining the services between participant and provider

3.4   Policy 4 – Responsive Support Provision Policy and Procedure ☐

A policy to ensure specific needs, of a participant are monitored and/or daily support workers are appropriately trained and understand the participant's needs and preferences.

Please see page 15 of the *NDIS Practice Standards and Quality Indicators*

3.5   Policy 5 – Transitions to or From the Provider Policy and Procedure   ☐

Each participant experiences a planned and coordinated transition to or from the provider, including how the risks to the participant are identified and addressed.

Please see page 15 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Transition Form   ☐

4.0   Part 4 - Support Provision Environment

4.1   Policy 1 – Safe Environment Policy and Procedure   ☐

A document that ensures each participant is supported and in a safe environment that is appropriate to their needs. Each participant can easily identify workers engaged to provide the agreed supports

Please see page 16 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Participant Information Packs   ☐
     induction pack provided to participants including easy to read documents

2.   Home Safety Checklist   ☐
     Template Identifying all relevant checks that need to be completed when working in a participant's home

3.   Work Health Safety Policy and Procedure   ☐
     A policy and procedure for health and safety at work and can help to minimise the risk of injury and illness from workplace operations.

4.2   Policy 2 - Participant Money and Property Policy and Procedure   ☐

This is mandatory for all providers regardless of handling cash or not.

When the provider has access to a participant's money or other property, processes to ensure that it is managed, protected, and accounted for are developed, applied, reviewed, and communicated. Participants' money or other property is only used with the consent of the participant and for the purposes intended by the participant.

Please see page 16 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Reconciliation Records for Cash Payments   ☐
     All cash payments need to be recorded

4.3.0   Module 4.3 - Management of Medication

4.3.1   Policy 1 – Management of Medication Policy and Procedure   ☐

A policy to ensure each participant requiring medication is confident their provider administers, stores, and monitors the effects of their medication and works to prevent errors or incidents.

Please see page 17 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Medication Administration Records   ☐
      Includes template of medication administration plan and monitoring records (dosage, client, drug, date etc)

2.   Medication Incident Report Form   ☐

3.   Medication Risk Assessment Checklist   ☐
      Template Identifying all relevant checks that need to be completed when working with participant medication

4.   Participant Consent Forms   ☐
      A template agreement outlining the services between participant and provider

5.   Register of collection and storage of medicine   ☐

6.   Staff Training Records and Qualifications   ☐
      Proof of training registers and staff qualification certificates (First aid, CPR etc)

4.4.0   Module 4.5 - Management of Waste

4.4.1   Policy 1 – Management of Waste Policy and Procedure   ☐

A policy to ensure each participant, each worker, and any other person in the home is protected from harm because of exposure to waste, infectious or hazardous substances generated during the delivery of supports.

Please see page 17 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Waste Management Plan   ☐
    Includes process for waste handling and storage

2. Waste Removal Records Register   ☐
    Current register of all removed waste

3. Incident Management and Waste Management Reports   ☐

4. Emergency Plan for Clinical Waste and Hazardous Substances Management   ☐

5. Management of Sharps/Needles   ☐

6. Hygiene and Cleaning Procedure   ☐

7. Employee Training Records and Qualifications   ☐
    Proof of training registers and staff qualification certificates (Training in relations to waste and hazardous substances)

1.0   Module 1: High Intensity Daily Personal Activities

1.1   High Intensity Daily Personal Activities

Complete the below relevant policy and procedures for the services you provide

Supporting Documents

1.   Participant Consent Form   ☐
     A template agreement outlining the services between participant and provider

1.2   Policy 1 – Complex Bowel Care Policy and Procedure   ☐

Each Participant requiring complex bowel care receives appropriate support relevant
(proportionate) to their individual needs.

Please see page 18 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

2.   Employee Training Register   ☐
     Recorded proof of required training

3.   Bowel Care Plan, Overseen by Health Practitioner   ☐

1.3   Policy 2 – Enteral (Naso-Gastric Tube – Jejunum or Duodenum) Feeding and ☐
        Management Policy and Procedure

Each participant requiring enteral feeding and management receives appropriate
nutrition, fluids, and medication, relevant and proportionate to their individual needs.

Please see page 18 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Employee Training Register   ☐
     Recorded proof of required training

2.   Participant consent form   ☐
     A template agreement outlining the services between participant and provider

3.   Mealtime Preparation and Delivery Plan, Overseen by Health Practitioner   ☐

1.4   Policy 3 – Tracheostomy Management Policy and Procedure   ☐

Each participant with a tracheostomy receives appropriate suctioning and management
of their tracheostomy relevant and proportionate to their individual needs.

Please see page 19 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Employee Training Register
   Recorded proof of required training ☐

2. Tracheostomy Care Plan, Overseen by Health Practitioner ☐

1.5   Policy 4 – Urinary Catheter Management (In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter) Policy and Procedure ☐

A policy to ensure each participant with a catheter receives appropriate catheter management relevant and proportionate to their individual needs.

Please see page 19 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Employee Training Register
   Recorded proof of required training ☐

2. Urinary Catheter Care Plan, Overseen by Health Practitioner ☐

1.6   Policy 5 – Ventilator Management Policy and Procedure ☐

Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each participant who is ventilator dependent.

Please see page 20 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Employee Training Register
   Recorded proof of required training ☐

2. Ventilator Care Plan, Overseen by Health Practitioner ☐

1.7   Policy 6 – Subcutaneous Injections Policy and Procedure ☐

Each participant requiring subcutaneous injections receives appropriate support relevant and proportionate to their individual needs and specific subcutaneous injections and medication administered.

Please see page 20 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Employee Training Register
   Recorded proof of required training ☐

2. Medication Care Plan, Overseen by Health Practitioner ☐

| 1.8 | Policy 7 – Complex Wound Management Policy and Procedure | ☐ |

Each participant requiring complex wound management receives appropriate support relevant and proportionate to their individual needs.

Please see page 21 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Employee Training Register ☐
   Recorded proof of required training

2. Pressure and Wound Care Plan, Overseen by Health Practitioner ☐

2.0   Module 2: Specialist Behaviour Support

2.1   Policy 1 – Behaviour Support in the NDIS Policy and Procedure   ☐

Each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.

Please see page 22 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Evidence of NDIS Behaviour Support Practitioners Approval   ☐
   Applicable to certification audits only, see link for application form here

2. Ongoing Professional Development Plan   ☐
   Populated professional development plan for employees delivering supports

2.2   Policy 2 – Restrictive Practices Policy and Procedure   ☐

Each participant is only subject to a restrictive practice that meets any state and territory authorisation (however described) requirements and the relevant requirements and safeguards outlined in Commonwealth legislation and policy.

Please see page 22 of the NDIS Practice Standards and Quality Indicators. For further information on restrictive practises, please see here.

Supporting Documents

1. Ongoing Professional Development Plan   ☐
   Populated professional development plan for employees delivering supports

2. Evidence Behaviour Support Strategies within Support Plans   ☐
   Specific person-centred behavioural strategies to be applied within individual support plan

2.3   Policy 3 – Functional Behaviour Assessments and Behaviour Support Plans Policy and Procedure   ☐

Each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.

Please see page 23 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

   ☐

1. Behaviour Support Plan
   Template of behaviour support plan

2.4   Policy 4 – Supporting the Implementation of the Behaviour Support Plans Policy and   ☐
       Procedure

       Each participant's behaviour support plan is implemented effectively to meet the
       participant's behaviour support needs.

       Please see page 24 of the *NDIS Practice Standards and Quality Indicators*

       Supporting Documents

           1.   Consent Form   ☐
                 A template agreement outlining the services between participant and provider

           2.   Ongoing Professional Development Plan
                 Populated professional development plan for employees delivering supports   ☐

2.5   Policy 5 – Behaviour Support Plan Monitoring and Review Policy and Procedure   ☐

       Each participant has a current behaviour support plan that reflects their needs, improves
       their quality of life, and supports their progress towards positive change. The plan
       progresses towards the reduction and elimination of restrictive practices, where these are
       in place for the participant.

       Please see page 25 of the *NDIS Practice Standards and Quality Indicators*

       Supporting Documents

           1.   Reviewed Support Plans   ☐
                 Proof of support plan reviews and when they will be undertaken

2.6   Policy 6 – Reportable Incidents involving the Use of a Restrictive Practice Policy and   ☐
       Procedure

       Each participant that is subject to an emergency or unauthorised use of a restrictive
       practice has the use of that practice reported and reviewed.

       Please see page 26 of the *NDIS Practice Standards and Quality Indicators*

       Supporting Documents

           1.   Evidence of implemented Behaviour Support Plans   ☐

2.7   Policy 7 – Interim Behaviour Support Plans Policy and Procedure   ☐

       Each participant with an immediate need for a behaviour support plan receives an interim
       behaviour support plan which minimises the risk to the participant and others.

       Please see page 26 of the *NDIS Practice Standards and Quality Indicators*

2A. Module 2A: Implementing Behaviour Support Plans

2A.1 Policy 1 – Implementing Behaviour Support Plans Policy and Procedure ☐

Each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.

Please see page 27 of the *NDIS Practice Standards and Quality Indicators*
Supporting Documents

1. Applicable Qualifications and Relevant Experiences ☐
   Evidenced by staff files, qualifications, training register, etc.

2A.2 Policy 2 – Regulated Restrictive Practices Policy and Procedure ☐

Each participant is only subject to a regulated restrictive practice that meets any state and territory authorisation (however described) requirements and the relevant requirements and safeguards outlined in Commonwealth legislation and policy.

Please see page 27 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Evidence of Approved Authorisation in Restrictive Practises ☐
   Applicable to certification audits only – relevant to individual states/territories

2. Behaviour Support Plan ☐
   Template of behaviour support plan

3. Applicable Qualifications and Relevant Experiences ☐
   Evidenced by staff files, qualifications, training register, etc.

2A.3 Policy 3 – Supporting the Assessment and Development of Behaviour Support Plans Policy and Procedure ☐

Each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.

Please see page 28 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Applicable Qualifications and Relevant Experiences ☐
   Evidenced by staff files, qualifications, training register, etc.

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2A.4   Policy 4 – Behaviour Support Plan Implementation Policy and Procedure   ☐

Each participant's behaviour support plan is implemented effectively to meet the participant's behaviour support needs.

Please see page 28 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

    1.   Applicable Qualifications and Relevant Experiences   ☐
       Evidenced by staff files, qualifications, training register, etc.

    2.   Evidence of Approved Authorisation in Restrictive Practises   ☐
       Applicable to certification audits only – relevant to individual states/territories

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2A.5   Policy 5 – Monitoring and Reporting the Use of Regulated Restrictive Practices Policy and Procedure   ☐

Each participant is only subject to a restrictive practice that is reported to the Commission.

Please see page 29 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

    1.   Compliance of Monthly Online Reporting   ☐
       Lodgement of behaviour support plans containing restrictive practises, to the Commission, demonstrated by records and registers

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2A.6   Policy 6 – Behaviour Support Plan Review Policy and Procedure   ☐

Each participant has a current behaviour support plan that reflects their needs, and works towards improving their quality of life, reducing behaviours of concern, reducing, and eliminating the use of restrictive practices.

Please see page 29 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

    1.   Register of Reviewed Behaviour Support Plans   ☐
       A register demonstrating reviews and changes of behaviour support plans, with recorded feedback from participants

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2A.7   Policy 7 – Reportable Incidents involving the Use of a Restrictive Practice Policy and Procedure   ☐

Each participant that is subject to an emergency or unauthorised use of a restrictive practice has the use of that practice reported and reviewed.

Please see page 30 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. NDIS Commission Reportable Incident Register ☐
    A record of all incidents related specifically to Use of Restricted Practises, submitted to the NDIS Commission

2. NDIS Commission Reportable Incident Form ☐
    A form used to record all incidents related specifically to Use of Restricted Practises, for submission to the NDIS Commission

2A.8 Policy 8 – Interim Behaviour Support Plans Policy and Procedure ☐

Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan based on evidence-informed practice, which minimises risk to the participant and others.

Please see page 31 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Ongoing Professional Development Plan ☐
    Populated professional development plan for employees delivering supports

3.0   Module 3: Early Childhood Supports

3.1   Policy 1 – Early Childhood Supports Policy and Procedure   ☐

The child participant accesses support that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.

Supporting Documents

4.   Applicable Qualifications   ☐
Evidenced by staff files, qualifications, training register, etc.

3.2   Policy 2 – The Child Policy and Procedure   ☐

The child participant accesses support that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.

Please see page 32 of the *NDIS Practice Standards and Quality Indicators*

3.3   Policy 3 – The Family Policy and Procedure   ☐

Each family receives family-centred supports that are culturally inclusive, responsive, and focus on their strengths.

Please see page 32 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

2.   Support Plan   ☐
A template agreement outlining the services between participant and provider (Easy to read copy is also recommended)

3.4   Policy 4 – Inclusion Policy and Procedure   ☐

Each participant accesses supports that engage their natural environments and enable inclusive and meaningful participation in their family and community life.

Please see page 33 of the *NDIS Practice Standards and Quality Indicators*

3.5   Policy 5 – Collaboration Policy and Procedure   ☐

Each participant receives coordinated supports from a collaborative team comprising their family, the provider, and other relevant providers, to facilitate their development and address the family's needs and priorities.

Please see page 33 of the *NDIS Practice Standards and Quality Indicators*

3.6	Policy 6 – Capacity Building Policy and Procedure	☐

Each participant receives supports that build the knowledge, skills, and abilities of the family and other collaborating providers to support the child's learning and development.

Please see page 34 of the *NDIS Practice Standards and Quality Indicators*

3.7	Policy 7 – Evidence-Informed Practice Policy and Procedure	☐

Each participant receives evidence-informed supports from providers with quality standards and validated practice.

Please see page 34 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Intervention Strategy Plan
     Plan identifying the intervention needed that both participants, parents and providers can access   ☐

2.   Employee Training
     Specifically, regarding evidence-informed practice proof by training register etc   ☐

3.8	Policy 8 – Outcome Based Approach Policy and Procedure	☐

Each participant receives supports that are outcome-based and goal-focused.

Please see page 35 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Documented support plan with interventions and functional outcomes
     Easy read version or translated to the family's native language   ☐

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4.0 Module 4: Specialised Support Coordination

4.1 Policy 1 – Specialised Support Coordination Policy and Procedure ☐

Each participant receiving specialised support coordination receives tailored support to implement, monitor and review their support plans and reduce the risk and complexity of their situation.

Please see page 36 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Monitoring and Reporting Associated with participants ☐
   All monitoring and reporting obligations associated with the participant's plan are managed effectively

4.2 Policy 2 – Management of a Participants' NDIS Supports Policy and Procedure ☐

Each participant exercises meaningful choice and control over their supports and maximises the value for money they receive from their supports.

Please see page 36 of the *NDIS Practice Standards and Quality Indicators*

4.3 Policy 3 – Conflict of Interest Policy and Procedure ☐

Each participant receives transparent, factual advice about their support options which promotes choice and control.

How conflict of interests is managed and documented as well as an easy read version

Please see page 37 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Conflict of Interest Report Form ☐
   A form detailing all conflicts of interest identifiable by employees and stakeholders

2. Conflict of Interest Register ☐
   A register recording all submitted conflict of interest report forms

1. Referral forms ☐
   For transitions from the provider

5.0   Module 5: Specialist Disability Accommodation

5.1   Part 1 - Rights & Responsibilities Handbook   ☐

This section requires a document to be produced which addresses each of the subheadings listed below. The document should outline the rights and responsibilities of the workers when providing support to participants.

Please see page 37 of the *NDIS Practice Standards and Quality Indicators*

- Person-Centred Supports
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed Choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

5.2   Part 2 - Specialist Disability Accommodation

5.3   Policy 1 – Conflict of Interest Policy and Procedure   ☐

A policy ensuring how each participant's right to exercise choice and control over other NDIS support provision, is not limited by their choice of specialist disability accommodation dwelling.

Please see page 38 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

3.   Conflict of Interest Report Form   ☐
A form detailing all conflicts of interest identifiable by employees and stakeholders

4.   Conflict of Interest Register
A register recording all submitted conflict of interest report forms   ☐

5.4   Policy 2 – Service Agreements with Participants Policy and Procedure   ☐

Each participant is supported to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.

Please see page 39 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1.   Service Agreements with Participants   ☐
Template of service the agreement provided to participants

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5.5	Policy 3 – Enrolment of SDA Properties Policy and Procedure	☐

A policy detailing the mechanisms in place to ensure the property meets the requirements of the design type, category and other standards that are identified through the dwelling enrolment process.

Please see page 40 of the *NDIS Practice Standards and Quality Indicators.* For further information please see here.

Supporting Documents

1. Evidence of Enrolment ☐

5.6	Policy 4 – Tenancy Management Policy and Procedure	☐

A policy that ensures participants accessing a specialist disability accommodation dwelling can exercise choice and control and is supported by effective tenancy management.

Please see page 41 of the *NDIS Practice Standards and Quality Indicators*

Supporting Documents

1. Documented Arrangements of Living Support within SDA ☐
Specific arrangements related to supports required for participants living in SDA properties

4. Complaints Register ☐
A record of all complaints

5. Company Complaints & Feedback Form ☐
Please see Complaints Management and Resolution Guidance for further information

3. Incident Register ☐
A record of all incidents

4. Incident Report Form ☐
Please see Incident Management Systems for further information

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