

Bite-sized NDIS

Workbook 1:

Practice Standards & Quality Indicators



Practice Standards and Quality Indicators

What are they?

The NDIS Practice Standards and Quality Indicators were developed by the NDIS Quality and Safeguards Commission and laid out (legally) in the NDIS Rules 2018.

The purpose of the rules is to provide a benchmark for registered NDIS service providers, against which the quality and safety of their services could be mapped.

There are a series of core (or compulsory) modules, that more-or-less all registered service providers must meet, as well as supplementary (or optional) modules that are only required if relevant to that organization's service delivery.

The quality indicators serve as markers for auditors, who contribute to regulation efforts by the Quality and Safeguards Commission.

Food for Thought



How might having a set of standards for NDIS providers keep people with disability safe?



Core Modules	Supplementary Modules
Rights and Responsibility for Participants	High Intensity Daily Personal Activities
Governance and Operational Management	Specialist Behaviour Support
Provision of Supports	Implementing Behaviour Support Plans
Support Provision Environment	Early Childhood Supports
	Specialist Support Coordination
	Specialist Disability Accommodation

The standards and indicators are grouped into modules, each representing a different aspect of a service provider's registration obligations.

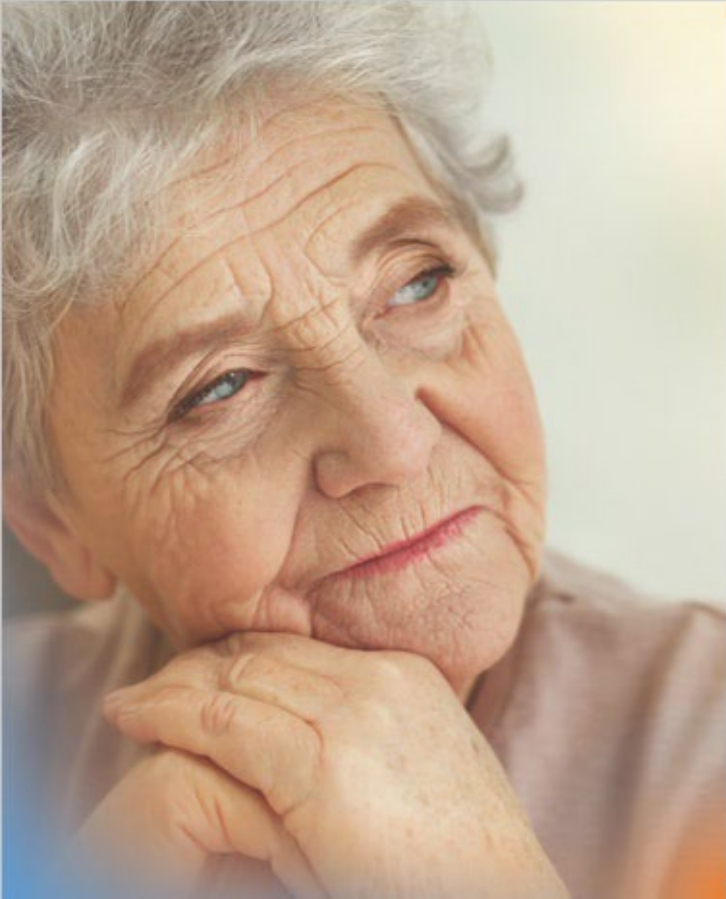
The Core Modules are: rights and responsibility for participants, governance and operational management, provision of supports, and support provision environment.

The supplementary modules, which must only be completed if a service provider is providing the relevant service, are: high intensity daily personal activities, specialist behaviour support, implementing behaviour support plans, early childhood supports, specialised support coordination, and specialist disability accommodation.

Further information can be found here:

[NDIS Practice Standards and Quality Indicators \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au)

Practice Standards and Quality Indicators **Why?**



Practice Standards and Quality Indicators: Why Do They Exist?

- Ensures quality service provision
- Encourages positive participant experiences
- Upholds Human Rights legislation
- Suggests ethically sound practice

The practice standards and quality indicators regulate the NDIS industry, or at least, the registered providers, ensuring a quality of service that encourages positive participant experiences.

The standards and indicators are built around human rights legislation and meeting them represents an ethically sound practice. They're important to providers because, for one thing, it's what they are audited against, but also because upholding them means the best chance of clients leading "a good life."

Adherence to the Practice Standards and Quality Indicators

Coming up to audit time and trying to figure out how you'll fare? Your best bet is to get a copy of the practice standards and quality indicators and use some kind of assessment tool to measure your organisation's progress against each standard and its associated indicators.

Take the standards one at a time, ensuring you understand the implications, and document how you currently meet that standard – these are the things you'll show an auditor.

Regardless of how well you are meeting the standard, there is the invitation to expand your thinking to consider how you could better meet the standard. You can then make a plan of attack, recording your intentions – this can also be supplied to the auditor.

What	Why
Download the Practice Standards	These are the specific NDIS requirements to meet obligation as a registered provider
Deep dive into one standard at a time to ensure you understand it	A thorough understanding of each practice standard will inform your process
Use an assessment tool to measure your progress against each quality indicator	An assessment tool will keep things organised and help you comprehend strengths and areas for growth
Document evidence against the standard	Evidencing how you meet the standard is part of audit
Get creative in thinking how you could better meet the standard	This ensures greater outcomes for clients
Make (and record) a plan for how to act accordingly	This is evidence of your commitment to continuous improvement

Food for Thought



Are you familiar with the practice standards?

Which of the modules stands out as one your organisation does well?

Which of the modules stands out as an opportunity for your organisation to improve?

We will now go through the Core Module Practice Standards. Please note, the colour coding was designed by the team, for our Continuous Improvement Register, but is not official NDIS commission colours.

In the Rights and Responsibilities for Participants module, we have person-centred support, individual values and beliefs, privacy and dignity, independence and informed choice, violence, abuse, neglect, exploitation and discrimination.

Rights and Responsibilities for Participants

- 1.1 Person-centred Supports
- 1.2 Individual Values and Beliefs
- 1.3 Privacy and Dignity
- 1.4 Independence and Informed Choice
- 1.5 Violence, Abuse, Neglect, Exploitation & Discrimination

Food for Thought



How do you support individual values and beliefs of participants?

Under the governance and operational management module, we have governance and operational management, risk management, quality management, information management, feedback and complaints management, incident management, human resources management, continuity of supports, and emergency and disaster management.

Governance and Operational Management

- 2.1 Governance and Operational Management
- 2.2 Risk Management
- 2.3 Quality Management
- 2.4 Information Management
- 2.5 Feedback and Complaints Management
- 2.6 Incident Management
- 2.7 Human Resources Management
- 2.8 Continuity of Supports
- 2.9 Emergency and Disaster Management

Food for Thought



Are your participants encouraged to make complaints and give feedback?

In the Provision of Supports module, there is access to supports, support planning, service agreements, responsive support provision, and transitions to and from a provider.

Provision of Supports

3.1 Access to Supports

3.2 Support Planning

3.3 Service Agreements with Participants

3.4 Responsive Support Provision

3.5 Transitions to and from a Provider

Food for Thought



Are your service agreements available in easy-to-read format,
or other languages?

Finally, in the Support Provision Environment, we have safe environment, participant money and property, management of medication, mealtime management, and management of waste.

Support Provision Environment

- 4.1 Safe Environment
- 4.2 Participant Money and Property
- 4.3 Management of Medication
- 4.4 Mealtime Management
- 4.5 Management of Waste

Food for Thought



How do you ensure a psychologically safe environment for participants?

An Example

So let's show you how, as a provider, we would be inclined to approach each practice standard and associated quality indicators.

Starting with practice standard 1.1, "Person-centred Support". The outcome of this standard is that, "each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds, and respects individual rights to freedom of expression, self-determination and decision-making."

Practice Standard 1.1: Person-Centred Supports



Outcome:

Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds, and respects individual rights to freedom of expression, self-determination and decision-making.

So the indicator, or in other words, the way the auditor will know we are meeting the standard “Person-centred supports” is that: “Each participant’s legal and human rights are understood and incorporated into everyday practice.”



NDIS Quality and Safeguards

SECTOR READINESS PROJECT for Psychosocial Service Providers

Quality Indicator 1.1.1

Each participant’s legal and human rights are understood and incorporated into everyday practice.



Food for Thought



Are you familiar with the United Nations Convention on the Rights of People with Disability?



**Quality Indicator 1.1.1:
What Does This Mean?**

Supports are delivered in a way that promotes, respects, and protects participants' rights.



**Quality Indicator 1.1.1:
What Does This Mean?**

Services are provided that are consistent with current legislation and other regulatory requirements.

Here are some of the places that the MHCC Guide recommends visiting to gain a clearer understanding of the practice standard and its indicator.

Where Would I Look For Further Information?

- UN Convention on the Rights of Persons with Disabilities
- Disability Services Act 1986 (Commonwealth)
- Mental Health Act 2014 (Western Australia)
- Australian Human Rights Commission
- Australian Charter of Healthcare Rights
- Australian Human Rights Commission – Know your rights: Disability discrimination
- MHCC Mental Health Rights Manual – Chapter 12: The National Disability Insurance Scheme
- Australian Commission on Safety and Quality in Health Care – Achieving great person-centred care fact sheet

Food for Thought



Can you think of anywhere else to refer to, when examining human and legal rights of participants?

Here are some examples of documents an organization could use as evidence that they are meeting this particular practice standard.



How Would We Evidence This Quality Indicator?

- A Sample Service Agreement
- Staff Training Register
- Feedback and Complaints register
- Consent Policy and Procedure
- Annual Training Plan
- Human Resources Register
- New Participant Intake Checklist
- Supported Decision Making Policy and Procedure
- Service Delivery Model

Food for Thought



Can you think of any other documents you could use to evidence that each participant's legal and human rights are understood and incorporated into everyday practice?

Here are some questions we would ask of ourselves, if we were a service provider...



How Could We Improve?

- Is there training all staff could do?
- Could we print brochures on rights and distribute to clients?
- How should our practices change to imbed human rights and legal requirements?
- We already incorporate human rights into what we do – how do we capture that with documentation?

Food for Thought



How often do staff in your organisation undertake training?

Do you have documented evidence of your awareness of human rights?



We would also document our plan to investigate these options and act on them, in a Continuous Improvement Register. WAAMH has an excellent Continuous Improvement Register template, full of examples (below). Visit the CAREhub for more information: <https://carehub.waamh.org.au/>

Date Identified	Identified By	Relevant Practice Standard	Improvement Action	Assigned To	Target Date	Priority	Completed?	Completion Date	Review Date	Comments
10/01/2023	Clients	1.1 Person-centred Supports	Provide Service Agreement in Easy-to-read format	Michele Burnlar	1/02/2023	2 High	Complete	10/02/2023	10/02/2024	Used AI to develop an Easy to Read version of our Service Agreement. Location: Clients>Service Agreements
21/01/2023	Other	1.2 Individual Values and Beliefs	LGBTIQA+ training for all staff	Nicole Harry	21/02/2023	4 Low	Complete	15/02/2023	15/02/2024	Used Minus 18 free training webinar.
1/02/2023	Staff	1.3 Privacy and Dignity	Alter database so only assigned staff can look at client notes	Kylie Grove	1/04/2023	1 Very High	In Progress			Difficulty with tech issues, may have to find a different provider.
11/02/2023	Management	1.4 Independence and Informed Choice	Write Supported Decision Making Policy inline with NDIA Policy, and educate staff	Ros Bowyer	1/06/2023	3 Neutral	Not Started			Time challenges, new target by 2024
15/02/2023	Other	1.5 Violence, Abuse, Neglect, Exploitation & Discrimination	All participants to be given information about independent advocate.	Nicole Harry	1/06/2023	2 High	Complete	15/05/2023	15/05/2024	All participants given PWD advocacy details.
22/02/2023	Management	2.1 Governance and Operational Management	Update Policies to conform with new staffing structure	Kylie Grove	1/06/2023	4 Low	Complete	20/05/2023	20/05/2024	Location: Policies and Procedures
2/03/2023	Management	2.2 Risk Management	Develop new infection control policy and educate staff.	Michele Burnlar	1/06/2023	2 High	In Progress			Policy developed, staff training to roll out in August 2023.
12/03/2023	Clients	2.3 Quality Management	Start monthly internal audit of QM system.	Nicole Harry	1/05/2023	3 Neutral	Complete	25/04/2023	25/04/2024	Nicole to conduct monthly audits. Job description updated to reflect.
20/03/2023	Staff	2.4 Information Management	Hire shredding bin for disposal of old files.	Ros Bowyer	1/05/2023	2 High	Complete	29/04/2023	29/04/2024	Bin hired through Shred-X, collected 1st Monday of every month.
29/03/2023	Clients	2.5 Feedback and Complaints Management	Clients to be given small physical feedback form when initially signing up, then every 6 months after, which can be anonymously returned in mail.	Kylie Grove	1/08/2023	4 Low	In Progress			Looking into return mail and printing feasibility.
4/04/2023	Staff	2.6 Incident Management	De-escalation Training for all on the ground staff.	Nicole Harry	1/06/2023	2 High	In Progress			Booked in with WAAMH for 27/06/2023.
8/04/2023	Staff	2.7 Human Resources Management	Managers to take Clinical Supervision training.	Michele Burnlar	1/05/2023	1 Very High	Complete	29/04/2023	29/04/2024	All managers completed WAAMH Clinical Supervision training on 29/04/2023.
13/04/2023	Clients	2.8 Continuity of Supports	Upon initial meeting, clients are asked to give preference to whether they would like a replacement if their SW is sick, or whether they would rather not. Clients to be informed that they can change their preference at any time. Preferences to be recorded in database.	Nicole Harry	1/05/2023	3 Neutral	Complete	20/04/2023	20/04/2024	Database location: Clients>Initial Set Up>"Preferences Database"
22/04/2023	Management	2.9 Emergency and Disaster Management	Staff to undertake Fire Response training.	Kylie Grove	1/07/2023	4 Low	Not Started			Kylie to investigate training providers June 2023.
29/04/2023	Clients	3.1 Access to Supports	Wheelchair ramp to be installed in Central Hub.	Ros Bowyer	6/05/2023	1 Very High	Complete	5/05/2023	5/05/2024	Ramp installed May 2023.
3/05/2023	Staff	3.2 Support Planning	Development of Hospital Passport for participants, staff training on document and roll out to all clients.	Michele Burnlar	1/09/2023	3 Neutral	In Progress			Development complete, staff training due July 2023.
9/05/2023	Management	3.3 Service Agreements with Participants	Service Agreements updated to indicate what we don't provide.	Ros Bowyer	1/06/2023	2 High	Complete	25/05/2023	25/05/2024	Updated.
		3.4 Responsive Complaints	Review forms updated to include							

Food for Thought



How do you document feedback from participants, and how you've acted on it?



Conclusion

In this workbook, you have learned:

- What the NDIS Commission Practice Standards and Quality Indicators are
- Why the NDIS Commission Practice Standards and Quality Indicators exist
- How to adhere to the NDIS Commission Practice Standards and Quality Indicators
- The method of approaching each of the Practice Standards and Quality Indicators and investigating:
 - How you are already meeting it (and how you can evidence that)
 - How you could meet it better (and documenting your plans)

Now, it's up to you to assess yourself against the NDIS Commission Practice Standards and Quality Indicators and provide the best quality (and safe) service to participants.

Other Resources

- The CAREhub has a vast selection of the WAAMH Sector Readiness Project's tools and templates available:
<https://carehub.waamh.org.au/>
- Mental Health Commissioning Council has a guide to the Practice Standards and Quality Indicators, for psychosocial providers:
[Embracing Change: A Guide to the NDIS Practice Standards - Mental Health Coordinating Council \(mhcc.org.au\)](#)
- Mental Health Commissioning Council also has teamed up with BNG to provide a free online self assessment tool, which is free for registered providers:
Video explaining - [MHCC 2 \(wistia.com\)](#)
Tool - [NDIS Practice Standards Self-Assessment Tool - BNG SPP \(ngoservicesonline.com.au\)](#)
- The NDIS Commission lists the Practice Standards and Quality Indicators here:
[NDIS Practice Standards and Quality Indicators \(ndiscommission.gov.au\)](#)
- NDS has a great library of resources too:
[NDIS Quality and Safeguards Resources](#)