



Policy Name	Quality & Safeguards Commitment
Policy No. & Version	1.5 (V1)
QMS Folder	Overview
Document Owner	CEO
Review date	April 2022

POLICY

McCall Gardens is committed to providing high quality and safe supports and services to NDIS and COS Participants. Together the **NDIS Code of Conduct** and the **NDIS Practice Standards** set out what participants can expect from us as an NDIS registered provider.

Under a new senior management structure, McCall is currently redesigning systems, processes and practice to deliver efficient, effective high quality and safe supports and services that comply with the **NDIS Practice Standards**.

NDIS PRACTICE STANDARDS

The **NDIS Practice Standards** consist of a core module and a number of supplementary modules that apply according to the types of supports and services NDIS providers deliver, and the corporate structure of the organisation.

- Each module has a series of high level, participant-focused outcomes, as specified in the **National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018**.
- Each outcome has a number of quality indicators as specified in the **National Disability Insurance Scheme (Quality Indicators) Guidelines 2018**, that an external auditor will use to assess compliance with the Standards.

McCALL POLICY COMMITMENTS

The **NDIS Practice Standard** modules applicable to McCall Gardens services and supports are:

- **Core** module:
 - rights and responsibilities
 - governance and operational management
 - provision of supports
 - support provision environment
- **Supplementary** modules:
 - implementing behaviour support plans
 - specialist disability accommodation (SDA)
- The following sections set out our policy commitments for ensuring the delivery of participant-focused outcomes for each applicable module.

RIGHTS & RESPONSIBILITIES

PERSON CENTRED SUPPORTS

- McCall is committed to ensuring each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. That our provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.
- To achieve this outcome McCall will ensure:
 - each participant's legal and human rights are understood and incorporated into everyday practice

- communication with each participant about the provision of supports is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand
- each participant is supported to engage with their family, friends and chosen community as directed by the participant

INDIVIDUAL VALUES AND BELIEFS

- McCall is committed to ensuring each participant accesses supports that respect their culture, diversity, values and beliefs.
- To achieve this outcome McCall will ensure:
 - at the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitively responded to
 - each participant's right to practice their culture, values and beliefs while accessing supports is supported

INDEPENDENCE AND INFORMED CHOICE

- McCall is committed to supporting each participant to make informed choices, exercise control and maximise their independence relating to the supports provided.
- To achieve this outcome McCall will ensure:
 - active decision-making and individual choice is supported 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
 - each participant's right to the dignity of risk in decision-making is supported, when needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration
 - each participant's autonomy is respected, including their right to intimacy and sexual expression
 - 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
 - each participant's right to access an advocate (including an independent advocate) of their choosing is supported, as is their right to have the advocate present

VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION

- McCall is committed to ensuring each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.
- To achieve this outcome McCall will ensure:
 - policies, procedures and practices are in place, which actively prevent violence, abuse, neglect, exploitation or discrimination
 - each participant is provided with information about the use of an advocate (including an independent advocate) and facilitate access to an advocate following an allegation of violence, abuse, neglect, exploitation or discrimination
 - allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again
 - incidents of violence, abuse, neglect, exploitation or discrimination, support and assist each participant affected, record details and outcomes of reviews and investigations (where applicable) and take action to prevent similar incidents occurring again

PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

GOVERNANCE AND OPERATIONAL MANAGEMENT

- McCall is committed to ensuring each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale and the scope and complexity of supports delivered by McCall.
- To achieve this outcome McCall will ensure:
 - opportunities are provided by the governing body 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
 - a defined structure is implemented by the governing body to meet a governing body's financial, legislative, regulatory and contractual responsibilities, and to monitor and respond to quality and safeguarding matters associated with delivering supports to participants
 - the skills and knowledge required for the governing body to govern effectively are identified, and relevant training is undertaken by members of the governing body to address any gaps
 - the governing body ensures that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under the NDIS (for example Agency requirements and guidance), participants' and workers' needs and the wider organisational environment
 - the performance of management, including responses to individual issues, is monitored by the governing body to drive continuous improvement in management practices
 - the provider is managed by a suitably qualified and/or experienced persons with clearly defined responsibility, authority and accountability for the provision of supports
 - there is a documented system of delegated responsibility and authority to another suitable person in the absence of a usual position holder in place
 - perceived and actual conflicts of interest are proactively managed and documented, including through development and maintenance of organisational policies

RISK MANAGEMENT

- McCall is committed to identifying and managing risks to participants, workers and the organisation.
- To achieve this outcome McCall will ensure:
 - risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with provision of supports are identified, analysed, prioritised and treated
 - a documented system that effectively manages identified risks is in place, and is relevant and proportionate to the size and scale of the provider and the scope and complexity of supports provided
 - 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

QUALITY MANAGEMENT

- McCall is committed to ensuring each participant benefits from a quality management system relevant and proportionate to the size and scale of the McCall, which promotes continuous improvement of support delivery.
- To achieve this outcome McCall will ensure:

- we maintain a quality management system that is relevant and proportionate to the size and scale and the scope and complexity of the supports we deliver
- the system defines how we meet the requirements of legislation and these standards
- our system is reviewed and updated as required to improve support delivery
- our quality management system has a documented program of internal audits relevant (proportionate) to the size and scale and the scope and complexity of supports we deliver
- our quality management system supports continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from participants and workers

INFORMATION MANAGEMENT

- McCall is committed to managing of each participant's information to ensure it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
- To achieve this outcome McCall will ensure:
 - each participant's consent is obtained 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
 - each participant is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law
 - each participant is informed 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
 - an information management system is maintained that is relevant and proportionate to the size and scale of the organisation and records each participant's information in an accurate and timely manner
 - documents are stored with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes relevant and proportionate to the scope and complexity of supports delivered

FEEDBACK AND COMPLAINTS MANAGEMENT

McCall is committed to ensuring each participant has knowledge of and access to our complaints management and resolution system. We welcome, acknowledge, respect and effectively manage complaints and other feedback made by all parties.

- To achieve this outcome McCall will ensure:
 - A complaints management and resolution system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation
 - The system follows principles of procedural fairness and natural justice and complies with the requirements under the **National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018**
 - each participant is provided with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access advocates
 - there is a supportive environment for any person who provides feedback and/or makes complaints
 - demonstrated continuous improvement in complaints and feedback management by regular review of complaint and feedback policies and procedures, seeking of participant views on the accessibility of the complaints management and resolution system, and incorporation of feedback throughout the organisation
 - all workers are aware of, trained in, and comply with the required procedures in relation to complaints handling

INCIDENT MANAGEMENT

McCall is committed to safeguarding each participant by our incident management system, ensuring we acknowledge, respond to, effectively manage and learn from incidents.

- To achieve this outcome McCall will ensure:
 - an incident management system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation
 - the system complies with the requirements under the **National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018**
 - each participant is provided with information on incident management, including how incidents involving the participant have been managed
 - demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback throughout the provider's organisation
 - all workers are aware of, trained in, and comply with the required procedures in relation to incident management

HUMAN RESOURCE MANAGEMENT

- McCall is committed to supporting each participant's needs by workers who are competent in relation to their role, hold relevant qualifications, and have the relevant expertise and experience to provide person-centred support.
- To achieve this outcome McCall will ensure:
 - the skills and knowledge required of each position within a provider are identified and documented together with the responsibilities, scope and limitations of each position
 - 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
 - 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
 - timely 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

CONTINUITY OF SUPPORTS

- McCall is committed to ensuring each participant has access to timely and appropriate support without interruption.
- To achieve this outcome McCall will ensure:
 - day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports
 - in the event of worker absence or vacancy, a suitably qualified and/or experienced person performs the role
 - supports are planned with each participant to meet their specific needs and preferences, these needs and preferences are documented and provided to workers prior to commencing work with each participant to ensure the participant's experience is consistent with their expressed preferences

- arrangements are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement, these arrangements are relevant and proportionate to the scope and complexity of supports delivered by us
- where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant
- where applicable, disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster

PROVISION OF SUPPORTS

ACCESS TO SUPPORTS

- McCall is committed to ensuring each participant accesses the most appropriate supports that meet their needs, goals and preferences.
- To achieve this outcome McCall will ensure:
 - the supports available, and any access / entry criteria (including any associated costs) are clearly defined and documented, this information is communicated to each participant using the language, mode of communication and terms that the participant is most likely to understand
 - reasonable adjustments to the support delivery environment are made and monitored to ensure it is fit for purpose and each participant's health, privacy, dignity, quality of life and independence is supported
 - each participant is supported to understand under what circumstances supports can be withdrawn, access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant

SUPPORT PLANNING

- McCall is committed to actively involving each participant in the development of their support plans that reflect their needs, requirements, preferences, strengths and goals, and are regularly reviewed.
- To achieve this outcome McCall will ensure:
 - 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
 - in collaboration with each participant, a risk assessment is completed and documented for each participant's support plan, then appropriate strategies to treat known risks are planned and implemented
 - 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
 - each support plan is reviewed annually or earlier in collaboration with each participant, according to their changing needs or circumstances
 - progress in meeting desired outcomes and goals is assessed, 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 is done with the participant to change and update the support plan
 - where appropriate, and with the consent of the participant, information on the support plan is communicated to family members, carers, other providers and relevant government agencies

SERVICE AGREEMENTS WITH PARTICIPANTS

- McCall is committed to ensuring each participant has a clear understanding of the supports they have chosen and how they will be provided.
- To achieve this outcome McCall will ensure:

- 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
- each participant is supported 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, each participant receives a copy of their agreement signed by the participant and the provider, where this is not practicable, or the participant chooses not to have an agreement, a record is made of the circumstances under which the participant did not receive a copy of their agreement
- where the provider delivers supported independent living supports to participants in specialist disability accommodation dwellings, documented arrangements are in place with each participant and each specialist disability accommodation provider
- At a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters:
 - how a Participant's concerns about the dwelling will be communicated and addressed
 - how potential conflicts involving participant(s) will be managed
 - how changes to participant circumstances and/or support needs will be agreed and communicated
 - in shared living, how vacancies will be filled, including each participant's right to have their needs, preferences and situation taken into account
 - how behaviours of concern which may put tenancies at risk will be managed, if this is a relevant issue for the participant

RESPONSIVE SUPPORT PROVISION

- McCall is committed to ensuring each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals
- To achieve this outcome McCall will ensure:
 - supports are provided 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, links are developed and maintained through collaboration with other providers to share information and meet participant needs
 - reasonable efforts are made to involve the participant in selecting their workers, including the preferred gender of workers providing personal care supports
 - where a participant has specific needs which require monitoring and/or daily support, workers are appropriately trained and understand the participant's needs and preferences

TRANSITIONS TO OR FROM THE PROVIDER

- McCall is committed to ensuring each participant experiences a planned and coordinated transition to or from the provider.
- To achieve this outcome McCall will ensure:
 - a planned transition to or from the provider is facilitated in collaboration with each participant when possible, and this is documented, communicated and effectively managed
 - risks associated with each transition to or from the provider are identified, documented and responded to
 - processes for transitioning to or from the provider are developed, applied, reviewed and communicated

PROVISION OF SUPPORTS

SAFE ENVIRONMENT

- McCall is committed to ensuring each participant accesses supports in a safe environment that is appropriate to their needs.
- To achieve this outcome McCall will ensure:
 - each participant can easily identify workers engaged to provide the agreed supports
 - where supports are provided in the participant's home, work is undertaken 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

- McCall is committed to ensuring each participant's money and property is secure and use their own money and property as they determine.
- To achieve this outcome McCall will ensure:
 - where 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
 - if required, each participant is supported to access and spend their own money as the participant determines
 - participants are not given financial advice or information other than that which would reasonably be required under the participant's plan

MANAGEMENT OF MEDICATION

- McCall is committed to ensuring each participant requiring medication is confident we administer, store and monitor the effects of their medication and work to prevent errors or incidents.
- To achieve this outcome McCall will ensure:
 - records clearly identify 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

MANAGEMENT OF WASTE

- McCall is committed to protecting each participant, each worker, and any other person in the home from harm, as a result of exposure to waste, infectious or hazardous substances generated during the delivery of supports.
- To achieve this outcome McCall will ensure:
 - policies, procedures and practices are 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
 - an emergency plan is in place to respond to clinical waste or hazardous substance management issues and/or accidents, where the 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, this includes training on any protective equipment and clothing required when handling waste or hazardous substances

IMPLEMENTING BEHAVIOUR SUPPORT PLANS

BEHAVIOUR SUPPORT IN THE NDIS

- McCall is committed to ensuring each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.
- To achieve this outcome McCall will ensure:
 - knowledge and understanding of the NDIS and state and territory behaviour support legislative and policy frameworks
 - demonstrated appropriate knowledge and understanding of evidence-informed practice approaches to behaviour support
 - demonstrated commitment to reducing and eliminating restrictive practices through policies, procedures and practices

REGULATED RESTRICTIVE PRACTICES

- McCall is committed to ensuring 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.
- To achieve this outcome McCall will ensure:
 - knowledge and understanding of regulated restrictive practices as described in the **National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018** and knowledge and understanding of any relevant state or territory legislation and/or policy requirements and processes for obtaining authorisation (however described) for the use of any regulated restrictive practices included in a behaviour support plan
 - where state or territory legislation and/or policy requires authorisation (however described) to, the use of a regulated restrictive practice, such authorisation is obtained and evidence submitted
 - regulated restrictive practices are only used in accordance with a behaviour support plan and all the requirements as prescribed in the **National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018**
 - regulated restrictive practices are implemented, documented and reported in a way that is compliant with relevant legislation and/or policy requirements
 - work is undertaken with specialist behaviour support providers to evaluate the effectiveness of current approaches aimed at reducing and eliminating restrictive practices, including the implementation of strategies in the behaviour support plan
 - workers maintain the skills required to use restrictive practices and support the participant and other stakeholders to understand the risks associated with the use of restrictive practices

SUPPORTING THE ASSESSMENT AND DEVELOPMENT OF BEHAVIOUR SUPPORT PLANS

- McCall is committed to ensuring each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs
- To achieve this outcome McCall will ensure:
 - the specialist behaviour support provider is supported to gather information for the functional behavioural assessment and other relevant assessments
 - collaboration occurs with the specialist behaviour support provider to develop each participant's behaviour support plan and the clear identification of key responsibilities in implementing and reviewing the plan

- relevant workers have the necessary skills to inform the development of the participant's behaviour support plan
- relevant workers have access to appropriate training to enhance their skills in, and knowledge of, positive behaviour supports and restrictive practices

BEHAVIOUR SUPPORT PLAN IMPLEMENTATION

- McCall is committed to effectively implementing each participant's behaviour support plan to meet the participant's behaviour support needs.
- To achieve this outcome McCall will ensure:
 - policies and procedures that support the implementation of behaviour support plans are developed and maintained
 - work is actively undertaken with the specialist behaviour support providers to implement each participant's behaviour support plan and to align support delivery with evidence-informed practice and positive behaviour support
 - workers are supported to develop and maintain the skills required to consistently implement the strategies in each participant's behaviour support plan consistent with the behaviour support skills descriptor
 - specialist behaviour support providers are supported to train the workers of the providers implementing behaviour support plans in the use and monitoring of behaviour support strategies in the behaviour support plan, including positive behaviour support
 - workers receive training in the safe use of restrictive practices
 - collaboration is undertaken with other providers that work with the participant to implement strategies in the participant's behaviour support plan
 - performance management ensures that workers are implementing strategies in the participant's behaviour support plan appropriately

MONITORING AND REPORTING THE USE OF REGULATED RESTRICTIVE PRACTICES

- McCall is committed to ensuring each participant is only subject to a restrictive practice that is reported to the Commission.
- To achieve this outcome McCall will ensure:
 - demonstrated compliance with monthly online reporting requirements in relation to the use of regulated restrictive practices, as prescribed in the **National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018**
 - data is monitored to identify actions for improving outcomes
 - data is used to provide feedback to workers, and with the participant's consent, their support network, and their specialist behaviour support provider about the implementation of the behaviour support plan to inform the reduction and elimination of restrictive practices

BEHAVIOUR SUPPORT PLAN REVIEW

- McCall is committed to ensuring each participant has a current behaviour support plan that reflects their needs, and works towards improving their quality of life, reducing behaviours of concern, and reducing and eliminating the use of restrictive practices.
- To achieve this outcome McCall will ensure:
 - the implementation of the participant's behaviour support plan is monitored through a combination of formal and informal approaches, including through feedback from the participant, team meetings, data collection and record keeping, other feedback and supervision
 - information is recorded and data is collected as required by the specialist behaviour support provider and as prescribed in the **National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018**
 - identification of circumstances where the participant's needs, situation or progress create a need for more frequent review, including if the participant's behaviour changes

- contributions are made to the reviews of the strategies in a participant's behaviour support plan, with the primary focus of reducing or eliminating restrictive practices based on observed progress or positive changes in the participant's situation

REPORTABLE INCIDENTS INVOLVING THE USE OF A RESTRICTIVE PRACTICE

- McCall is committed to ensuring each participant that is subject to an emergency or unauthorised use of a restrictive practice has the use of that practice reported and reviewed.
- To achieve this outcome McCall will ensure:
 - the participant's immediate referral to, and assessment by a medical practitioner (where appropriate) is supported following an incident
 - collaboration is undertaken with mainstream service providers, such as police and/or other emergency services, mental health and emergency department, treating medical practitioners and other allied health clinicians, in responding to the unauthorised use of a restrictive practice
 - the Commissioner is notified of all reportable incidents involving the use of an unauthorised restrictive practice in accordance with the **National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018**
 - where an unauthorised restrictive practice has been used, the workers and management of providers implementing behaviour support plans engage in debriefing to identify areas for improvement and to inform further action, the outcomes of the debriefing are documented
 - based on the review of incidents, the supports to the participant are adjusted, and where appropriate, the engagement of a specialist behaviour support provider is facilitated to develop or review the participant's behaviour support plan or interim behaviour support plan, if required, in accordance with the **National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018**
 - authorisation processes (however described) are initiated as required by their jurisdiction
 - the participant, and with the participant's consent, their support network and other stakeholders as appropriate, are included in the review of incidents

INTERIM BEHAVIOUR SUPPORT PLANS

- McCall is committed to ensuring 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.
- To achieve this outcome McCall will ensure:
 - collaboration is undertaken with mainstream service providers (such as police and/or other emergency services, mental health and emergency departments, treating medical practitioners and other allied health clinicians) in contributing to an interim behaviour support plan developed by a specialist behaviour support provider
 - work is undertaken with the specialist behaviour support provider to support the development of the interim behaviour support plan
 - workers are supported and facilitated to receive training in the implementation of the interim behaviour support plan

SPECIALIST DISABILITY ACCOMMODATION

RIGHTS AND RESPONSIBILITIES

- McCall is committed to ensuring each participant's access to specialist disability accommodation dwellings is consistent with their legal and human rights and they are supported to exercise informed choice and control.
- To achieve this outcome McCall will ensure:

- knowledge and understanding of each participant's legal and human rights, and incorporation of these rights into everyday practice, including through reasonable adjustments or modifications to the dwelling to meet each participant's needs
- any agreement or contract entered into with each participant, and any communication with the participant about the provision of specialist disability accommodation, including about rights and responsibilities in relation to the dwelling, is responsive to their needs and provided in the language, mode of communication and terms which that participant is most likely to understand
- each participant's autonomy, including their right to privacy, intimacy and sexual expression is respected

CONFLICT OF INTEREST

- McCall is committed to ensuring 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.
- To achieve this outcome McCall will ensure:
 - organisational policies are in place that detail how perceived or actual conflicts of interests are managed, the conflict of interest policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand
 - conflicts of interest, perceived or actual, are proactively managed and documented
 - the participant is supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports delivered in the dwelling, where a specialist disability accommodation provider is delivering both specialist disability accommodation and other NDIS supports to the same participant, there are separate service agreements
 - the participant's housing rights, including security of tenure, are upheld, irrespective of any decision/s the participant makes about the provision of other NDIS supports within the specialist disability accommodation dwelling (notwithstanding any matters covered by the specialist disability accommodation service agreement)

SERVICE AGREEMENTS WITH PARTICIPANTS

- McCall is committed to supporting each participant to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.
- To achieve this outcome McCall will ensure:
 - work is undertaken with each participant to develop a written service agreement that meets the requirements of the **National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018**, and any applicable state or territory residential tenancy legislation
 - in the absence of any applicable state or territory residential tenancy legislation, written service agreements should deal with the following matters:
 - specify the rent that must be paid by the participant and the method and timing of making rental payments and arrangements for the issuance of rental payment receipts
 - specify the value and management arrangements in relation to any bond that is required from the participant
 - if applicable, specify any board payments that have been agreed with the participant, what the board payments will cover and the method and timing of making the board payments
 - specify the minimum period of notice that will be given by the provider before the provider increases the amount of rent or board (where applicable) payable by the participant
 - specify:
 - the name, telephone number and address of the provider's agent (if any) and the responsibilities of the agent; or
 - if the provider does not have an agent, the address and telephone number, of the provider

- require the provider to notify the participant in writing within 5 business days of any change during the agreement of the matters provided for in paragraph (f), unless applicable state or territory law stipulates an alternative notice period
- specify the commencement date of the agreement, the duration of the agreement, and the manner in which the agreement can be extended
- specify the circumstances in which the agreement can be terminated by either the participant or the provider
- require the provider to give the participant a minimum of 90 days' notice before the participant is required to vacate the premises, unless shorter notice is required to address risks of harm to the participant or others
- explain the process for requesting repairs or maintenance to be undertaken
- the agreement establishes expectations, explains the responsibilities of the specialist disability accommodation provider in relation to the dwelling, and specifies the rights and responsibilities of the participant in accessing the dwelling
- the agreement includes information about dwelling safety features, including fire alarms and building evacuation procedures, and how this information will be communicated to other providers who deliver supported independent living to each participant in the dwelling
- each participant is supported to understand the agreement, including any conditions, by using the language, mode of communication and terms which that participant is most likely to understand
- each participant receives a copy of their agreement signed by the participant and the provider, where this is not practicable, a record is made detailing the circumstances in which the participant did not receive a copy of their agreement.

ENROLMENT OF SDA PROPERTIES

- McCall is committed to ensuring each participant's specialist disability accommodation dwelling meets the requirements of the design type, category and other standards that were identified through the dwelling enrolment process.
- To achieve this outcome McCall will ensure:
 - mechanisms are in place to ensure a provider's enrolled specialist disability accommodation dwellings meet the design type, category and density restriction requirements of the **National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018**
 - Mechanisms are in place to ensure a provider maintains ongoing compliance with the **National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018** and all relevant laws and standards, including building standards and tenancy laws that apply to specialist disability accommodation dwellings
 - Enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents

TENANCY MANAGEMENT

- McCall is committed to ensuring each participant accessing a specialist disability accommodation dwelling is able to exercise choice and control and is supported by effective tenancy management.
- To achieve this outcome McCall will ensure:
 - demonstrated adherence to the requirements established in the **National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018**
 - where applicable, policies and procedures are in place about how a provider will declare, advertise and fill vacancies in shared living, including how each participant's views, preferences and needs are documented and taken into account, the policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand
 - documented arrangements are in place with each participant and each participant's other NDIS providers that deliver supported independent living supports within a specialist disability

accommodation dwelling, at a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters:

- how the specialist disability accommodation provider will work with other providers who deliver supported independent living supports to ensure the shared living arrangement is working for all tenants
- how potential conflicts involving the participant will be managed
- policies and procedures for responding to violence, abuse, exploitation or conflict involving one or more participant which may impact on the condition of the dwelling
- how each participant's concerns about the specialist disability accommodation dwelling will be communicated to and addressed by the specialist disability accommodation provider
- how behaviours of concern will be managed, if this a relevant issue for the participant
- how changes to a participant's circumstances or supports will be agreed and communicated
- arrangements for continuity of supports (including specialist disability accommodation) in the event of a natural disaster or other emergency
- in shared living, how vacancies will be filled including the participant's right to have their needs, wishes, choices and situation taken into account
- where the participant does not consent to an agreement, the specialist disability accommodation provider has a documented record of this
- allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable), and action is taken to prevent similar incidents occurring in the future
- where a change in participant needs or circumstances occurs, reasonable adjustments are made to accommodate the changes, if the changed support needs exceed the design category or functionality of the dwelling, work is undertaken to modify the dwelling, following consideration of the impact of the modifications on the other tenants (if applicable). Where the participant's needs or circumstances cannot be accommodated, the participant, and any relevant support providers are made aware of the need to find alternative accommodation
- a complaints management and resolution system is maintained that meets the requirements of the **National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018** and follows the principles of procedural fairness and natural justice
- an incident management system is maintained in accordance with **the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018**
- state or territory legislative requirements regarding the provision of tenancy-related notices are adhered to and each participant is aware of their right to seek review of a decision, where applicable
- policies, procedures and agreements relating to any tenancy management are provided in the language, mode of communication and terms which each participant is most likely to understand

REFERENCES

[National Disability Insurance \(Code of Conduct\) Rules 2018](#)

[National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)

[National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018](#)

[National Disability Insurance Scheme \(Specialist Disability Accommodation\) Rules 2018](#)

[National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#)

[National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#)

[National Disability Insurance Scheme \(Procedural Fairness\) Guidelines 2018](#)

[National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)

[Specialist Disability Accommodation \(SDA\) Design Category Requirements Guidelines](#)