



SERVICE DELIVERY POLICY

1. INTRODUCTION

The Disability Services Act (1993) identifies that each person has the right to receive services which respect and promote their legal and human rights, and which place them at the centre of decision making on all aspects of the way they live their life.

The National Disability Insurance Scheme (NDIS) has established a consistent approach to quality assurance to ensure that service providers deliver supports and services to a standard of quality that meets the expectations of participants, their families/carers and the community. Together with the NDIS Code of Conduct, the NDIS Practice Standards will be used to measure the continued performance and quality at BCWCA to ensure the delivery of a person centred service system that enables its participants, their families/carers to exercise choice and flexibility in accessing their supports and services.

2. PURPOSE

The purpose of this policy is to outline how participants will be provided services from BCWCA that is consistent with the NDIS Practice Standards. For BCWCA to deliver high quality services and supports to our participants, their families and carers, we must be attentive to their needs and strengths, their limitations and to the needs of their families and their communities.

Our service delivery policy provides a framework and describes how we take an organised and responsive approach to our core business – the way we consult with participants to obtain access to services, understands their goals and needs, assist participants and their families to plan and schedule required supports and services, undertake activities, cooperate with other providers and agencies, provide feedback and review participant progress against their person centred pathways.

Having clear, written procedures for the delivery of services against the NDIS Practice Standards provides clarity to participants and their families and carers about what they can expect from us within our resource constraints. Being focused on responsiveness to their needs and strengths at all stages of the delivery of a service helps us to assist each person to work towards effective and achievable service delivery.

3. DEFINITIONS

Confidential: to keep your information private and safe.

Decision-making: to have a say about the things that are of importance to you.

Dignity: the state of being worthy of honour or respect.

Independent: to do something by yourself.

Integration: to bring people together.

Participation: to join in with other people, or to join in community events.

Privacy: to have time and space by yourself.



Service Provider: a business that does help to help people with disabilities.

Valued Status: you know what you do and why you think it is important. The community also knows that you are important.

4. SCOPE

This policy applies to all stakeholders of BCWCA including participants, families, staff, carers, contractors, other service providers and members of the community.

5. POLICY STATEMENT

BCWCA aims to provide participants and their key stakeholders quality supports and services in line with the NDIS Practice Standards. BCWCA recognises its participants at the centre of decision-making processes, service delivery and offers maximum choice and control in all interactions in relation to service delivery. It is committed to delivering services and activities that respond to the needs and strengths of those people who use our service, their families, carers and their communities.

The objectives for BCWCA in its delivery of supports and services is to adhere to the following practice requirements:

- Each participant of BCWCA is aware of their rights;
- Facilitate the planning and provision of services, support and other initiatives for participants, their families and carers;
- Promote and protect the rights of BCWCA participants;
- Support the provision of high quality personalized and person-centred services;
- Be accountable to participants accessing supports and services provided by BCWCA; and
- Ensure the efficient and effective use of participants individualized funding and support packages in the day to day provision of person centred supports and services.

We want those who use our services to be confident that their needs and issues have been understood, that there is a clear plan for the services they receive from us, and that there is assistance available to build relationships with other agencies as appropriate.

6. PRINCIPLES

This policy outlines two sets of principles that, wherever possible, should be given effect to in the delivery of supports and services. These principles relate to the participants, their families/carers and to BCWCA.

The principles relating to participants are:

- i. People with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities.
- ii. People with a disability have the same rights as other members of the community to:
 - Respect for their human worth and dignity as individuals;
 - Live free from abuse, neglect or exploitation;



- Realise their individual capacity for physical, social, emotional and intellectual development;
- Exercise control of their own lives; and
- Participate actively in the decisions that affect their lives and have information and be supported, where necessary, to enable this to occur.

a) NDIS Practice Standards

The NDIS Practice Standards create an important benchmark for BCWCA to assess and demonstrate how we provide high quality and safe supports to NDIS participants. The outcomes of the NDIS Practice Standards are included within the NDIS (Provider Registration and Practice Standards) Rules 2018. The NDIS (Quality Indicators) Guidelines 2018 list the outcomes of the NDIS Practice Standards.

The standards will guide BCWCA to implement a person centred service system and ensure that person centred approaches are embedded in its practice requirements and procedures. The four Core Module, NDIS Practice Standards are:

1) Rights and Responsibilities

These NDIS Practice Standards set out the rights of participants and the responsibilities of providers that deliver supports and services to them.

What does this standard mean for participants?

- **Person-centred supports** – BCWCA will promote, uphold and respect participant’s legal and human rights to exercise informed choice and control. BCWCA supports, promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.
- **Individual values and beliefs** – BCWCA will respect participant’s culture, diversity, values and beliefs.
- **Independence and informed choice** – BCWCA will support participants to make informed choices, exercise control and maximise their independence relating to the supports provided.
- **Violence, abuse, neglect, exploitation and discrimination** – BCWCA will provide an environment that is free from abuse, neglect, violence, exploitation or discrimination.

2) Provider Governance and Operational Management

These NDIS Practice Standards set out the governance and operational management responsibilities for NDIS Providers.

What does this mean for participants?

- **Governance and operational management** – BCWCA will maintain robust governance and operational management systems relevant to our size, scale, scope and complexity of supports delivered.
- **Risk management** – BCWCA will ensure any risks to participants and workers are identified and managed.



- **Quality management** – BCWCA will maintain a quality management system which promotes continuous improvement of service delivery.
- **Information management** – participant’s information will be identifiable, accurately recorded, current and confidential. BCWCA will ensure participant’s information is easily accessible to the participant and appropriately utilised by relevant workers.
- **Feedback and complaints management** – BCWCA will ensure that each participant has knowledge of and access to our complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well managed.
- **Incident management** – each participant is safeguarded by BCWCA’s incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.
- **Human resource management** – BCWCA will ensure all staff are competent in relation to their role, hold relevant qualifications, and have relevant expertise and experience to provide person-centred support.
- **Continuity of support** – each participant has access to timely and appropriate support without interruption.

3) Provisions of Support

These NDIS Practice Standards set out the responsibilities for NDIS Providers when providing supports to participants.

What does this standard mean for Participants?

- **Access to supports** – each participant can access the most appropriate supports that meet their needs, goals and preferences.
- **Support planning** – BCWCA will ensure that each participant is actively involved in the development of their support plans, the establishment of needs, requirements, preferences, strengths, goals and their reviews.
- **Service agreement with participants** – BCWCA will ensure each participant has a clear understanding of the supports they have chosen and how they will be provided.
- **Responsive support provision** – BCWCA will provide responsive, timely, competent and appropriate supports that meet participant’s needs, desired outcomes and goals.
- **Transfers to or from provider** – BCWCA will ensure planned and coordinated transitions for participants.

4) Support Environment

These NDIS Practice Standards set out the environment in which supports are provided to participants.

What does this standard mean for Participants?

- **Safe environment** – BCWCA will provide supports in a safe environment that is appropriate to the needs of participants.



- **Participant money and property** – BCWCA will ensure participant's money and property is secure and that each participant uses their own money and property as they determine.

7. COMMUNICATION

This policy will be:

- Communicated to the key internal and external stakeholders of BCWCA;
- Communicated to BCWCA staff through professional development opportunities;
- Accessible through BCWCA internal database and website.

8. TRAINING

BCWCA Directors will identify staff responsible to implement the policy and/or who will be affected by the policy and provide information and training as necessary to enable staff to comply with all areas described in this policy.

9. REVIEW

This policy will be regularly reviewed as contextual drivers within the disability services sector continue to evolve. If at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

RELATED POLICIES

Compliments, Complaints and Feedback Policy

Participation and Integration Policy

Privacy and Confidentiality Policy

Quality Assurance Policy

Service Access Policy

Withdrawal or Termination of Services Policy

SUPPORTING DOCUMENTS

Client Consent & Talent Release Forms

Complaints Register

Continuous Improvement Plan & Register

RELEVANT LEGISLATION & STANDARDS

NDIS Practice Standards and Quality Indicators (2020)

Disability Discrimination Act



National Disability Insurance Scheme Act (2013)

United Nations' Convention on the Rights of Persons with Disabilities (2006)

DOCUMENT HISTORY

Version No.	Version Date	Description of Change	Author
1.0	2 April 2021	Initial Release	Savva Petridis