

Psychosocial Sector NDIS Q&S Readiness Project

Bite-sized NDIS

Entrée Practice Standards & Quality Indicators



Supported by:



Government of Western Australia
Department of Communities



WAAMH

Western Australian Association
for Mental Health



Engagement Today



Cameras on during discussion (if you feel comfortable)



Experiences and questions welcome in chat box at any time



Jump in to ask questions, 'raise' your hand or use the chat box at any time



Today we will be using Mentimeter – an interactive forum; make sure your smart phone is ready!



This is a brave space, let's be kind to each other in our interactions.



WAAMH NDIS Project Team

Cassie MacDonald:
Sector Development
Manager



Ros Bowyer:
Project Lead

Project Officer:
Kylie Grove

Project Officer:
Nicole Harry

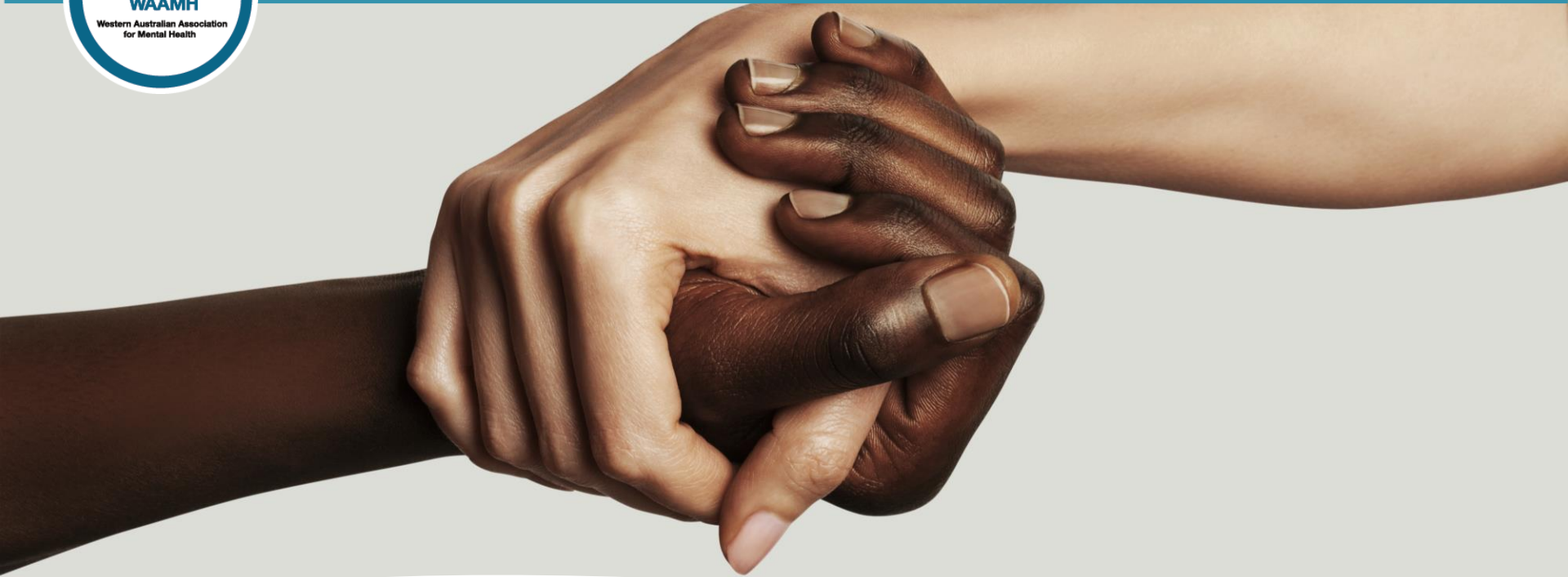
Project Officer:
Michele Burnlar



**We acknowledge the traditional
custodians of this land.**

**We recognise their continuing
connection
to land, water and community.**

**And we pay our respects to their Elders
past, present and future.**



We would like to acknowledge the courage and contribution of people with lived experience.

Bite-sized NDIS: Menu



Entrée:
Practice Standards & Quality
Indicators



Mains:
Restrictive Practice in Reality



Dessert:
Everything Positive Behaviour
Support



Dishes:
Illuminating Audit + Complex Terms



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Practice Standards & Quality Indicators: What Are They?

- Performance benchmark for service providers
- Included in the NDIS Rules 2018
- Core modules and Supplementary modules
- Each module has a series of high-level, participant-focused outcomes
- Each outcome has quality indicators that auditors use to assess a provider's compliance with that practice standard.





Practice Standards & Quality Indicators: Modules



Core (Compulsory) Modules:

Rights and Responsibility for Participants

Governance and Operational Management

Provision of Supports

Support Provision Environment



Practice Standards & Quality Indicators: Modules



Supplementary Modules:

High Intensity Daily Personal Activities

Specialist Behaviour Support

Implementing Behaviour Support Plans

Early Childhood Supports

Specialised Support Coordination

Specialist Disability Accommodation



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



Adherence to the Practice Standards and Quality Indicators

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



NDIS Quality
and Safeguards
Commission

1800 035 544



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NDIS Practice Standards

For providers

Registered NDIS Providers

NDIS Code of Conduct

Registered provider obligations and requirements



SECTOR READINESS PROJECT for Psychosocial Service Providers





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



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



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



Support Provision Environment

4.1 Safe Environment

4.2 Participant Money and Property

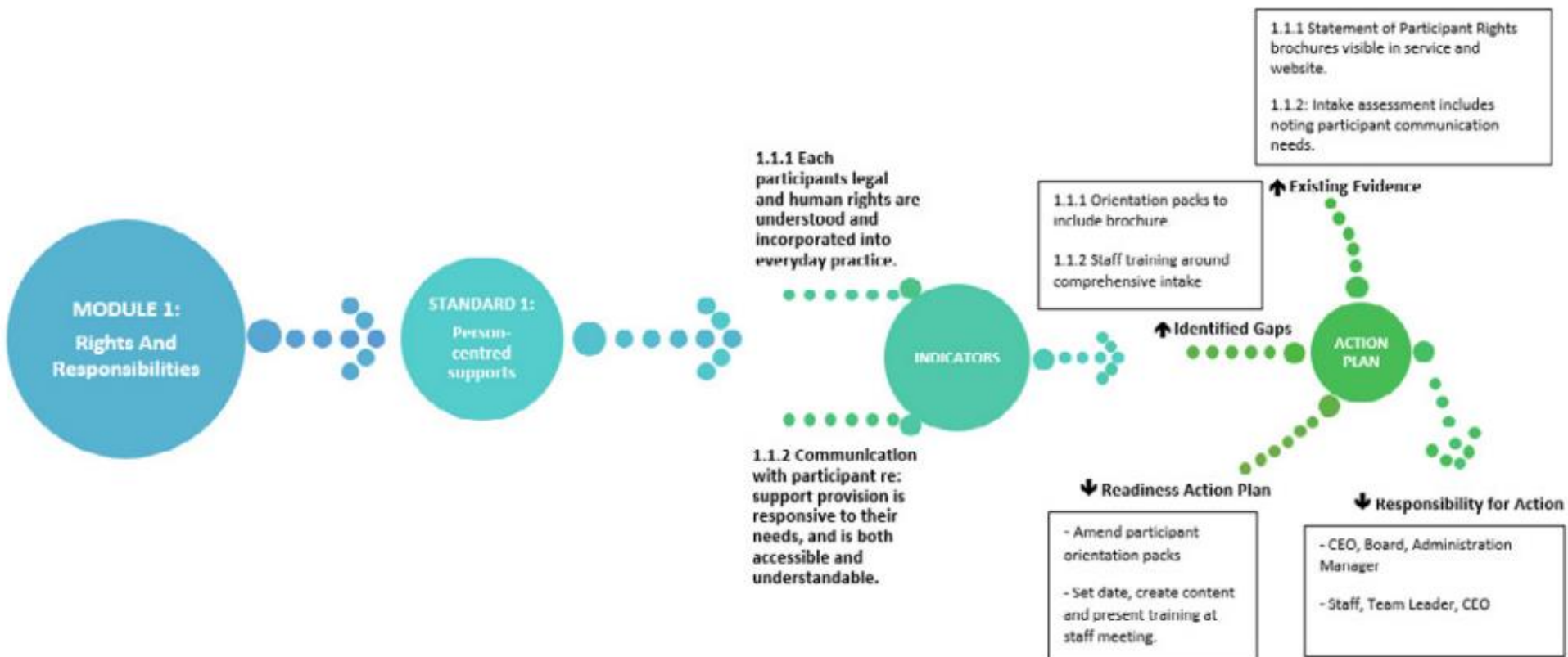
4.3 Management of Medication

4.4 Mealtime Management

4.5 Management of Waste



CAM





Module

1
Rights and Responsibilities to
Participants

Practice Standard

1.1
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.

Quality Indicator

1.1.1
“Each participant’s legal and human rights are understood and incorporated into everyday practice.”

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.

Quality Indicator 1.1.1

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





Quality Indicator 1.1.1: What Does This Mean?

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

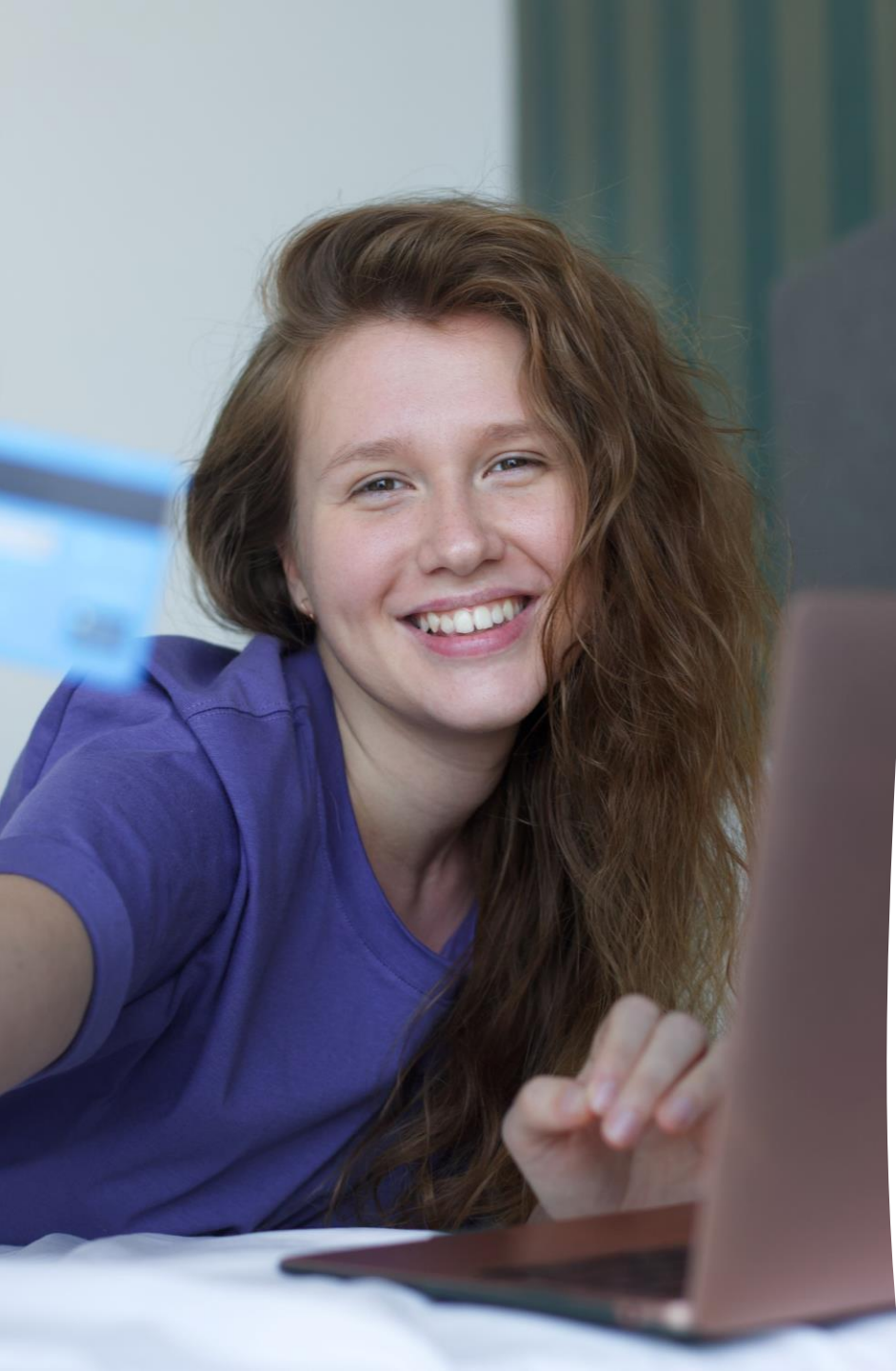


Quality Indicator 1.1.1: What Does This Mean?

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

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



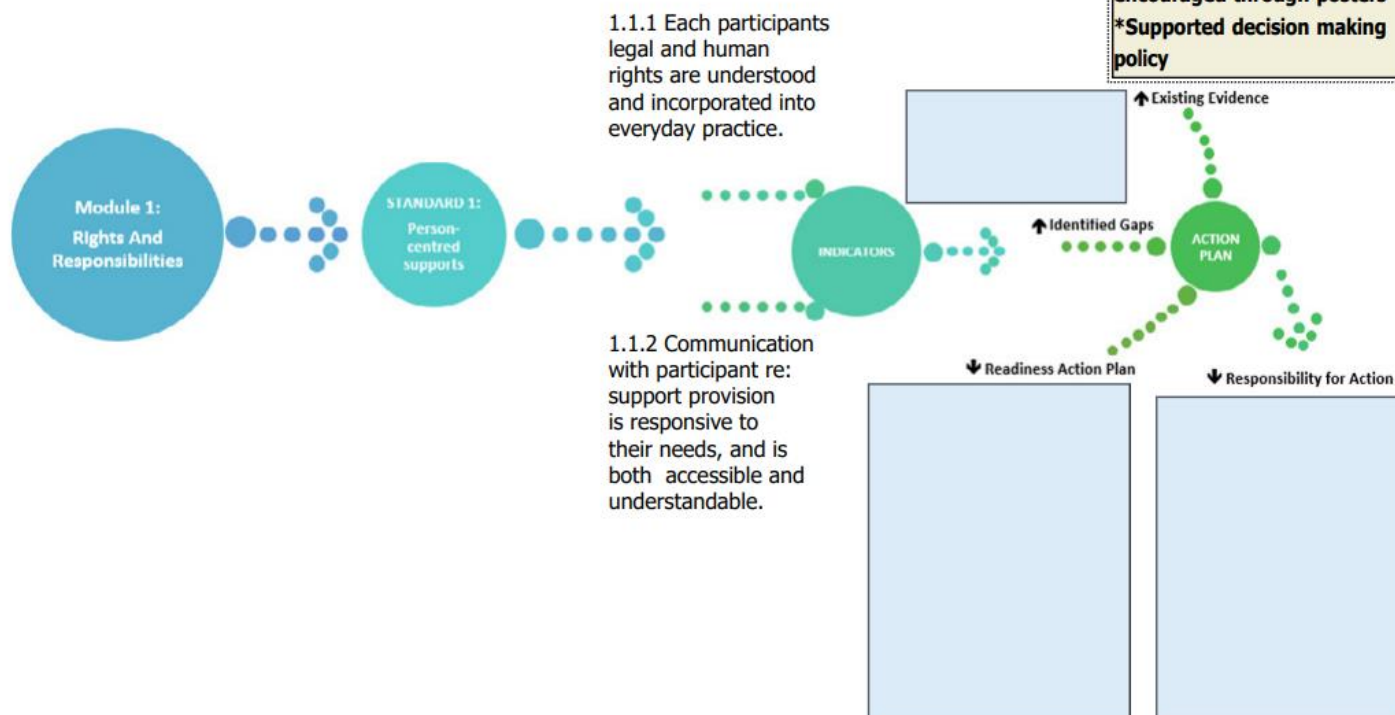
How Would We Evidence This Quality Indicator?

- 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

CAM

CAM Key

- For more information about *Standard 1 & Indicators 1.1.1-1.1.2*, refer to p5 in [NDIS Practice Standards & Quality Indicators \(for specific NDIS language\)](#); & p18-22 in [WAAMH Sector Readiness Core Module Workbook \(for more examples of competency/evidence\)](#).
- Type, print/write directly in each box





How Could We Improve?

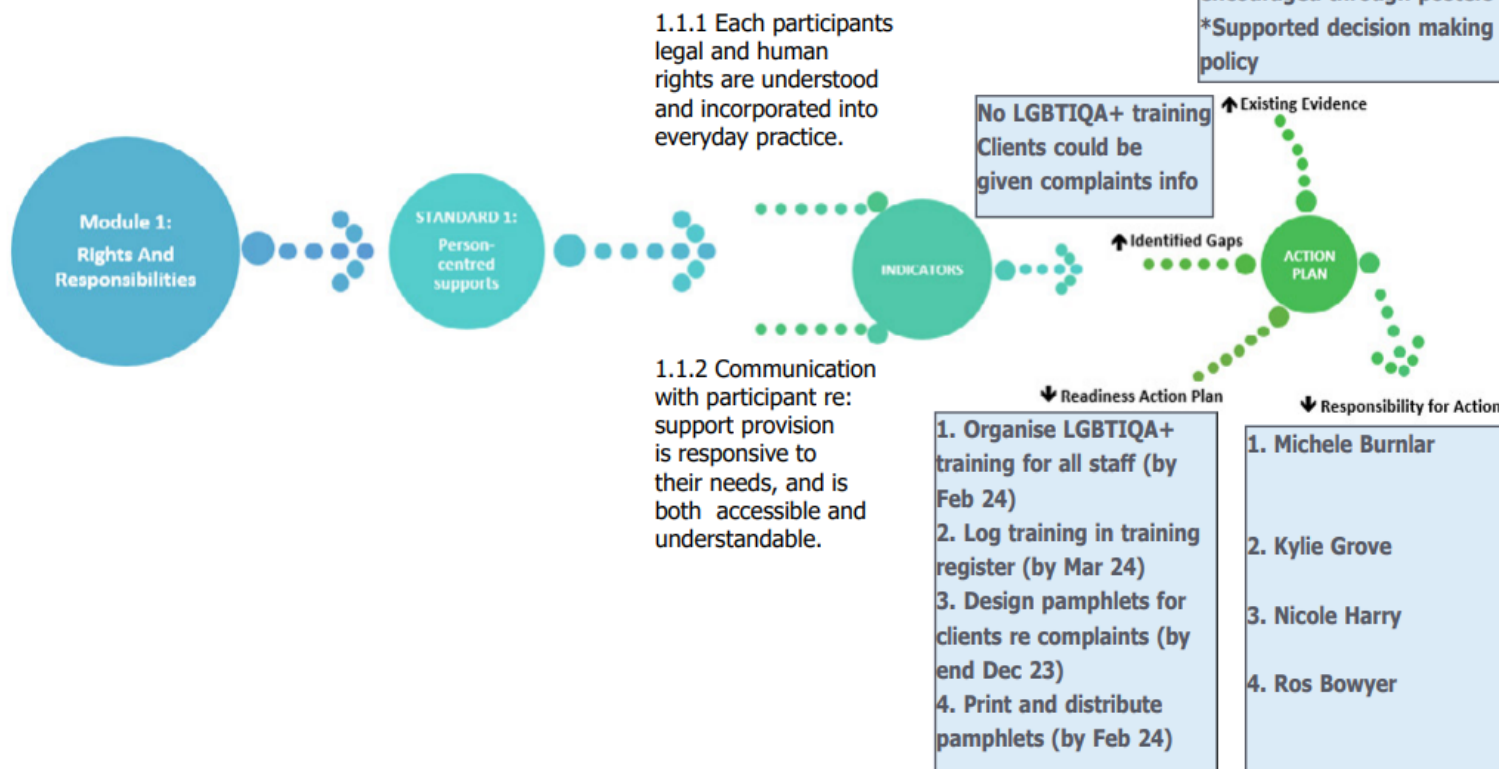
- Is there training all staff could do?
- Could we print brochures on rights and distribute to clients?
- How should our practices change to imbed human rights and legal requirements?
- We already incorporate human rights into what we do – how do we capture that with documentation?



CAM

CAM Key

- For more information about *Standard 1 & Indicators 1.1.1-1.1.2*, refer to p5 in *NDIS Practice Standards & Quality Indicators (for specific NDIS language)*; & p18-22 in *WAAMH Sector Readiness Core Module Workbook (for more examples of competency/evidence)*.
- Type, print/write directly in each box





Continuous Improvement Register

Relevant Practice Standard	Improvement Action	Assigned To	Target Date	Priority	Completed?	Completion Date	Review Date	Comments
1.1 Person-centred Supports	Provide Service Agreement in Easy-to-read format	Mike Jones	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
1.2 Individual Values and Beliefs	LGBTIQA+ training for all staff	Shanthi Ameil	21/02/2023	4 Low	Complete	15/02/2023	15/02/2024	Used Minus 18 free training webinar.
1.3 Privacy and Dignity	Alter database so only assigned staff can look at client notes	Trudi Smith	1/04/2023	1 Very High	In Progress			Difficulty with tech issues, may have to find a different provider.
1.4 Independence and Informed Choice	Write Supported Decision Making Policy inline with NDIA Policy, and educate staff	Ronan Fuller	1/06/2023	3 Neutral	Not Started			Time challenges, new target by 2024
1.5 Violence, Abuse, Neglect, Exploitation & Discrimination	All participants to be given information about independent advocate.	Shanthi Ameil	1/06/2023	2 High	Complete	15/05/2023	15/05/2024	All participants given PWD advocacy details.
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
2.2 Risk Management	Develop new infection control policy and educate staff.	Mike Jones	1/06/2023	2 High	In Progress			Policy developed, staff training to roll out in August 2023.
2.3 Quality Management	Start monthly internal audit of QM system.	Trudi Smith	1/05/2023	3 Neutral	Complete	25/04/2023	25/04/2024	Trudi to conduct monthly audits. Job description updated to reflect.
2.4 Information Management	Hire shredding bin for disposal of old files.	Ronan Fuller	1/05/2023	2 High	Complete	29/04/2023	29/04/2023	Bin hied through Shred-X, collected 1st Monday of every month.
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.	Trudi Smith	1/08/2023	4 Low	In Progress			Looking into return mail and printing feasibility.



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Resources

Capabilities Assessment Mapping (CAM) Tool (WAAMH)

Continuous Improvement Register (WAAMH)

Core Readiness Workbook (WAAMH)

Online Self-Assessment Tool (MHCC)

Workforce Capability Framework (NDIS Q&S)

Core Module Readiness Workbook

1.1.1

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.

1.1.1 QUALITY INDICATOR TO BE DEMONSTRATED:

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

INTERPRETATION

Your organisation ensures that Participant's legal and human rights are known and understood by staff and Participants. Service delivery upholds, promotes and protects these rights. Supports are delivered in line with current legislation and other regulatory requirements. Including the UN Convention on the Rights of Persons with Disability, the NDIS Practice Standards & Quality Indicators and NDIS Code of Conduct, as well as Commonwealth, Territory and State legislation.

MAPPING TO NSMHS

Primary Standards:

1.2, 1.4

Other relevant Standards:

1.3, 1.7, 1.9, 1.10

EVIDENCE EXAMPLES

- ☐ A Documented Statement of Participant Rights is provided to Participants and displayed on your website and at service delivery sites. Staff should also discuss this Statement with Participants to ensure their understanding
- ☐ A Participant Information Pack which includes the Statement of Participant Rights
- ☐ Service Agreements include an outline of how Participants' rights are upheld in practice at the organisation
- ☐ Documented commitment to uphold the principles of the NDIS Code of Conduct
- ☐ Identification and application of relevant legislation/regulations in policy, procedure and processes

IMPLEMENTATION INTO EVERYDAY PRACTICE

- ☐ Staff education and training on legal and human rights are included in orientation and induction and recorded in the staff training register
- ☐ Staff can describe how they incorporate respect for legal and human rights into service delivery
- ☐ An acknowledgement of understanding and commitment to upholding the Code of Conduct is signed by all staff members and periodically reviewed
- ☐ Supervision and support of staff ensures they uphold, protect and promote legal and human rights in daily practice, including additional training as required
- ☐ Board members can confirm there is a schedule of policy review that ensures policy remains compliant with relevant legislation, regulations, and best practice. Staff can confirm policy changes are communicated and embedded in practice

SELF-ASSESSMENT (what you already have e.g. policy/procedure/practice)

GAPS IDENTIFIED (what you might be missing)

READINESS ACTION PLAN

(what you're going to do to meet the NDIS Practice Standards and Quality Indicators)

FURTHER INFORMATION

- [Achieving Great Person-Centred Care Factsheet](#)
- [UN Convention on the Rights of Persons with Disabilities](#)
- [Disability Services Act 1988](#)
- [Mental Health Act 2014](#)
- [Privacy Act 1988](#)
- [Australian Human Rights Commission](#)
- [Australian Charter of Healthcare Rights](#)
- [Carers Recognition Act 2010](#)

Resource: MHCC Self-Assessment Tool

[Home](#) [Standards Action Plan](#) [Documents](#)

1.1 Person-Centred Supports

NDIS Practice Standards: Core Module > 1. Rights and Responsibilities

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.

The indicators of this Practice Standard are listed below.

Where you have evidence to support an answer, click on the Link Evidence button to attach evidence. For more guidance on examples of actions and evidence, refer to [MHCC's evidence guide](#) for 1.1 Person-Centred Supports.

1.1 Person-Centred Supports

There are 0 evidence document(s) attached

Next Assessment

Not Started
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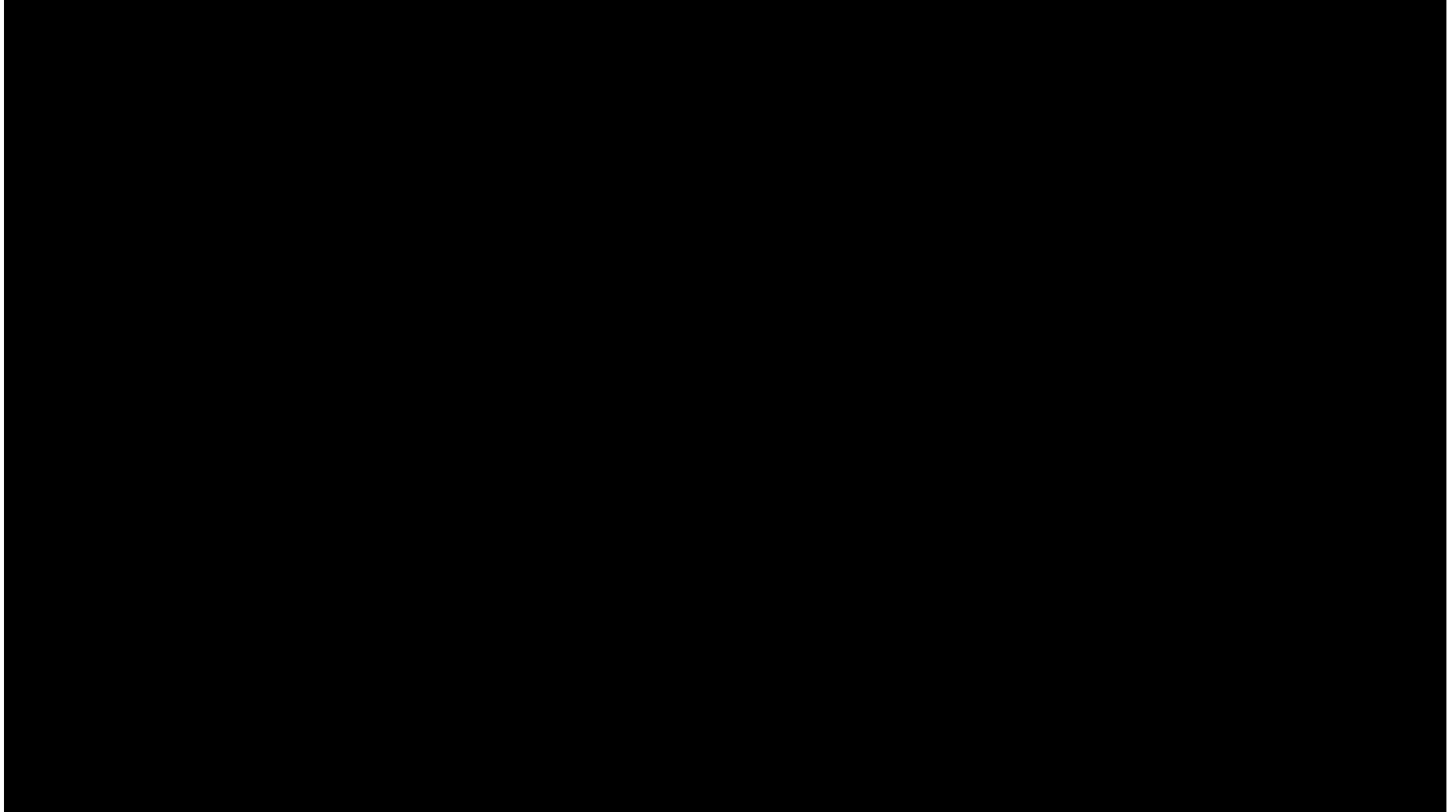
Filter:
✔ ALL QUESTIONS ▾

📎 LINK EVIDENCE

📁 OPEN EVIDENCE PACK



SECTOR READINESS PROJECT for Psychosocial Service Providers



Workforce Capability Framework

How does it work?

Objectives

The Framework is organised around the essential characteristics of work in the NDIS. Five broad objectives describe common expectations.







Further Support:

- Internal Policies & Procedures
- NDIS Quality & Safeguarding Commission
- NDIS Community & Stakeholder Meetings (WA) – first Wed of month
- Mental Health Commissioning Council (MHCC)
- National Disability Services (NDS)



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WAAMH CARE Hub



Collaborative and Responsive Engagement





Bite- sized NDIS Resources

Complex ideas in digestible form.

+ Create



Feed

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🕒 Practice Standards and Quality Indicators - What?



🕒 Practice Standards and Quality Indicators - Why?

Any final questions?



“Quality is not an act, it is a habit.”
-Aristotle



Thank You

Please note:
You will be sent a link to a
short quiz to be completed
over the next week.

This will assist you in
integrating your knowledge
from today's session.

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