



Pride Disability Services

Live Life with Pride

Pride Disability Services

Client Services

POLICIES & PROCEDURES

Manual

PRIDE DISABILITY SERVICES TABLE OF CONTENT

Policy Title: Victorian Charter of Human Rights and Responsibilities Compliance Policy	4
Policy Title: Life Areas Policy	6
Policy Title: Regulatory Requirements Policy	8
Policy Title: Service Access Policy.....	10
Policy Title: Service Agreement and Service Quote Policy	12
Policy Title: Client Cancellation and No-Show Policy for Pride Disability Services and the NDIS.....	15
Policy Title: Client Complaints and Disputes Policy for Pride Disability Services	17
Policy Title: Grievance Procedure - To Make a Complaint Policy for Pride Disability Services	19
Policy Title: Behaviours of Concern Policy for Pride Disability Services.....	21
Policy Title: Decision Making and Choice Policy for Pride Disability Services	23
Policy Title: Individual Needs Policy for Pride Disability Services	25
Policy Title: Participation and Integration Policy for Pride Disability Services	27
Policy Title: Privacy, Dignity, and Confidentiality Policy for Pride Disability Services.....	29
Policy Title: Valued Status Policy for Pride Disability Services	32
Policy Title: Guiding Principles for Medication Management in the Community Policy for Pride Disability Services	34
Policy Title: Insurance and Indemnity Arrangements Policy for Pride Disability Services	37
Policy Title: Intake and Assessment Policy for Pride Disability Services	39
Policy Title: Protection of Human Rights and Freedom from Abuse and Neglect Policy for Pride Disability Services	42
Policy Title: Preventing Abuse and Neglect Policy for Pride Disability Services and the NDIS	44
Policy Title: Responding to Abuse and Neglect Policy for Pride Disability Services and the NDIS	46
Policy Title: Preventing Abuse and Neglect Policy for Pride Disability Services and the NDIS	48
Policy Title: Duty of Care & Negligence Policy for Pride Disability Services and the NDIS	50
Policy Title: Incident Reporting and Obligations Policy for Pride Disability Services and the NDIS.....	52
Policy Title: Restrictive Interventions Policy for Pride Disability Services and the NDIS	54
Policy Title: Access and Equity Policy for Pride Disability Services and the NDIS	57
Policy Title: Sexual Misconduct & Code of Ethics Policy.....	60
Policy Title: Advocacy Policy	62
Policy Title: Complex Support Coordination Policy	65



Policy Title: Conflict of Interest Policy	68
Policy Title: Emergency and Disaster Planning Policy	70
Policy Title: COVID-19 Safety Plan Policy	72
Policy Title: Client Non Face-to-Face Billing Policy	74
Policy Title: Establishment Fees Policy	76
Policy Title: Plan Management Policy	78
Policy Title: Client Travel Policy	80
Policy Title: Relationship, Gender, and Sexuality Policy	82
Policy Title: Short Term Accommodation Policy	84
Policy Title: Client Incarceration Policy	86
Policy Title: Client Plan Review Policy	88
Policy Title: Client Management System (ShiftCare) Policy	90
Policy Title: Client Finances Xero Policy	92
Policy Title: First Aid Policy	94
Policy Title: Client Hospitalisation Policy	96
Policy Title: Medical and Professional Appointments for Clients	98
Policy Title: Assisting Clients to Access Legal Aid Services	100
Policy Title: Death of a Client	102
Policy Title: Client NDIS Supports Overseas and Virtual Support	104
Policy Title: Client Homelessness	106
Policy Title: Client Exiting	108

Policy Title: Victorian Charter of Human Rights and Responsibilities Compliance Policy

Policy Number: CS001

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to upholding and respecting the human rights and responsibilities outlined in the Victorian Charter of Human Rights and Responsibilities. This policy aims to ensure that all interactions, decision-making processes, and practices within the organisation align with the principles and values enshrined in the Charter.

Principles:

Recognition and Respect for Inherent Dignity (Section 1):

Pride Disability Services acknowledges and respects the inherent dignity of every individual receiving support.

Freedom from Discrimination (Section 8):

The organization ensures that all participants are treated with fairness, equality, and without discrimination, regardless of their background, characteristics, or beliefs.

Protection of Families and Children (Section 17):

In all dealings with families and children, Pride Disability Services prioritizes their well-being and safety, ensuring that their rights are upheld.

Cultural Rights (Section 19):

The organization recognizes and values cultural diversity, actively promoting cultural rights and ensuring that participants from diverse backgrounds feel respected and included.

Right to Privacy and Reputation (Section 13):

Participants' privacy is safeguarded, and their personal information is handled with the utmost confidentiality and respect.

Responsibilities:

Staff Training and Awareness:

All staff members undergo training to understand and uphold the principles of the Victorian Charter of Human Rights and Responsibilities.

Participant Advocacy:

Pride Disability Services acts as an advocate for participants, ensuring their rights are upheld and respected in all interactions and decision-making processes.

Review and Compliance:

Regular reviews of policies, procedures, and practices are conducted to ensure ongoing compliance with the Charter's principles.

Complaints Handling:

An accessible and transparent process is in place for participants or staff to raise concerns or complaints related to human rights issues.

Implementation:

This policy will be communicated to all staff members, participants, and stakeholders associated with Pride Disability Services. Regular training sessions will be conducted to ensure ongoing awareness and understanding of the Victorian Charter of Human Rights and Responsibilities.

Review and Revision:

This policy will be reviewed annually or as required to ensure its ongoing relevance and compliance with any updates to the Victorian Charter of Human Rights and Responsibilities.

Approvals:

Peter Sharpe – Director

22/01/2024

Policy Title: Life Areas Policy

Policy Number: CS002

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to providing comprehensive support that addresses various life areas to enhance the overall well-being and quality of life for our participants. This policy outlines the key life areas we focus on and the principles guiding our approach.

Life Areas:

Physical Health:

Pride Disability Services supports participants in maintaining and improving their physical health. This includes access to appropriate healthcare, assistance with daily living activities, and promoting healthy lifestyle choices.

Mental and Emotional Well-being:

The organization recognizes the importance of mental and emotional well-being. Support services are designed to address mental health needs, promote emotional resilience, and provide access to relevant counselling or therapy.

Social Connections:

Social inclusion is a priority at Pride Disability Services. Participants are encouraged and supported in building and maintaining social connections, fostering relationships, and engaging in community activities.

Education and Skill Development:

Participants are provided opportunities for ongoing education and skill development. This includes access to relevant training programs, workshops, and activities that enhance their knowledge and abilities.

Independent Living Skills:

Pride Disability Services works with participants to develop and enhance their independent living skills. This may include support in areas such as budgeting, cooking, cleaning, and other daily living activities.

Employment and Vocational Support:

The organization assists participants in exploring and engaging in meaningful employment or vocational activities. This includes job readiness training, job placement support, and ongoing career development.

Recreation and Leisure:

Recognizing the importance of recreation and leisure, participants are encouraged to pursue hobbies and interests. Pride Disability Services facilitates access to recreational activities, sports, and cultural events.

Principles:

Individualized Approach:

Support plans are tailored to the unique needs, preferences, and goals of each participant across different life areas.

Choice and Control:

Participants are actively involved in decision-making processes related to their support plans and choices in various life areas.

Holistic Well-being:

Pride Disability Services adopts a holistic approach, recognizing that well-being is influenced by various interconnected life areas.

Collaboration and Communication:

Regular communication and collaboration with participants, their families, and support networks are essential to ensure effective support across life areas.

Implementation:

This policy will be communicated to all staff members, participants, and stakeholders associated with Pride Disability Services. Training sessions will be conducted to ensure staff members are aligned with the principles outlined in this policy.

Review and Revision:

This policy will be reviewed annually or as required to ensure its ongoing relevance and effectiveness in addressing the life areas of participants.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Regulatory Requirements Policy

Policy Number: CS003

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is dedicated to maintaining compliance with all applicable laws, regulations, and standards governing the provision of disability support services. This policy outlines our commitment to meeting regulatory requirements and ensuring a legal and ethical framework for our operations.

Scope:

This policy applies to all Pride Disability Services staff members, including management, support coordinators, support workers, and any other individuals involved in the delivery of services.

Commitment to Compliance:

Legal and Regulatory Framework:

Pride Disability Services is committed to understanding and adhering to the legal and regulatory framework relevant to the disability support services we provide. This includes compliance with federal, state, and local laws.

National Disability Insurance Scheme (NDIS) Compliance:

As an NDIS service provider, we commit to complying with the NDIS Act, Rules, and other relevant guidelines. This includes providing supports that are safe, high-quality, and aligned with the principles of the NDIS.

Quality and Safeguarding:

The organization is dedicated to maintaining a high standard of service quality and participant safety. We comply with the NDIS Quality and Safeguarding Framework, including reporting and incident management requirements.

Work Health and Safety (WHS):

Pride Disability Services prioritizes the health and safety of our staff and participants. We comply with all relevant WHS legislation and regulations to create a safe working environment.

Privacy and Confidentiality:

Protecting the privacy and confidentiality of participants' information is paramount. We comply with privacy laws and regulations, including the Australian Privacy Principles (APPs) and any relevant state/territory legislation.

Roles and Responsibilities:

Management Responsibility:

Management is responsible for staying informed about changes in relevant laws and regulations, communicating these changes to staff, and ensuring organizational practices align with legal requirements.

Staff Accountability:

All staff members are accountable for understanding and adhering to regulatory requirements applicable to their roles. This includes participating in relevant training and seeking guidance when uncertain about compliance matters.

Monitoring and Continuous Improvement:

Regular Audits and Reviews:

Pride Disability Services conducts regular internal audits and reviews to assess compliance with regulatory requirements. This includes reviews of policies, procedures, and service delivery practices.

Feedback and Complaints Handling:

Feedback and complaints related to potential regulatory issues are actively encouraged and thoroughly investigated. This process contributes to identifying areas for improvement.

Non-compliance Handling:

Corrective Actions:

In cases of identified non-compliance, Pride Disability Services will take prompt corrective actions. This may involve implementing changes to policies, procedures, or staff training.

Reporting:

Instances of significant non-compliance will be reported to the relevant regulatory authorities as required by law.

Communication:

This policy will be communicated to all staff members, participants, and relevant stakeholders. Training sessions will be conducted to ensure staff members are aware of their responsibilities and the importance of compliance.

Review and Revision:

This policy will be reviewed annually or as required to ensure its ongoing relevance and effectiveness in maintaining regulatory compliance.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Service Access Policy

Policy Number: CS004

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to providing accessible, person-centred disability support services to individuals seeking our assistance. This policy outlines the procedures for participants to access our services and ensures that the process is transparent, fair, and aligned with the principles of choice and control.

Scope:

This policy applies to all individuals seeking disability support services from Pride Disability Services, including participants, their families, carers, and any other relevant stakeholders.

Service Eligibility:

National Disability Insurance Scheme (NDIS) Participants:

Pride Disability Services primarily provides services to participants registered under the NDIS. Individuals must have an approved NDIS plan to access our supports.

Non-NDIS Participants:

In exceptional cases, individuals not covered by the NDIS may be considered for support. The organization will assess eligibility based on specific criteria, capacity, and available resources.

Access Process:

Enquiry and Information:

Individuals interested in accessing Pride Disability Services can make an initial enquiry by contacting our office or sending through an inquiry via our website. Information about available services, eligibility criteria, and the application process will be provided.

Assessment and Planning:

For NDIS participants, a Support Coordinator will work with individuals to assess their needs, goals, and preferences. A collaborative planning process will result in the development of a support plan.

Service Agreement:

A service agreement will be established between Pride Disability Services and the participant, outlining the supports to be delivered, associated costs (if any), and other relevant conditions. The agreement will be provided in a format accessible to the participant.

Consent and Communication:

Participants, or their legally authorized representatives, are required to provide informed consent for the delivery of supports. Effective communication channels will be established to ensure participants understand the terms and conditions of service provision.

Fair and Equitable Access:

Non-Discrimination:

Pride Disability Services adheres to principles of non-discrimination. Access to services will not be denied on the basis of race, gender, sexual orientation, age, disability, or any other protected characteristic.

Reasonable Adjustments:

Reasonable adjustments will be made to accommodate the individual needs and preferences of participants, ensuring an inclusive and accessible service environment.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and relevance to evolving service delivery practices and regulatory requirements.

Amendments:

Amendments to the policy will be made as necessary, with consideration for feedback from participants and changes in legislative or organizational requirements.

Communication:

This policy will be communicated to all staff members, participants, and relevant stakeholders. Information sessions will be conducted to assist individuals in understanding the service access process.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Service Agreement and Service Quote Policy

Policy Number: CS027

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to providing transparent, person-centred disability support services. This policy outlines the procedures for developing Service Agreements and providing Service Quotes, ensuring clarity, fairness, and alignment with participant needs and preferences.

Scope:

This policy applies to all individuals accessing disability support services from Pride Disability Services, including participants, their families, carers, and any other relevant stakeholders.

Service Agreement:

Introduction:

A Service Agreement is a formal arrangement between Pride Disability Services and the participant, outlining the supports to be delivered, terms and conditions, and other relevant details.

Development Process:

The Service Agreement will be collaboratively developed with the participant, ensuring their active involvement and understanding. Support Coordinators or relevant staff will facilitate this process.

Content of Service Agreement:

The Service Agreement will include, but is not limited to:

Description of supports and services to be provided.

Roles and responsibilities of both parties.

Duration and frequency of supports.

Conditions for modifying or terminating the agreement.

Confidentiality and privacy arrangements.

Complaints and dispute resolution procedures.

Communication and Understanding:

The Service Agreement will be communicated to the participant in a format that is accessible to them, considering their preferred language, communication mode, and terms. Participants will be supported to understand the content of the agreement.

Consent:

Participants, or their legally authorized representatives, will provide informed consent for the terms outlined in the Service Agreement.

Service Quote:

Issuing a Service Quote:

Prior to the commencement of services, a Service Quote will be provided to the participant. The quote will detail the costs associated with the supports and services outlined in the Service Agreement.

Content of Service Quote:

The Service Quote will include:

Clear breakdown of costs associated with each support.

Payment terms and methods.

Any applicable fees or charges.

NDIS funding details (if applicable).

Information on any additional costs that may arise.

Review of Service Quote:

Participants will be given the opportunity to review the Service Quote and seek clarification on any aspects before providing their consent.

Fair and Transparent Practices:

Transparent Pricing:

Pricing for supports and services will be transparent and clearly communicated to participants.

Fair Agreements:

Service Agreements will be fair, taking into account the participant's needs, preferences, and the principles of choice and control.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and relevance to evolving service delivery practices and regulatory requirements.

Amendments:

Amendments to the policy will be made as necessary, with consideration for feedback from participants and changes in legislative or organizational requirements.

Communication:

This policy will be communicated to all staff members, participants, and relevant stakeholders. Information sessions will be conducted to assist individuals in understanding the Service Agreement and Service Quote processes.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Cancellation and No-Show Policy

Policy Number – CS006

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services, in alignment with the principles of the National Disability Insurance Scheme (NDIS), establishes this policy to manage participant cancellations and instances of no-shows for scheduled appointments. The goal is to ensure efficient service provision while respecting the rights and needs of participants.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services under the National Disability Insurance Scheme (NDIS). It also extends to staff members involved in scheduling and managing appointments.

Cancellation Policy:

Notice of Cancellation:

Participants are encouraged to provide advance notice in the event of a cancellation. The preferred notice period is 5 days, aligning with NDIS principles to support effective planning.

Procedure for Cancellation:

Participants should notify Pride Disability Services of cancellations by contacting [insert contact information]. This can be done via phone call, email, or any other agreed-upon communication method.

Late Cancellations:

Cancellations made within [insert notice period] of the scheduled appointment are considered late cancellations. While participants are encouraged to avoid late cancellations, Pride Disability Services understands that unforeseen circumstances may arise.

Handling Late Cancellations:

Late cancellations will be reviewed on a case-by-case basis, considering the participant's NDIS plan and goals.

No-Show Policy:

Definition of No-Show:

A no-show occurs when a participant fails to attend a scheduled appointment without providing prior notice.

Recording No-Shows:

Instances of no-shows will be documented by staff members responsible for appointment scheduling.

Consequences of No-Shows:

Participants accumulating a certain number of no-shows within a specified timeframe may face consequences, such as:

Review of service provision.

Discussion of the impact on the participant's NDIS plan and goals.

Referral to relevant support coordination for additional assistance.

Communication:

Educating Participants:

Participants will be informed about this policy during the onboarding process. The importance of timely communication and adherence to appointments will be emphasized.

Reminders:

Participants may receive appointment reminders via their preferred communication method to reduce the likelihood of no-shows.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with NDIS principles.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislative or organizational requirements.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Complaints and Disputes Policy

Policy Number: CS007

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to providing high-quality and participant-centred disability support services. This policy outlines the procedures for managing and resolving client complaints and disputes in a transparent, fair, and efficient manner, in accordance with relevant legislation and best practices.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services. It also extends to staff members involved in service delivery and those responsible for handling complaints and disputes.

Definitions:

Complaint:

A complaint is an expression of dissatisfaction or concern raised by a participant or their representative regarding the services provided by Pride Disability Services.

Dispute:

A dispute arises when a complaint remains unresolved, and the participant or Pride Disability Services seeks a formal resolution process.

Complaints Handling Procedure:

Informal Resolution:

Participants are encouraged to address concerns informally by discussing them with their support worker, team leader, or another relevant staff member.

Formal Complaint Lodgement:

If the complaint remains unresolved, participants may submit a formal written complaint to Pride Disability Services. The complaint should include details such as the nature of the concern, dates, and individuals involved.

Complaint Acknowledgment:

Upon receipt of a formal complaint, Pride Disability Services will acknowledge it within [insert timeframe] days, confirming the commencement of the formal complaints process.

Investigation:

An impartial staff member not directly involved in the issue will be assigned to investigate the complaint. The investigation will be completed within [insert timeframe] days.

Resolution and Communication:

Pride Disability Services will communicate the investigation outcomes and proposed resolutions to the participant in writing. If applicable, adjustments to service provision will be discussed and implemented.

Dispute Resolution Procedure:

Internal Review:

If a participant is dissatisfied with the outcome of the complaint investigation, they may request an internal review within [insert timeframe] days of receiving the written resolution.

External Mediation:

If the internal review does not resolve the dispute, participants may request external mediation. Pride Disability Services will engage an independent mediator to facilitate resolution discussions.

Escalation to External Authorities:

If the dispute remains unresolved after internal review and mediation, participants have the right to escalate the matter to external authorities, such as the NDIS Quality and Safeguards Commission.

Record Keeping:

All complaints and dispute resolution processes, including outcomes and any implemented changes, will be documented and securely stored by Pride Disability Services.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Grievance Procedure- To Make a Complaint Policy

Policy Number: CS008

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to maintaining an open and transparent process for participants to express concerns and complaints about the services provided. This Grievance Procedure outlines the steps participants should follow to make a complaint and the processes Pride Disability Services will undertake to address and resolve complaints in a fair and timely manner.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services. It encompasses the procedures for lodging and addressing complaints at various levels of formality.

Definitions:

Grievance:

A grievance is an expression of dissatisfaction or concern raised by a participant or their representative regarding the services provided by Pride Disability Services.

Grievance Procedure:

Informal Resolution:

Participants are encouraged to address concerns informally by discussing them with their support worker, team leader, or another relevant staff member. Informal resolution aims to resolve issues promptly and amicably.

Formal Grievance Lodgement:

If the grievance remains unresolved through informal means, participants may choose to submit a formal written grievance to Pride Disability Services. The written grievance should include details such as the nature of the concern, dates, and individuals involved.

Grievance Acknowledgment:

Upon receipt of a formal grievance, Pride Disability Services will acknowledge it within [insert timeframe] days, confirming the commencement of the formal grievance resolution process.

Investigation:

An impartial staff member not directly involved in the issue will be assigned to investigate the grievance. The investigation will be completed within [insert timeframe] days.

Resolution and Communication:

Pride Disability Services will communicate the investigation outcomes and proposed resolutions to the participant in writing. If applicable, adjustments to service provision will be discussed and implemented.

Escalation:

If the participant remains dissatisfied with the resolution provided, they have the right to escalate the grievance to higher levels within the organization.

Record Keeping:

All grievances and resolution processes, including outcomes and any implemented changes, will be documented and securely stored by Pride Disability Services.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Behaviours of Concern Policy

Policy Number: CS010

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services recognizes that certain behaviours may pose challenges in providing support to participants. This policy outlines the approach, strategies, and procedures Pride Disability Services will follow to address and manage behaviours of concern in a manner that ensures the safety, dignity, and well-being of all participants and staff.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services, as well as all staff and support workers involved in providing services.

Definitions:

Behaviours of Concern:

Behaviours of concern refer to actions or conduct by participants that may pose risks to their safety, the safety of others, or hinder the provision of effective support services.

Policy Objectives:

Risk Assessment:

Conduct thorough risk assessments to identify and understand the potential risks associated with specific behaviours of concern.

Person-Centred Approach:

Implement person-centred approaches to understand the underlying causes and triggers of behaviours of concern, focusing on addressing individual needs and preferences.

Positive Behaviour Support:

Develop and implement Positive Behaviour Support (PBS) plans that emphasize proactive strategies, reinforcing positive behaviours, and reducing the likelihood of challenging behaviours.

Individualized Strategies:

Tailor intervention strategies to the individual needs and circumstances of each participant, considering their communication style, sensory preferences, and support requirements.

Staff Training:

Provide ongoing training to staff and support workers to equip them with the skills and knowledge needed to effectively manage and de-escalate behaviours of concern.

Monitoring and Review:

Regularly monitor the effectiveness of intervention strategies and review PBS plans to ensure they remain relevant and responsive to the participant's evolving needs.

Communication and Collaboration:

Foster open communication and collaboration among staff, support workers, participants, and their support networks to share insights, observations, and strategies for managing behaviours of concern.

Documentation:

Maintain accurate and confidential records documenting assessments, interventions, and outcomes related to behaviours of concern.

Incident Reporting:

Reporting Requirements:

Establish clear procedures for reporting incidents related to behaviours of concern, ensuring timely and accurate documentation.

Investigation and Analysis:

Conduct thorough investigations into incidents, analysing contributing factors and identifying opportunities for improvement.

Escalation Procedures:

Outline a clear escalation process for cases where behaviours of concern persist despite interventions, including collaboration with external specialists and relevant authorities if necessary.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Decision Making and Choice Policy

Policy Number: CS011

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to promoting the rights of participants to make decisions about their own lives and exercise meaningful choice and control over the supports they receive. This policy outlines the principles, processes, and practices that guide decision-making and choice within the organization.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services, as well as all staff and support workers involved in providing services.

Definitions:

Decision Making:

The process of choosing between options or courses of action based on individual preferences, needs, and goals.

Choice and Control:

The right of participants to have a say in decisions that affect their lives and to actively participate in the planning and delivery of their support services.

Policy Objectives:

Respect for Autonomy:

Uphold the autonomy and dignity of participants by respecting their right to make decisions, regardless of the level of support they may require.

Informed Decision Making:

Ensure that participants have access to clear, understandable information about their support options, risks, and consequences to make informed decisions.

Person-Centred Planning:

Implement person-centred planning approaches that prioritize the individual needs, goals, and preferences of each participant.

Capacity Building:

Support participants in building their capacity to make decisions, including providing information, skill-building opportunities, and fostering self-advocacy.

Support Networks:

Encourage the involvement of participants' support networks, including family, friends, and advocates, in the decision-making process, with the participant's consent.

Advocacy Support:

Provide advocacy support to participants who may require assistance in expressing their preferences or navigating complex decision-making situations.

Record Keeping:

Maintain accurate and confidential records documenting the decisions made by participants, the processes involved, and any support provided.

Communication and Collaboration:

Open Communication:

Foster open and transparent communication between participants, support workers, and relevant stakeholders to ensure that decisions align with the participant's wishes.

Collaborative Decision Making:

Collaborate with participants in the development of support plans, ensuring their active involvement in decision-making related to their goals, services, and outcomes.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Individual Needs Policy

Policy Number: CS012

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to providing person-centred and tailored support that addresses the individual needs, goals, and preferences of each participant. This policy outlines the principles and procedures to ensure the delivery of services that are responsive to the unique requirements of participants.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services, as well as all staff and support workers involved in providing services.

Definitions:

Individual Needs:

The specific requirements, preferences, and goals unique to each participant, encompassing physical, emotional, social, cultural, and personal aspects.

Person-Centred Approach:

A philosophy and approach that prioritizes the individual's desires, choices, and aspirations in the planning and delivery of support services.

Policy Objectives:

Assessment of Needs:

Conduct comprehensive assessments to identify and understand the individual needs, goals, and preferences of each participant.

Person-Centred Planning:

Utilize person-centred planning approaches that involve participants in decisions about their support services, ensuring their active involvement in goal setting and planning.

Tailored Support Plans:

Develop and implement support plans that are tailored to meet the specific needs and goals of each participant, considering their unique circumstances and aspirations.

Cultural Sensitivity:

Acknowledge and respect the cultural diversity of participants, ensuring that support services are culturally sensitive and aligned with individual cultural values and practices.

Flexible Service Delivery:

Provide flexibility in service delivery to accommodate changes in participants' needs, preferences, and circumstances, allowing for adjustments in support plans as required.

Collaboration with Support Networks:

Engage with the support networks of participants, including family, friends, and advocates, to gather insights into individual needs and preferences, with the participant's consent.

Continuous Feedback:

Establish mechanisms for continuous feedback from participants to evaluate the effectiveness of support services and identify opportunities for improvement.

Communication and Collaboration:

Open Communication:

Foster open and transparent communication between participants, support workers, and relevant stakeholders to ensure that service delivery aligns with individual needs.

Collaborative Decision Making:

Collaborate with participants in the ongoing development and adjustment of support plans, respecting their right to make decisions about their own lives.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Participation and Integration Policy

Policy Number: CS013

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is dedicated to promoting the active participation and integration of participants within their communities. This policy outlines the principles and procedures to ensure that participants have opportunities for meaningful engagement, social inclusion, and integration into community life.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services, as well as all staff and support workers involved in providing services.

Definitions:

Participation:

Involvement and engagement in activities, events, and opportunities that contribute to personal growth, social connections, and a sense of belonging.

Integration:

The process of blending individuals with disabilities into the wider community, fostering inclusion, acceptance, and accessibility.

Policy Objectives:

Individualized Participation Plans:

Develop individualized participation plans for each participant, outlining tailored strategies to enhance their engagement in various activities and community settings.

Inclusive Community Engagement:

Facilitate the active involvement of participants in community activities, events, and groups, fostering a sense of belonging and social connectedness.

Accessible Environments:

Advocate for and create environments that are accessible and inclusive, ensuring that participants can engage in community activities without barriers.

Collaboration with Community Organisations:

Collaborate with local community organisations, businesses, and groups to create opportunities for participants to contribute and participate in community life.

Skill Development:

Provide support for participants to develop the skills necessary for independent and meaningful engagement in community activities.

Community Awareness and Education:

Promote awareness and understanding within the community about disability and the importance of inclusion, aiming to create welcoming environments.

Advocacy for Inclusion:

Advocate for the inclusion of participants in mainstream services, ensuring equal access to education, employment, healthcare, and recreational opportunities.

Social Connection Programs:

Establish and support programs that encourage social connections among participants and with the broader community, reducing social isolation.

Communication and Collaboration:

Open Communication:

Foster open and transparent communication between participants, support workers, and community stakeholders to identify and address barriers to participation.

Collaboration with Families and Carers:

Collaborate with the families, carers, and support networks of participants to ensure a holistic approach to promoting participation and integration.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Privacy, Dignity, and Confidentiality Policy

Policy Number: CS014

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is committed to upholding the privacy, dignity, and confidentiality of all participants. This policy outlines the principles and procedures that guide the respectful and confidential handling of participant information, ensuring their rights are protected.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services, as well as all staff and support workers involved in providing services.

Definitions:

Privacy:

The right of participants to control access to their personal information and to ensure that such information is used appropriately.

Dignity:

The recognition and respect for the inherent value and worth of each participant, promoting their autonomy and individuality.

Confidentiality:

The duty to protect and keep secure all participant information, ensuring it is not disclosed without proper authorization.

Policy Objectives:

Respect for Individual Privacy:

Ensure that the privacy of participants is respected, and their personal information is handled with the utmost confidentiality and discretion.

Informed Consent:

Obtain informed consent from participants before collecting, using, or disclosing their personal information, ensuring they are aware of the purposes and potential consequences.

Right to Access Information:

Acknowledge and uphold the right of participants to access their own information, providing them with copies of relevant records upon request.

Safeguarding Dignity:

Uphold the dignity of participants in all interactions and service provision, recognizing and respecting their preferences, choices, and cultural or personal values.

Secure Information Management:

Implement secure systems for the management and storage of participant information, protecting it from unauthorized access, loss, or disclosure.

Need-to-Know Principle:

Adhere to the "need-to-know" principle, ensuring that only authorized individuals have access to participant information based on their role and responsibilities.

Confidentiality Agreements:

Require all staff and support workers to sign confidentiality agreements, emphasizing their responsibility to maintain the privacy and confidentiality of participant information.

Training on Privacy and Dignity:

Provide regular training to staff and support workers on privacy laws, confidentiality requirements, and the importance of upholding the dignity of participants.

Communication and Transparency:

Transparent Communication:

Communicate openly and transparently with participants about the collection, use, and disclosure of their personal information, fostering trust.

Incident Reporting:

Establish a process for reporting and addressing any breaches of privacy or confidentiality promptly, including appropriate corrective actions.

Review and Amendments:

Periodic Review:

This policy will be reviewed periodically to ensure its effectiveness and alignment with legislative and organizational requirements.

Amendments:

Amendments to the policy will be made as necessary, considering feedback from participants and changes in legislation or organizational procedures.

**Pride Disability Services –
Client Services Policy and Procedures**

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Valued Status Policy

Policy Number: CS015

Effective Date: 22/01/2024

Review Date: 22/01/2025

Policy Statement:

Pride Disability Services is dedicated to fostering a culture of inclusion, respect, and dignity for all participants. This Valued Status Policy outlines our commitment to recognizing and celebrating the unique qualities, abilities, and contributions of each individual within our community.

Scope:

This policy applies to all participants receiving disability support services from Pride Disability Services, as well as all staff, support workers, volunteers, and stakeholders associated with the organisation.

Definitions:

Valued Status:

The recognition and affirmation of the inherent worth, contributions, and capabilities of each participant, promoting a positive and inclusive environment.

Policy Objectives:

Promotion of Inclusion:

Foster an inclusive and welcoming environment where participants feel respected, valued, and included in all aspects of service provision and organizational activities.

Recognition of Individual Contributions:

Acknowledge and celebrate the diverse abilities, talents, and contributions of participants, promoting a positive and affirming atmosphere.

Dignity and Respect:

Uphold the dignity and respect of each participant, recognizing their individuality and ensuring interactions are free from discrimination, prejudice, or stigmatization.

Cultural Competence:

Promote cultural competence and sensitivity, respecting the diverse backgrounds, beliefs, and practices of participants, and adapting services accordingly.

Empowerment of Participants:

Empower participants to express their preferences, make choices, and actively participate in decision-making processes related to their support and services.

Person-Centred Approach:

Embrace a person-centred approach, tailoring support plans and services to the unique needs, goals, and aspirations of each participant.

Communication and Awareness:

Communication of Inclusive Values:

Clearly communicate the organization's commitment to inclusivity, diversity, and the promotion of valued status to participants, staff, and stakeholders.

Education and Training:

Provide ongoing education and training to staff and support workers on promoting inclusivity, recognizing individual strengths, and fostering a positive atmosphere.

Celebrating Achievements:

Recognition Programs:

Establish recognition programs or events that highlight and celebrate the achievements, milestones, and contributions of participants.

Community Engagement:

Encourage participants to engage with the wider community, showcasing their talents and capabilities, and challenging stereotypes or misconceptions.

Feedback and Continuous Improvement:

Participant Feedback:

Encourage participants to provide feedback on their experiences and perceptions of inclusivity, valuing their input for continuous improvement.

Policy Review:

Periodically review this Valued Status Policy to ensure its effectiveness and relevance, making amendments as necessary.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Guiding Principles for Medication Management in the Community Policy

Policy Number: CS016

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is developed in accordance with the Disability Act at where by information provided can be found and downloaded by visiting health.gov.au, which outlines the legal framework for the provision of disability support services.

Policy Statement:

Pride Disability Services is committed to ensuring safe, effective, and person-centred medication management for participants receiving community-based disability support services. This policy establishes the guiding principles and procedures to be followed by staff, support workers, and stakeholders involved in medication management.

Scope:

This policy applies to all participants receiving disability support services in community settings under the auspices of Pride Disability Services. It also extends to all staff, support workers, volunteers, and relevant stakeholders involved in medication management.

Definitions:

Medication Management:

The process of administering, monitoring, and ensuring the safe and appropriate use of medications by participants.

Guiding Principles:

Person-Centred Approach:

Medication management will be tailored to the individual needs, preferences, and health conditions of each participant, ensuring a person-centred and holistic approach.

Informed Consent:

Participants or their legal guardians will provide informed consent for medication management, including information on the purpose, benefits, potential risks, and alternatives.

Qualified Personnel:

Only qualified and trained personnel will be responsible for administering medications, following relevant legal requirements and professional standards.

Medication Administration Records (MAR):

Maintain accurate and up-to-date Medication Administration Records for each participant, documenting details of medications administered, including dosage, time, and any observed side effects.

Regular Medication Reviews:

Conduct regular reviews of participants' medication needs, involving healthcare professionals as necessary, to ensure appropriateness and effectiveness.

Education and Training:

Provide ongoing education and training to staff and support workers on medication management protocols, including safe administration practices and the identification of adverse reactions.

Monitoring for Side Effects:

Monitor participants for potential side effects of medications and promptly report any concerns to healthcare professionals and relevant authorities.

Emergency Protocols:

Develop and communicate clear emergency protocols for situations such as medication errors, adverse reactions, or missed doses, ensuring timely and appropriate responses.

Communication with Healthcare Providers:

Maintain open communication with participants' healthcare providers, sharing relevant information about medication management, changes, and outcomes.

Privacy and Dignity:

Respect participants' privacy and dignity during medication administration, providing a supportive and discreet environment.

Compliance with the Disability Act:

Legal Compliance:

Ensure that all aspects of medication management adhere to the provisions of the Disability Act, promoting the rights and safety of participants.

Record Keeping:

Documentation:

Maintain comprehensive and secure records of medication management activities, including participant consent forms, Medication Administration Records, and communication with healthcare providers.

Policy Review:

Periodic Review:

Regularly review this Medication Management Policy to ensure compliance with legislative requirements and best practices, making updates as needed.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Insurance and Indemnity Arrangements Policy

Policy Number: CS020

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is developed to ensure compliance with relevant laws and regulations governing insurance and indemnity arrangements applicable to Pride Disability Services.

Policy Statement:

Pride Disability Services acknowledges the importance of maintaining comprehensive insurance coverage and indemnity arrangements to safeguard the organization, its staff, volunteers, and participants. This policy outlines the principles and procedures for insurance and indemnity within the organization.

Scope:

This policy applies to all activities, services, and operations conducted under the umbrella of Pride Disability Services, encompassing staff, volunteers, participants, and any external entities collaborating with the organization.

Insurance Principles:

Coverage Assessment:

Regularly assess the insurance needs of Pride Disability Services to ensure that coverage aligns with the organization's activities and potential risks.

Comprehensive Coverage:

Maintain comprehensive insurance coverage, including but not limited to public liability, professional indemnity, property, and motor vehicle insurance, as deemed necessary.

Participant Insurance:

Provide appropriate insurance coverage for participants during Pride Disability Services activities, ensuring protection against potential risks and liabilities.

Compliance with Legal Requirements:

Ensure that all insurance arrangements comply with relevant laws, regulations, and standards applicable to disability service providers.

Indemnity Arrangements:

Indemnification Policy:

Implement clear indemnification policies to protect Pride Disability Services, its staff, volunteers, and participants from legal liabilities arising during the course of authorized activities.

Legal Counsel:

Seek legal counsel to review and periodically update indemnity arrangements, ensuring alignment with current legal standards and organizational requirements.

Contractual Agreements:

Establish clear indemnity clauses in contractual agreements with external entities, service providers, and partners, outlining the responsibilities and liabilities of each party.

Claims Management:

Prompt Reporting:

Establish procedures for the prompt reporting of incidents that may lead to insurance claims, ensuring timely and accurate reporting to insurance providers.

Collaboration with Insurers:

Collaborate with insurance providers in the investigation and management of claims, providing all necessary documentation and information required.

Risk Management:

Risk Identification and Mitigation:

Conduct regular risk assessments to identify potential liabilities and implement proactive measures to mitigate risks and enhance overall safety.

Record Keeping:

Document Retention:

Maintain organized and up-to-date records of insurance policies, indemnity agreements, claims, and related documentation for transparency and compliance purposes.

Policy Review:

Periodic Review:

Regularly review this Insurance and Indemnity Arrangements Policy to ensure its relevance, effectiveness, and compliance with evolving legal and organizational requirements.

Approvals:

Peter Adam Sharpe - Director

21/01/2024

Policy Title: Intake and Assessment Policy

Policy Number: CS021

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is developed to ensure compliance with relevant laws and regulations governing intake and assessment procedures applicable to Pride Disability Services, including the National Disability Insurance Scheme (NDIS).

Policy Statement:

Pride Disability Services recognizes the significance of a robust intake and assessment process to provide personalized and effective support for participants, in alignment with the National Disability Insurance Scheme (NDIS). This policy outlines the principles and procedures governing the intake and assessment of individuals seeking services from the organization.

Scope:

This policy applies to all individuals seeking support from Pride Disability Services and encompasses the intake and assessment process conducted by the organization, as aligned with NDIS guidelines.

Intake Procedures:

Inquiry and Information:

Individuals seeking services will be provided with clear and accessible information about Pride Disability Services, including services offered, eligibility criteria, and the intake process, in accordance with NDIS guidelines.

Initial Contact:

Establish a dedicated point of contact for initial inquiries and ensure that individuals receive prompt and respectful responses to their queries, adhering to NDIS principles.

Application Submission:

Develop a straightforward and user-friendly application process, enabling individuals to submit their application for services easily, considering NDIS requirements.

Documentation Requirements:

Clearly outline the necessary documentation and information required from individuals during the intake process, ensuring transparency and efficiency, aligning with NDIS standards.

Assistance for Completing Applications:

Offer assistance to individuals who may require support in completing their applications, ensuring inclusivity and accessibility, as recommended by NDIS.

Assessment Procedures:

Needs Assessment:

Conduct a comprehensive needs assessment for each individual seeking services, considering their unique requirements, preferences, and goals, in line with NDIS guidelines.

Professional Assessment:

Involve qualified and trained professionals in the assessment process to evaluate the specific needs, capabilities, and potential risks associated with each individual, adhering to NDIS principles.

Collaboration with Participants:

Collaborate with participants, and where applicable, their support networks, in the assessment process to ensure a holistic understanding of their needs and goals, as encouraged by NDIS.

Consent and Privacy:

Obtain informed consent from participants before conducting assessments, and strictly adhere to privacy and confidentiality standards throughout the process, in accordance with NDIS requirements.

Timely Assessment:

Implement procedures to ensure timely assessments, minimizing waiting periods for individuals seeking support, aligning with NDIS guidelines.

Documentation and Record Keeping:

Record of Assessments:

Maintain accurate and up-to-date records of all assessments conducted, including relevant information, findings, and participant preferences, complying with NDIS documentation standards.

Data Security:

Implement robust data security measures to protect the confidentiality and privacy of participant information, in accordance with NDIS privacy principles.

Communication:

Feedback to Participants:

Provide timely and clear feedback to individuals following the assessment process, outlining the support options available and addressing any queries or concerns, as recommended by NDIS.

Policy Review:

Periodic Review:

Regularly review this Intake and Assessment Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS requirements.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Protection of Human Rights and Freedom from Abuse and Neglect Policy

Policy Number: CS022

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the Victorian Charter of Human Rights and Responsibilities Act 2006 and any other applicable legislation governing the protection of human rights and prevention of abuse and neglect in the context of Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to upholding the human rights, dignity, and well-being of all participants. This policy outlines the principles and procedures aimed at safeguarding participants from abuse and neglect, in accordance with applicable human rights legislation and organizational standards.

Scope:

This policy applies to all individuals receiving services from Pride Disability Services, including participants, staff, contractors, volunteers, and any other stakeholders involved in the provision of support services.

Protection of Human Rights:

Respect for Dignity:

Pride Disability Services is committed to promoting and respecting the inherent dignity and worth of each participant, acknowledging and upholding their human rights as outlined in the Victorian Charter of Human Rights and Responsibilities.

Non-Discrimination:

Ensure that all participants are treated with fairness, equality, and without discrimination, recognizing and respecting diversity in accordance with human rights principles.

Prevention of Abuse and Neglect:

Zero Tolerance:

Pride Disability Services maintains a zero-tolerance approach towards abuse and neglect, ensuring that all participants are protected from harm and mistreatment.

Training and Awareness:

Provide comprehensive training to staff, contractors, and volunteers on recognizing, preventing, and reporting abuse and neglect, emphasizing the importance of respecting human rights.

Reporting Mechanisms:

Establish clear and accessible reporting mechanisms for participants and staff to report any suspected or witnessed incidents of abuse or neglect, ensuring confidentiality and protection from reprisals.

Investigation Procedures:

Implement robust procedures for the prompt and impartial investigation of reported incidents, involving relevant authorities as necessary, while respecting the rights of all parties involved.

Safeguarding Vulnerable Participants:

Identification of Vulnerabilities:

Conduct risk assessments to identify participants who may be more vulnerable to abuse or neglect, taking proactive measures to safeguard their well-being.

Support Networks:

Collaborate with participants, their support networks, and relevant professionals to establish effective support networks aimed at preventing and addressing potential vulnerabilities.

Review and Continuous Improvement:

Regular Audits:

Conduct regular audits and reviews of policies, procedures, and practices related to the protection of human rights and prevention of abuse and neglect, ensuring ongoing compliance and effectiveness.

Policy Review:

Periodic Review:

Regularly review this Protection of Human Rights and Freedom from Abuse and Neglect Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organisational, and human rights standards.

Approvals:

Peter Adam Sharpe – Director

22/01/2024

Policy Title: Preventing Abuse and Neglect Policy

Policy Number – CS023

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 and any other applicable legislation governing the prevention of abuse and neglect in the context of Pride Disability Services and the National Disability Insurance Scheme (NDIS).

Policy Statement:

Pride Disability Services is committed to preventing abuse and neglect of participants in its care and ensuring a safe and supportive environment. This policy outlines the principles and procedures aimed at safeguarding participants, complying with NDIS requirements, and fostering a culture of prevention and awareness.

Scope:

This policy applies to all individuals receiving services from Pride Disability Services under the NDIS, including participants, staff, contractors, volunteers, and any other stakeholders involved in the provision of support services.

Prevention of Abuse and Neglect:

Zero Tolerance:

Pride Disability Services maintains a zero-tolerance approach towards abuse and neglect, committing to providing participants with a safe and respectful environment.

NDIS Practice Standards:

Ensure compliance with the NDIS Practice Standards related to the prevention of abuse and neglect, incorporating these standards into organizational policies and procedures.

Training and Awareness:

Provide comprehensive training to staff, contractors, and volunteers on recognizing, preventing, and responding to abuse and neglect, in alignment with the NDIS requirements.

Rights of Participants:

Clearly communicate the rights of participants, as outlined in the NDIS Code of Conduct, emphasizing their right to be free from abuse, neglect, violence, and exploitation.

Reporting Mechanisms:

Accessible Reporting:

Establish clear and accessible mechanisms for participants and staff to report any suspected or witnessed incidents of abuse or neglect, ensuring confidentiality, protection from reprisals, and compliance with NDIS reporting obligations.

Incident Recording:

Implement robust procedures for recording and reporting incidents promptly, accurately, and in accordance with NDIS requirements.

Investigation Procedures:

Prompt Investigation:

Conduct prompt and impartial investigations of reported incidents, involving relevant authorities as necessary and complying with NDIS requirements.

NDIS Quality and Safeguarding Commission:

Collaborate with the NDIS Quality and Safeguarding Commission during investigations and reporting, ensuring compliance with regulatory standards.

Safeguarding Vulnerable Participants:

Risk Assessments:

Conduct comprehensive risk assessments to identify participants who may be more vulnerable to abuse or neglect, taking proactive measures to safeguard their well-being.

Support Networks:

Collaborate with participants, their support networks, and relevant professionals to establish effective support networks aimed at preventing and addressing potential vulnerabilities.

Review and Continuous Improvement:

Regular Audits:

Conduct regular audits and reviews of policies, procedures, and practices related to the prevention of abuse and neglect, ensuring ongoing compliance with NDIS standards and continuous improvement.

Policy Review:

Periodic Review:

Regularly review this Preventing Abuse and Neglect Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Responding to Abuse and Neglect Policy

Policy Number: CS025

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 and any other applicable legislation governing the response to abuse and neglect in the context of Pride Disability Services and the National Disability Insurance Scheme (NDIS).

Policy Statement:

Pride Disability Services, in alignment with the principles of the National Disability Insurance Scheme (NDIS), is committed to responding effectively to abuse and neglect incidents, ensuring the safety, well-being, and dignity of participants. This policy outlines the principles and procedures for responding promptly, compassionately, and in accordance with NDIS requirements.

Scope:

This policy applies to all individuals involved in the provision of support services by Pride Disability Services under the NDIS, including participants, staff, contractors, volunteers, and any other stakeholders.

Reporting Abuse and Neglect:

Immediate Reporting:

All staff, contractors, and volunteers are obligated to immediately report any suspected or witnessed incidents of abuse or neglect to the designated reporting channels.

NDIS Reporting Obligations:

Comply with NDIS reporting obligations, ensuring timely submission of reports to the NDIS Quality and Safeguarding Commission as required.

Supporting Participants:

Immediate Support:

Provide immediate and appropriate support to participants who have experienced abuse or neglect, ensuring their safety and well-being are the top priorities.

Informed Consent:

Obtain informed consent from participants before initiating any investigative or protective measures, ensuring their rights and choices are respected.

Investigation Procedures:

Impartial Investigation:

Conduct impartial and thorough investigations into reported incidents, involving relevant authorities as necessary and complying with NDIS requirements.

Rights of Participants:

Ensure that participants involved in investigations are informed of their rights, have access to advocacy services, and are treated with dignity and respect throughout the process.

Coordination with Authorities:

Collaboration with Authorities:

Collaborate with law enforcement, health professionals, and relevant authorities during investigations and reporting, complying with legal obligations and NDIS standards.

Legal and Ethical Considerations:

Uphold legal and ethical considerations during the response to abuse and neglect incidents, prioritizing the well-being and rights of participants.

Support for Staff:

Staff Well-being:

Provide support services for staff involved in responding to abuse and neglect incidents, recognizing the potential impact on their well-being.

Continuous Improvement:

Review of Response Procedures:

Regularly review and update response procedures to align with evolving legal, organizational, and NDIS standards, ensuring ongoing improvement.

Policy Review:

Periodic Review:

Regularly review this Responding to Abuse and Neglect Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Preventing Abuse and Neglect Policy

Policy Number: CS026

Effective Date: [22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 and any other applicable legislation governing the prevention of abuse and neglect in the context of Pride Disability Services and the NDIS.

Policy Statement:

Pride Disability Services is committed to creating and maintaining a safe and supportive environment that prevents abuse and neglect, promotes the well-being of participants, and complies with the principles of the National Disability Insurance Scheme (NDIS). This policy outlines the measures in place to prevent incidents of abuse and neglect and uphold the rights and dignity of participants.

Scope:

This policy applies to all individuals involved in the provision of support services by Pride Disability Services under the NDIS, including participants, staff, contractors, volunteers, and any other stakeholders.

Preventive Measures:

Education and Training:

Provide comprehensive training to all staff on recognizing signs of abuse and neglect, understanding participants' rights, and promoting respectful and inclusive communication in line with NDIS guidelines.

Clear Policies and Procedures:

Develop and maintain clear policies and procedures that outline expectations for appropriate behaviour, reporting mechanisms for incidents, and consequences for violations, ensuring alignment with NDIS standards.

Participant Empowerment:

Empower participants by providing information about their rights within the NDIS framework, promoting self-advocacy, and encouraging open communication about their needs and concerns.

Staff Screening and Supervision:

Implement thorough staff screening processes, including background checks, to ensure the suitability of individuals working with participants in compliance with NDIS requirements. Provide ongoing supervision and support to staff.

Communication Protocols:

Establish clear communication protocols, ensuring that participants, staff, and other stakeholders can report concerns or grievances related to abuse and neglect in a manner consistent with NDIS guidelines.

Regular Reviews and Audits:

Conduct regular reviews and audits of practices, procedures, and participant feedback to identify areas for improvement and ensure compliance with NDIS preventive measures.

Reporting and Responding to Concerns:

Encouraging Reporting:

Encourage a culture of reporting by ensuring that all individuals associated with Pride Disability Services and the NDIS understand their responsibility to report concerns related to abuse and neglect.

Timely Investigation:

Ensure that all reported concerns are promptly and thoroughly investigated, with a commitment to protecting the rights and well-being of participants in accordance with NDIS guidelines.

Continuous Improvement:

Review and Adaptation:

Regularly review and adapt preventive measures based on emerging best practices, changes in NDIS regulations, and organizational learnings.

Policy Review:

Periodic Review:

Regularly review this Preventing Abuse and Neglect Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Duty of Care & Negligence Policy

Policy Number: CS027

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 and any other applicable legislation governing duty of care and negligence in the context of Pride Disability Services and the NDIS.

Policy Statement:

Pride Disability Services acknowledges its duty of care towards participants under the National Disability Insurance Scheme (NDIS) and is committed to maintaining a high standard of care to prevent negligence and ensure the safety, well-being, and rights of participants.

Scope:

This policy applies to all individuals involved in the provision of support services by Pride Disability Services under the NDIS, including participants, staff, contractors, volunteers, and any other stakeholders.

Duty of Care Responsibilities:

Participant-Centred Approach:

Prioritize the well-being, safety, and individual needs of participants when providing support services, in accordance with NDIS principles.

Professional Competence:

Ensure that all staff possess the necessary qualifications, skills, and training to deliver support services in a manner consistent with NDIS standards.

Individualized Care:

Provide care and support that is tailored to the unique needs, preferences, and goals of each participant, respecting their autonomy and choices as outlined by the NDIS.

Safety Protocols:

Implement and adhere to safety protocols, risk management strategies, and emergency response plans to prevent harm to participants and maintain a safe environment.

Communication and Consent:

Foster open and transparent communication with participants, obtain informed consent before providing support services, and ensure participants are well-informed about their rights and the services they receive under the NDIS.

Negligence Prevention:

Regular Training:

Conduct regular training sessions for staff on duty of care responsibilities, negligence prevention, and compliance with NDIS guidelines.

Supervision and Oversight:

Provide ongoing supervision, monitoring, and oversight to ensure that staff members adhere to duty of care standards and mitigate the risk of negligence.

Incident Reporting and Investigation:

Establish clear procedures for reporting and investigating incidents promptly, ensuring that any potential cases of negligence are addressed in compliance with NDIS requirements.

Liability and Accountability:

Compliance with NDIS Standards:

Maintain compliance with NDIS standards and regulations related to duty of care, negligence prevention, and participant safety.

Record Keeping:

Maintain accurate and detailed records of care provided, incident reports, and any actions taken in response to concerns related to duty of care.

Policy Review:

Periodic Review:

Regularly review this Duty of Care & Negligence Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Incident Reporting and Obligations Policy

Policy Number: CS028

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 and any other applicable legislation governing incident reporting and obligations in the context of Pride Disability Services and the NDIS.

Policy Statement:

Pride Disability Services is committed to maintaining a safe and secure environment for participants. This policy outlines the procedures for reporting and managing incidents, as well as the organization's obligations under the National Disability Insurance Scheme (NDIS) with respect to incident reporting and management.

Scope:

This policy applies to all individuals involved in the provision of support services by Pride Disability Services under the NDIS, including participants, staff, contractors, volunteers, and any other stakeholders.

Incident Reporting Procedures:

Definition of Incidents:

Clearly define what constitutes an "incident" in the context of Pride Disability Services, encompassing a range of events such as accidents, injuries, allegations of abuse or neglect, and any events that impact the health and safety of participants.

Immediate Reporting:

Establish clear procedures for immediate reporting of incidents to relevant parties, including management, regulatory bodies, and other relevant authorities.

Reporting Channels:

Provide information on the designated channels and forms for reporting incidents, ensuring that all staff members are aware of the process.

Investigation Process:

Outline the steps involved in the investigation of reported incidents, including gathering relevant information, conducting interviews, and identifying root causes.

Documentation:

Emphasize the importance of accurate and thorough documentation of incidents, including the nature of the incident, individuals involved, actions taken, and any recommendations for prevention.

NDIS Obligations:

Compliance with NDIS Rules:

Ensure that all incident reporting practices align with the requirements outlined in the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

Timely Notification:

Comply with the obligation to provide timely notification to the NDIS Commissioner and other relevant authorities in the event of reportable incidents.

Debriefing and Review:

Facilitate debriefing sessions following incidents and conduct periodic reviews to identify opportunities for improvement in incident prevention and response.

Confidentiality and Privacy:

Participant Confidentiality:

Emphasize the importance of maintaining participant confidentiality during incident reporting and investigation processes.

Staff Training:

Incident Response Training:

Ensure that all staff members receive appropriate training on incident reporting, response, and the organization's obligations under the NDIS.

Policy Review:

Periodic Review:

Regularly review this Incident Reporting and Obligations Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe – Director

22/01/2024

Policy Title: Restrictive Interventions Policy

Policy Number: CS029

Effective Date: 24/01/2024

Review Date: 20/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant laws and regulations, including the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018, and any other applicable legislation governing restrictive interventions in the context of Pride Disability Services and the NDIS.

Policy Statement:

Pride Disability Services is committed to promoting positive behaviour support and reducing or eliminating the use of restrictive interventions. This policy outlines the principles, procedures, and obligations related to the use of restrictive interventions within the organization and aligns with the requirements of the National Disability Insurance Scheme (NDIS).

Scope:

This policy applies to all individuals involved in the provision of support services by Pride Disability Services under the NDIS, including participants, staff, contractors, volunteers, and any other stakeholders.

Definitions:

Restrictive Intervention:

Define what constitutes a restrictive intervention within the context of Pride Disability Services, ensuring clarity on the actions or measures considered restrictive.

Behaviour Support Plan:

Define the concept of a Behaviour Support Plan, emphasizing its importance in guiding the use of positive behaviour support strategies and potential restrictive interventions.

Principles:

Positive Behaviour Support:

Emphasize the organization's commitment to implementing positive behaviour support strategies as the primary approach to address challenging behaviours.

Least Restrictive Option:

Clearly state the principle of using the least restrictive intervention necessary to ensure the safety and well-being of participants.

Person-Centred Approach:

Highlight the importance of adopting a person-centred approach, considering the unique needs, preferences, and circumstances of each participant.

Procedures:

Assessment and Behaviour Support Planning:

Outline the procedures for conducting comprehensive assessments and developing Behaviour Support Plans in collaboration with participants, their support networks, and relevant practitioners.

Regulated Restrictive Practices:

Provide information on the regulated restrictive practices as defined by the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 and the requirements for obtaining authorization.

Documentation and Reporting:

Establish clear processes for documenting and reporting the use of restrictive interventions, including the information to be recorded, timelines, and reporting channels.

Review and Monitoring:

Define the procedures for regular reviews of behaviour support plans, monitoring the effectiveness of strategies, and adjusting interventions based on participant progress.

Staff Training:

Training Requirements:

Specify the training requirements for staff involved in the development and implementation of behaviour support plans, including training on positive behaviour support and the use of restrictive interventions.

NDIS Obligations:

Compliance with NDIS Rules:

Ensure that all practices related to restrictive interventions align with the requirements outlined in the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018.

Confidentiality and Privacy:

Participant Confidentiality:

Emphasize the importance of maintaining participant confidentiality during the assessment, planning, and implementation of behaviour support strategies.

Policy Review:

Periodic Review:

Regularly review this Restrictive Interventions Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Access and Equity Policy

Policy Number: CS030

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant anti-discrimination laws, including the Victorian Charter of Human Rights and Responsibilities Act, and any other applicable legislation governing access and equity within the context of Pride Disability Services and the National Disability Insurance Scheme (NDIS).

Policy Statement:

Pride Disability Services is committed to promoting access, equity, and inclusivity for all participants, staff, contractors, volunteers, and stakeholders associated with our organization, with a particular focus on aligning with the principles and guidelines set forth by the National Disability Insurance Scheme (NDIS). This policy outlines our commitment to eliminating discrimination, fostering diversity, and providing equal opportunities in all aspects of our service delivery, in line with NDIS requirements.

Scope:

This policy applies to all individuals involved in the provision of support services by Pride Disability Services, including participants, staff, contractors, volunteers, and any other stakeholders, ensuring alignment with the access and equity principles of the NDIS.

Principles:

Non-Discrimination:

Pride Disability Services is committed to providing services without discrimination based on age, gender, race, ethnicity, religion, sexual orientation, disability, or any other characteristic protected by law, in accordance with NDIS principles.

Equal Opportunity:

The organization is dedicated to offering equal opportunities for participation, access to services, and employment, ensuring that everyone is treated fairly and with respect, as outlined in NDIS guidelines.

Inclusivity:

Pride Disability Services values and promotes inclusivity, recognizing and celebrating diversity among participants, staff, and the wider community, aligning with the NDIS commitment to participant choice and control.

Access and Participation:

Accessible Facilities and Services:

Outline the measures taken to ensure that facilities and services provided by Pride Disability Services are accessible to individuals with diverse needs, in compliance with NDIS accessibility standards.

Reasonable Adjustments:

Specify the commitment to making reasonable adjustments to accommodate the needs of participants with disabilities, ensuring they can fully participate in services, in accordance with NDIS requirements.

Language and Communication:

Address the provision of services in a manner that respects diverse languages and communication needs, and the use of interpreters or communication aids, when necessary, in alignment with NDIS cultural competency standards.

Employment Practices:

Equal Employment Opportunities:

Express the commitment to providing equal employment opportunities for all individuals, regardless of characteristics protected by anti-discrimination laws, aligning with NDIS workforce diversity principles.

Diverse Workforce:

Encourage diversity in the organization's workforce, promoting a workplace that values different perspectives and experiences, consistent with NDIS inclusivity goals.

Training and Awareness:

Cultural Competency Training:

Detail the organization's efforts to provide cultural competency training to staff to enhance understanding and responsiveness to diverse cultural backgrounds, meeting NDIS cultural competency standards.

Awareness Programs:

Describe initiatives and awareness programs aimed at promoting diversity, inclusion, and understanding among staff and participants, in line with NDIS participant education objectives.

Complaints and Grievances:

Complaints Procedure:

Provide information on the procedures for lodging complaints related to discrimination or equity concerns, ensuring a fair and confidential process for resolution, consistent with NDIS complaints handling guidelines.

Policy Review:

Periodic Review:

Regularly review this Access and Equity Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe – Director

22/01/2024

Policy Title: Sexual Misconduct & Code of Ethics Policy

Policy Number: CS031

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant legislation, including the National Disability Insurance Scheme Act, and any other applicable laws governing the prevention of sexual misconduct and the ethical conduct of Pride Disability Services personnel.

Policy Statement:

Pride Disability Services is committed to maintaining a safe, respectful, and ethical environment for all clients and staff. This policy outlines the principles, procedures, and expectations related to preventing sexual misconduct and upholding a robust Code of Ethics within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, volunteers, and any other individuals associated with the organization, setting clear expectations for behaviour and professional conduct in line with the NDIS Code of Conduct.

Principles:

Zero Tolerance for Sexual Misconduct:

Pride Disability Services has a zero-tolerance approach to any form of sexual misconduct, including harassment, assault, or any behaviour that compromises the safety and well-being of clients or staff.

Code of Ethics:

All personnel are expected to adhere to the NDIS Code of Conduct, promoting honesty, integrity, respect, and ethical behaviour in all interactions with clients, colleagues, and stakeholders.

Prevention of Sexual Misconduct:

Training and Education:

Implement ongoing training programs to educate staff on the prevention of sexual misconduct, including the identification of inappropriate behaviour, consent, and the reporting procedures in place.

Clear Communication:

Foster open communication channels to encourage staff and clients to report any concerns related to sexual misconduct promptly. Ensure that all reports are treated with confidentiality and sensitivity.

Code of Ethics:

NDIS Code of Conduct:

Reinforce adherence to the NDIS Code of Conduct, emphasizing principles such as respect, privacy, dignity, and maintaining professional boundaries in all client interactions.

Professionalism and Integrity:

Promote a culture of professionalism and integrity, encouraging staff to act in the best interests of clients and the organization while upholding the highest ethical standards.

Reporting and Response Procedures:

Incident Reporting:

Clearly outline the procedures for reporting incidents of sexual misconduct, ensuring that all reports are treated seriously, investigated promptly, and appropriate actions are taken.

Support for Victims:

Provide support services for victims of sexual misconduct, including access to counselling, advocacy, and any necessary assistance to address the emotional and physical impacts of such incidents.

Disciplinary Actions:

Disciplinary Measures:

Clearly define the disciplinary measures that may be taken in response to substantiated allegations of sexual misconduct, up to and including termination of employment or engagement with Pride Disability Services.

Policy Review:

Periodic Review:

Commit to regularly reviewing this Sexual Misconduct & Code of Ethics Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Advocacy Policy

Policy Number: CS032

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant legislation, including the National Disability Insurance Scheme Act, and any other applicable laws governing advocacy services within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to promoting the rights and well-being of clients by providing effective advocacy services. This policy outlines the principles, procedures, and expectations related to advocacy within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, volunteers, and any other individuals associated with the organization involved in advocacy activities on behalf of clients.

Principles:

Client-Centred Advocacy:

Pride Disability Services advocates on behalf of clients to ensure their rights, choices, and preferences are respected and upheld.

Empowerment:

Advocacy services aim to empower clients by facilitating their active participation in decision-making processes, promoting self-advocacy skills, and enhancing their ability to express their needs and concerns.

Types of Advocacy:

Systemic Advocacy:

Engage in systemic advocacy efforts to address broader issues and challenges affecting individuals with disabilities, aiming for positive change at the organizational and community levels.

Individual Advocacy:

Provide individual advocacy support to clients, assisting them in navigating complex systems, accessing services, and addressing specific concerns.

Advocacy Procedures:

Identification of Advocacy Needs:

Establish processes for identifying situations where advocacy may be required, including regular assessments and communication channels to receive client feedback.

Consent and Confidentiality:

Obtain informed consent from clients before engaging in advocacy activities on their behalf. Clearly communicate the boundaries of confidentiality and seek explicit permission to share information.

Advocacy Representation:

Qualified Advocates:

Ensure that individuals appointed to advocate on behalf of clients possess the necessary skills, knowledge, and understanding of advocacy principles.

Collaboration:

Collaborate with external advocacy services, if required, to ensure the best possible representation for clients, especially in complex or specialized situations.

Documentation and Reporting:

Record Keeping:

Maintain accurate and confidential records of advocacy activities, ensuring compliance with privacy and confidentiality regulations.

Reporting:

Establish reporting mechanisms to regularly update clients on the progress of advocacy efforts, providing transparency and accountability.

Advocacy Review:

Evaluation:

Periodically evaluate the effectiveness of advocacy services, seeking client feedback and making improvements to better meet the needs of individuals receiving advocacy support.

Training and Professional Development:

Advocacy Training:

Provide ongoing training and professional development opportunities for staff engaged in advocacy activities to enhance their skills and stay informed about relevant legislation and best practices.

Policy Review:

Periodic Review:

Commit to regularly reviewing this Advocacy Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Complex Support Coordination Policy

Policy Number: CS033

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure compliance with relevant legislation, including the National Disability Insurance Scheme Act, and any other applicable laws governing complex support coordination services within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to providing effective Complex Support Coordination services to clients with high-risk and/or complex needs. This policy outlines the principles, procedures, and expectations related to Complex Support Coordination within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, volunteers, and any other individuals associated with the organization involved in Complex Support Coordination activities on behalf of clients.

Principles:

Client-Centred Coordination:

Complex Support Coordination services provided by Pride Disability Services prioritize the unique needs, preferences, and goals of clients with high-risk and/or complex needs.

Empowerment:

Coordination efforts aim to empower clients by facilitating their active participation in decision-making processes, promoting self-advocacy skills, and enhancing their ability to navigate complex service systems.

Roles and Responsibilities:

Complex Support Coordinators:

Ensure that individuals appointed as Complex Support Coordinators possess the necessary skills, qualifications, and understanding of complex support coordination principles.

Collaboration:

Foster collaborative relationships with relevant service providers, health professionals, and other stakeholders to ensure coordinated and comprehensive support for clients.

Complex Support Coordination Procedures:

Identification of Complex Needs:

Establish processes for identifying clients with high-risk and/or complex needs, including comprehensive assessments and communication channels to receive client feedback.

Assessment and Planning:

Conduct thorough assessments of clients' needs, strengths, and goals to develop personalized support plans that address the complexity of their situation.

Coordination Activities:

Engage in a range of coordination activities, including but not limited to liaising with service providers, facilitating team meetings, and ensuring effective communication among all involved parties.

Consent and Confidentiality:

Informed Consent:

Obtain informed consent from clients before engaging in complex support coordination activities on their behalf. Clearly communicate the boundaries of confidentiality and seek explicit permission to share information.

Documentation and Reporting:

Record Keeping:

Maintain accurate and confidential records of complex support coordination activities, ensuring compliance with privacy and confidentiality regulations.

Reporting:

Establish reporting mechanisms to regularly update clients on the progress of coordination efforts, providing transparency and accountability.

Quality Assurance:

Monitoring and Evaluation:

Implement processes for monitoring and evaluating the effectiveness of Complex Support Coordination services, seeking client feedback and making improvements as necessary.

Training and Professional Development:

Continuous Learning:

Provide ongoing training and professional development opportunities for staff engaged in complex support coordination activities to enhance their skills and stay informed about relevant legislation and best practices.

Policy Review:

Periodic Review:

Commit to regularly reviewing this Complex Support Coordination Policy to ensure its relevance, effectiveness, and compliance with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Conflict of Interest Policy

Policy Number: CS034

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing conflict of interest within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to maintaining the highest standards of integrity, transparency, and impartiality. This Conflict of Interest Policy outlines the principles, procedures, and expectations related to identifying, disclosing, and managing conflicts of interest within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, volunteers, and any other individuals associated with the organization who may encounter situations involving potential conflicts of interest.

Definition of Conflict of Interest:

A conflict of interest arises when an individual's personal, financial, or other interests could compromise their objectivity, professional judgment, or ability to act in the best interests of Pride Disability Services and its clients.

Principles:

Transparency:

All individuals associated with Pride Disability Services must act transparently, disclosing any situation that may give rise to a conflict of interest promptly.

Impartiality:

Individuals must make decisions and conduct business activities without allowing personal interests to influence or compromise the integrity of those decisions.

Identification and Disclosure:

Obligation to Disclose:

Individuals are obligated to disclose any actual, perceived, or potential conflicts of interest to their immediate supervisor, manager, or the designated point of contact.

Reporting Mechanisms:

Establish clear reporting mechanisms, including confidential channels, for individuals to disclose potential conflicts of interest.

Regular Declarations:

Require periodic declarations from staff, contractors, and volunteers to identify any changes in circumstances that may impact their potential conflicts of interest.

Management and Mitigation:

Assessment and Decision-Making:

Upon disclosure, the organization will assess the nature of the conflict and make decisions on an appropriate course of action to manage or mitigate the conflict.

Recusal:

Individuals may be required to recuse themselves from decision-making processes or specific activities where a conflict of interest exists.

Documentation:

Maintain thorough records of disclosed conflicts of interest, assessments, and actions taken to manage or mitigate those conflicts.

Policy Communication:

Training:

Provide training and guidance to all individuals associated with Pride Disability Services on recognizing, disclosing, and managing conflicts of interest.

Review and Compliance:

Regular Review:

Commit to regularly reviewing this Conflict of Interest Policy to ensure its relevance, effectiveness, and alignment with evolving legal, organizational, and NDIS standards.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Emergency and Disaster Planning Policy

Policy Number: CS035

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing emergency and disaster planning within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to the safety, health, and well-being of its participants and staff. This Emergency and Disaster Planning Policy outlines the principles, procedures, and responsibilities for preparing, responding to, and recovering from emergencies and disasters.

Scope:

This policy applies to all Pride Disability Services staff, contractors, volunteers, and any other individuals associated with the organization who may be involved in emergency and disaster planning and response.

Emergency and Disaster Planning:

Risk Assessment:

Conduct regular risk assessments to identify potential emergencies and disasters that may impact the participants, staff, and operations of Pride Disability Services.

Emergency Response Plans:

Develop and maintain comprehensive emergency response plans outlining specific actions to be taken in the event of various emergencies, including but not limited to natural disasters, health crises, and facility-related incidents.

Communication Protocols:

Establish clear communication protocols to ensure timely and accurate information dissemination during emergencies. This includes communication with participants, staff, emergency services, and relevant stakeholders.

Evacuation Procedures:

Develop and communicate evacuation procedures for participants and staff, considering individual needs and accessibility requirements.

Participant and Staff Training:

Emergency Training:

Provide regular training sessions for participants and staff on emergency procedures, evacuation routes, and other relevant safety measures.

Accessibility Considerations:

Tailor emergency training to account for the diverse needs of participants, including those with specific communication, mobility, or health-related requirements.

Emergency Drills:

Regular Drills:

Conduct regular emergency drills to ensure participants and staff are familiar with procedures and can respond effectively.

Recovery and Business Continuity:

Recovery Plans:

Develop recovery plans to address the aftermath of emergencies and disasters, with a focus on restoring normal operations and supporting the well-being of participants and staff.

Business Continuity:

Implement measures to ensure business continuity, including data backup, alternative service provision arrangements, and resource management.

Review and Updates:

Regular Review:

Commit to regularly reviewing and updating emergency and disaster plans to align with evolving risks, organizational changes, and NDIS standards.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: COVID-19 Safety Plan Policy

Policy Number: CS036

Effective Date: 22/01/2024

Review Date: 20/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing COVID-19 safety within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to ensuring the safety and well-being of its participants and staff during the COVID-19 pandemic. This COVID-19 Safety Plan outlines the principles, procedures, and responsibilities for preventing the spread of the virus within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, volunteers, and any other individuals associated with the organization who may be involved in activities within the organization's premises or providing services to participants.

COVID-19 Safety Measures:

Risk Assessment:

Regularly assess the risks associated with COVID-19 transmission within the organization, considering the latest public health advice and government guidelines.

Hygiene Practices:

Promote and enforce strict hygiene practices, including regular handwashing, use of hand sanitizers, and respiratory hygiene.

Physical Distancing:

Implement and maintain physical distancing measures in all areas where participants and staff may gather.

Personal Protective Equipment (PPE):

Provide appropriate PPE, such as masks and gloves, as required by health authorities, and ensure proper use and disposal.

Screening and Temperature Checks:

Implement screening measures, including temperature checks, for participants and staff entering the organization's premises.

Cleaning and Disinfection:

Establish enhanced cleaning and disinfection protocols for all surfaces, equipment, and shared spaces.

Participant and Staff Education:

COVID-19 Education:

Provide regular education sessions on COVID-19, its symptoms, preventive measures, and the importance of compliance with safety protocols.

Communication Strategies:

Establish effective communication channels to keep participants and staff informed about any changes to safety measures or organizational procedures related to COVID-19.

Remote Work and Service Delivery:

Remote Work Options:

Explore and implement remote work options for staff where feasible, ensuring the continuity of services.

Virtual Service Delivery:

Utilize virtual platforms for service delivery, meetings, and communication to reduce in-person interactions.

Review and Updates:

Regular Review:

Commit to regularly reviewing and updating the COVID-19 Safety Plan to align with evolving risks, public health recommendations, and NDIS standards.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Client Non Face-to-Face Billing Policy

Policy Number: CS037

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing client billing within Pride Disability Services.

Policy Statement:

Pride Disability Services recognizes the importance of flexibility in service delivery, especially in circumstances where face-to-face interactions are not feasible or appropriate. This policy outlines the principles and procedures for billing clients for non face-to-face services provided under the National Disability Insurance Scheme (NDIS).

Scope:

This policy applies to all Pride Disability Services staff, contractors, and any other individuals associated with the organization involved in providing non face-to-face services to NDIS participants.

Billing for Non Face-to-Face Services:

Definition of Non Face-to-Face Services:

Non face-to-face services include, but are not limited to, telehealth consultations, phone consultations, video conferences, and other remote service delivery methods.

Billing Procedures:

All non face-to-face services provided to NDIS participants will be billed in accordance with the established rates and billing procedures outlined by the NDIS Price Guide.

Documentation:

Proper documentation of non face-to-face services, including session details, participant engagement, and outcomes, must be maintained as per NDIS record-keeping requirements.

Participant Consent:

Obtain participant consent for non face-to-face service delivery, clearly explaining the nature of the service, the billing process, and any associated costs.

Billing Integrity:

Accuracy and Transparency:

Ensure accuracy and transparency in billing for non face-to-face services, aligning with the guidelines provided by the NDIS Price Guide.

Verification of Service Delivery:

Implement procedures to verify the delivery of non face-to-face services, including participant attendance and active engagement during the session.

Participant Communication:

Billing Information:

Clearly communicate billing information, including rates, to participants before the provision of non face-to-face services.

Billing Inquiries:

Establish a process for handling participant inquiries related to non face-to-face billing, ensuring prompt and accurate responses.

Review and Updates:

Regular Review:

Commit to regularly reviewing and updating the Client Non Face-to-Face Billing Policy to align with any changes in NDIS guidelines or regulations.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Establishment Fees Policy

Policy Number: CS038

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing establishment fees within Pride Disability Services.

Policy Statement:

Pride Disability Services recognizes the need for transparent and fair establishment fee practices when engaging with National Disability Insurance Scheme (NDIS) participants. This policy outlines the principles and procedures related to the charging and management of establishment fees.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and any other individuals associated with the organization involved in charging and managing establishment fees for NDIS participants.

Definition:

Establishment Fees: One-time fees charged to NDIS participants upon the commencement of services to cover the administrative costs associated with the establishment of service agreements and support plans.

Policy Guidelines:

Establishment Fee Determination:

Establishment fees, if applicable, will be determined in accordance with the guidelines provided by the National Disability Insurance Scheme (NDIS) Price Guide.

Transparent Communication:

Establish clear and transparent communication with NDIS participants regarding the purpose, nature, and amount of any establishment fees before the commencement of services.

Participant Consent:

Obtain participant consent for the charging of establishment fees, clearly explaining the rationale and ensuring that participants are aware of any waivers or reductions available.

Fee Waivers and Reductions:

Implement a process for assessing and approving fee waivers or reductions for participants facing financial hardship or other exceptional circumstances.

Documentation:

Maintain accurate documentation of all establishment fees charged, including participant consent, the amount charged, and the purpose of the fee.

Refund Policy:

Establish a refund policy outlining the circumstances under which establishment fees may be refunded, ensuring fairness and adherence to NDIS guidelines.

Review and Updates:

Commit to regularly reviewing and updating the Establishment Fees Policy to align with any changes in NDIS guidelines or regulations.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Plan Management Policy

Policy Number: CS039

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing plan management within Pride Disability Services.

Policy Statement:

Pride Disability Services recognizes the importance of effective and ethical plan management to support National Disability Insurance Scheme (NDIS) participants. This policy outlines the principles and procedures related to plan management services provided by Pride Disability Services.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and any other individuals associated with the organization involved in plan management services for NDIS participants.

Definition:

Plan Management: The process of financial administration and support to NDIS participants in managing their NDIS funds, including budgeting, payment of invoices, and financial reporting.

Policy Guidelines:

Qualified Plan Managers:

Ensure that plan management services are provided by qualified individuals with appropriate training and knowledge of NDIS guidelines.

Participant Choice:

Promote participant choice by providing clear information about plan management options and allowing participants to choose their preferred plan management provider.

Transparent Communication:

Maintain transparent communication with NDIS participants regarding the scope of plan management services, including budgeting, invoice payments, and financial reporting.

Budgeting and Financial Planning:

Work collaboratively with participants to develop budgets aligned with their goals, needs, and preferences, ensuring effective and efficient use of NDIS funds.

Invoice Payments:

Implement timely and accurate payment of invoices in accordance with the approved budget, ensuring compliance with NDIS guidelines.

Financial Reporting:

Provide participants with regular and comprehensive financial reports detailing the expenditure of NDIS funds, promoting transparency and accountability.

Participant Training:

Offer training and support to participants to enhance their understanding of plan management processes, empowering them to make informed financial decisions.

Confidentiality:

Maintain the confidentiality and security of participant financial information in accordance with privacy laws and NDIS regulations.

Review and Updates:

Commit to regularly reviewing and updating the Plan Management Policy to align with any changes in NDIS guidelines or regulations.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Travel Policy

Policy Number: CS040

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the National Disability Insurance Scheme Act, associated rules and regulations, and any other applicable laws governing client travel within Pride Disability Services.

Policy Statement:

Pride Disability Services recognizes the importance of safe and efficient client travel to support National Disability Insurance Scheme (NDIS) participants. This policy outlines the principles and procedures related to client travel services provided by Pride Disability Services.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and any other individuals associated with the organization involved in client travel services for NDIS participants.

Definition:

Client Travel: The provision of transportation services for NDIS participants to access various support and community activities as outlined in their NDIS plans.

Policy Guidelines:

Participant-Centred Approach:

Prioritize participant needs and preferences when organizing client travel, ensuring it aligns with their goals and supports.

Transportation Options:

Provide a range of transportation options, considering the individual requirements of participants, including accessible vehicles for those with mobility challenges.

Safety Standards:

Adhere to all safety standards and regulations when providing client travel services, ensuring the well-being and security of participants during transit.

Booking Procedures:

Establish clear procedures for booking client travel, including the collection of necessary information, scheduling, and coordination with participants and support workers.

Communication:

Maintain open and transparent communication with participants regarding travel arrangements, departure times, and any changes or delays in the schedule.

Qualified Drivers:

Ensure that drivers responsible for client travel are appropriately qualified, trained, and hold valid licenses in accordance with relevant regulations.

Vehicle Maintenance:

Regularly inspect and maintain all vehicles used for client travel to meet safety standards and minimize the risk of breakdowns or accidents.

Emergency Protocols:

Develop and communicate emergency protocols to drivers and participants, including procedures for medical emergencies, vehicle breakdowns, or unexpected incidents.

Cost Transparency:

Clearly communicate any costs associated with client travel, including potential fees or charges, ensuring transparency and understanding for participants and relevant stakeholders.

Feedback Mechanism:

Establish a feedback mechanism for participants to provide input on the quality of client travel services, incorporating suggestions for improvement.

Documentation and Reporting:

Maintain accurate records of client travel, including trip details, participant attendance, and any incidents or issues encountered. Report any significant incidents promptly to the appropriate authorities.

Review and Updates:

Commit to regularly reviewing and updating the Client Travel Policy to align with any changes in NDIS guidelines or regulations.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Relationship, Gender, and Sexuality Policy

Policy Number: CS041

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the principles outlined in the Victorian Charter of Human Rights and Responsibilities and any other applicable laws governing relationships, gender, and sexuality within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to promoting and upholding the rights, dignity, and respect of all individuals, irrespective of their gender identity, sexual orientation, or relationship status. This policy outlines the principles and procedures related to fostering an inclusive, diverse, and respectful environment for participants, staff, and stakeholders.

Scope:

This policy applies to all Pride Disability Services staff, contractors, participants, and any other individuals associated with the organization.

Definitions:

Gender Identity: A person's deeply-felt internal experience of gender, which may be different from the sex assigned to them at birth.

Sexual Orientation: An individual's emotional, romantic, or sexual attraction to people of the same and/or different gender.

Policy Guidelines:

Respect for Diversity:

Pride Disability Services promotes an inclusive and respectful environment that values and celebrates diversity in gender identity, sexual orientation, and relationship status.

Non-Discrimination:

Participants, staff, and stakeholders shall not be discriminated against on the basis of their gender identity, sexual orientation, or relationship status.

Confidentiality:

All information related to an individual's gender identity, sexual orientation, or relationship status is treated with the utmost confidentiality and disclosed only with the individual's explicit consent.

Training and Awareness:

Provide training to staff on topics related to gender diversity, sexual orientation, and respectful communication to enhance awareness and sensitivity.

Inclusive Language:

Use inclusive and affirming language that respects and acknowledges diverse gender identities and sexual orientations in all communication, documentation, and interactions.

Support for Participants:

Provide support to participants in expressing and exploring their gender identity and sexual orientation in a safe and affirming environment.

Access to Inclusive Services:

Ensure that all services provided by Pride Disability Services are accessible and affirming to individuals of diverse gender identities and sexual orientations.

Reporting Discrimination or Harassment:

Establish clear procedures for reporting any incidents of discrimination, harassment, or unwelcome behaviour based on gender identity, sexual orientation, or relationship status.

Complaint Resolution:

Implement a fair and transparent process for addressing complaints related to breaches of this policy, ensuring a prompt and thorough investigation.

Policy Review and Updates:

Commit to regularly reviewing and updating the Relationship, Gender, and Sexuality Policy to align with emerging best practices, legislative changes, and the evolving needs of participants and staff.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Short Term Accommodation Policy

Policy Number: CS042

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the principles outlined in the National Disability Insurance Scheme (NDIS) Act 2013 and associated rules and regulations governing Short Term Accommodation services within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to providing high-quality Short Term Accommodation services to participants under the National Disability Insurance Scheme. This policy outlines the principles and procedures related to the provision of Short Term Accommodation to ensure the safety, well-being, and satisfaction of participants.

Scope:

This policy applies to all Pride Disability Services staff, contractors, participants, and any other individuals associated with the organization involved in the delivery of Short Term Accommodation services.

Definitions:

Short Term Accommodation (Respite): Temporary accommodation provided to participants with disabilities, aiming to provide relief to participants and their usual supports.

Policy Guidelines:

Participant-Centred Approach:

Short Term Accommodation services are designed to meet the individual needs, preferences, and goals of each participant, ensuring a person-centred approach to service delivery.

Service Planning:

Collaborate with participants, their families, and support networks to develop comprehensive Short Term Accommodation plans that address their specific requirements and goals.

Safety and Well-being:

Prioritize the safety, health, and well-being of participants during their stay, implementing measures to ensure a secure and comfortable environment.

Qualified Staff:

Ensure that staff providing Short Term Accommodation services possess the necessary qualifications, training, and skills to support participants effectively.

Clear Communication:

Maintain transparent and open communication with participants, their families, and support networks regarding Short Term Accommodation arrangements, expectations, and any changes to the service.

Accessible Facilities:

Provide Short Term Accommodation facilities that are accessible, inclusive, and equipped to meet the diverse needs of participants, including any necessary assistive technology or modifications.

Cultural Sensitivity:

Recognize and respect the cultural diversity of participants and tailor Short Term Accommodation services to be culturally sensitive and inclusive.

Emergency Preparedness:

Develop and regularly review emergency response plans to ensure the safety of participants during their stay, including evacuation procedures and communication protocols.

Feedback and Improvement:

Encourage feedback from participants and their families regarding their Short Term Accommodation experience, using this information to continually improve service quality.

Policy Review and Updates:

Commit to regularly reviewing and updating the Short Term Accommodation Policy to align with emerging best practices, NDIS guidelines, and the evolving needs of participants.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Client Incarceration Policy

Policy Number: CS043

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the principles outlined in the National Disability Insurance Scheme (NDIS) Act 2013 and associated rules and regulations governing client incarceration within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to providing support to participants under the National Disability Insurance Scheme, even in cases where a participant may experience incarceration. This policy outlines the principles and procedures related to the provision of services during and after a participant's period of incarceration to ensure continuity of support and the well-being of the participant.

Scope:

This policy applies to all Pride Disability Services staff, contractors, participants, and any other individuals associated with the organization involved in the delivery of services to participants who may be or have been incarcerated.

Definitions:

Incarceration: The state of being confined in a prison or detention centre as a result of legal proceedings.

Policy Guidelines:

Notification of Incarceration:

Participants or their support networks are encouraged to notify Pride Disability Services promptly if a participant is likely to be or has been incarcerated.

Continuity of Support:

Pride Disability Services will make reasonable efforts to maintain continuity of support during a participant's period of incarceration, taking into consideration the participant's individual needs and circumstances.

Assessment and Planning:

Conduct a reassessment of the participant's needs upon notification of incarceration, collaborating with relevant stakeholders, and adjust the support plan accordingly.

Communication with Authorities:

Where appropriate and with the participant's consent, engage with relevant correctional authorities to facilitate communication and coordination of support services during the participant's incarceration.

Reintegration Planning:

Develop a reintegration plan in collaboration with the participant, correctional authorities, and any other relevant parties to ensure a smooth transition back into the community.

Privacy and Confidentiality:

Maintain the privacy and confidentiality of information related to a participant's incarceration, adhering to relevant privacy laws and guidelines.

Crisis Management:

Develop and implement crisis management procedures in the event of incidents related to a participant's incarceration, ensuring the safety and well-being of all parties involved.

Participant Rights:

Uphold the rights of participants during their period of incarceration, including the right to privacy, dignity, and access to necessary support services.

Training and Awareness:

Provide training to staff on the specific considerations and challenges associated with supporting participants during and after incarceration, fostering understanding and cultural sensitivity.

Policy Review and Updates:

Commit to regularly reviewing and updating the Client Incarceration Policy to align with emerging best practices, NDIS guidelines, and the evolving needs of participants.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Plan Review Policy

Policy Number: CS044

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to comply with the principles outlined in the National Disability Insurance Scheme (NDIS) Act 2013 and associated rules and regulations governing the review of client plans within Pride Disability Services.

Policy Statement:

Pride Disability Services is committed to conducting regular reviews of participant plans to ensure the ongoing appropriateness and effectiveness of support services provided under the National Disability Insurance Scheme. This policy outlines the procedures for client plan reviews and the principles guiding these reviews.

Scope:

This policy applies to all Pride Disability Services staff, contractors, participants, and any other individuals associated with the organization involved in the review and adjustment of participant plans.

Definitions:

Client Plan: The participant's individualized plan, as developed and managed under the National Disability Insurance Scheme (NDIS).

Policy Guidelines:

Frequency of Plan Reviews:

Participant plans will be subject to regular reviews based on the NDIS guidelines, participant needs, and any significant changes in circumstances.

Notification of Plan Review:

Participants will be notified in advance of the upcoming plan review, providing them with sufficient time to prepare and contribute to the review process.

Collaborative Review Process:

Plan reviews will be conducted collaboratively with the participant, their support network, and relevant stakeholders, ensuring the inclusion of the participant's goals, aspirations, and changing needs.

Assessment of Participant Goals:

Assess the progress made towards achieving the participant's goals outlined in the current plan, taking into consideration any barriers, challenges, or achievements.

Identification of Changing Needs:

Identify any changes in the participant's circumstances, health, or support requirements that may necessitate adjustments to the current plan.

Documentation and Reporting:

Document the outcomes of the plan review, including any proposed amendments to the participant's plan. Provide the participant with a written report detailing the review findings and proposed changes.

Consent and Participant Involvement:

Seek the participant's informed consent before making any adjustments to the plan. Actively involve the participant in decision-making regarding their support services.

Timely Implementation of Changes:

Implement any approved changes to the participant's plan in a timely manner, ensuring continuity of support and alignment with the participant's evolving needs.

Appeals Process:

Inform participants of their right to appeal decisions related to plan reviews and provide guidance on the appeals process as per NDIS regulations.

Continuous Improvement:

Regularly evaluate the effectiveness of the plan review process and make improvements as necessary to enhance participant outcomes and satisfaction.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Management System (ShiftCare) Policy

Policy Number: CS045

Effective Date: 22/01/2024

Review Date: 20/01/2025

Legal Framework:

This policy is established to ensure the secure, ethical, and effective use of the ShiftCare Client Management System (CMS) in accordance with relevant legislation, privacy regulations, and organizational standards.

Policy Statement:

Pride Disability Services recognizes the importance of utilizing a robust Client Management System to efficiently manage participant information, support planning, and service delivery. This policy outlines the guidelines and procedures for the appropriate use of the ShiftCare CMS within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and any other individuals granted access to the ShiftCare CMS for the purpose of managing client information and support services.

Definitions:

Client Management System (CMS): Refers to the ShiftCare platform used by Pride Disability Services for managing client information, support planning, and service delivery.

Policy Guidelines:

Access and Authorisation:

Access to the ShiftCare CMS is restricted to authorized personnel who require it for their role within Pride Disability Services.

Authorization is granted based on the principle of least privilege, ensuring individuals have access only to the information necessary for their duties.

User Responsibilities:

Users are responsible for maintaining the confidentiality and security of their login credentials.

Users must only access client information relevant to their role and refrain from sharing login credentials with unauthorized individuals.

Data Accuracy and Integrity:

Users are required to input accurate and up-to-date information into the CMS.

Regular reviews and updates of client information are conducted to ensure data integrity.

Privacy and Confidentiality:

Users must adhere to privacy regulations and organizational confidentiality policies when handling client information within the CMS.

Client information should not be disclosed to unauthorized individuals.

Training and Support:

Adequate training is provided to users to ensure they are proficient in using the ShiftCare CMS.

Ongoing support is available for users encountering difficulties or requiring clarification on system-related matters.

Audit Trails and Monitoring:

The CMS maintains audit trails to track user activity, including logins, data modifications, and access history.

Regular monitoring of the CMS is conducted to identify and address any potential security or compliance issues.

Integration with Other Systems:

Any integration of the ShiftCare CMS with other systems is carried out in accordance with data protection regulations and organizational policies.

System Updates and Maintenance:

System updates and maintenance are performed in a way that minimizes disruption to service delivery and ensures data integrity.

Approvals:

Peter Adam Sharpe

22/01/2024

Policy Title: Client Finances Xero Policy

Policy Number: CS046

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure the secure, ethical, and effective use of the Xero accounting system for managing client finances at Pride Disability Services in accordance with relevant financial regulations, privacy laws, and organizational standards.

Policy Statement:

Pride Disability Services recognizes the importance of accurate and transparent financial management for clients. This policy outlines the guidelines and procedures for using the Xero accounting system in the management of client finances within the organization.

Scope:

This policy applies to all Pride Disability Services staff and contractors responsible for managing client finances using the Xero accounting system.

Definitions:

Xero: Refers to the cloud-based accounting software used by Pride Disability Services for financial management.

Client Finances: The financial records and transactions related to clients receiving services from Pride Disability Services.

Policy Guidelines:

Access and Authorization:

Access to the Xero accounting system is restricted to authorized personnel who require it for their role within Pride Disability Services.

Authorization is granted based on the principle of least privilege, ensuring individuals have access only to the financial information necessary for their duties.

Data Accuracy and Integrity:

Users are responsible for entering accurate and up-to-date financial information into Xero.

Regular reviews and reconciliations are conducted to ensure the accuracy and integrity of client financial data.

Privacy and Confidentiality:

Users must adhere to privacy regulations and organizational confidentiality policies when handling client financial information in Xero.

Financial information specific to individual clients should not be disclosed to unauthorized individuals.

Training and Support:

Adequate training is provided to users to ensure they are proficient in using the Xero accounting system.

Ongoing support is available for users encountering difficulties or requiring clarification on financial processes within Xero.

Audit Trails and Monitoring:

Xero maintains audit trails to track user activity, including logins, financial transactions, and access history.

Regular monitoring of financial activities within Xero is conducted to identify and address any discrepancies or issues.

Integration with Other Systems:

Any integration of Xero with other systems is carried out in accordance with financial regulations and organizational policies.

Financial Reporting:

Users are responsible for generating accurate and timely financial reports from Xero as needed for internal and external reporting requirements.

System Updates and Maintenance:

System updates and maintenance for Xero are performed in a way that minimizes disruption to financial management processes.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: First Aid Policy

Policy Number: CS047

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to ensure the provision of effective and timely first aid in compliance with relevant workplace health and safety regulations and standards.

Policy Statement:

Pride Disability Services is committed to maintaining a safe and healthy environment for all participants, staff, and visitors. This First Aid Policy outlines the guidelines and procedures for the provision of first aid within the organization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and participants.

Definitions:

First Aid: Immediate and initial care provided to individuals who are injured or become ill, with the goal of preserving life, preventing conditions from worsening, and promoting recovery.

First Aid Officer: Trained individuals designated to provide first aid assistance in the event of an injury or illness.

Policy Guidelines:

First Aid Responsibilities:

Pride Disability Services will identify and appoint trained First Aid Officers.

The designated First Aid Officers are responsible for responding to first aid incidents promptly and effectively.

First Aid Kits:

Adequately stocked first aid kits are maintained in accessible locations throughout Pride Disability Services facilities.

The contents of first aid kits are regularly checked, and expired or depleted items are promptly replaced.

First Aid Training:

Relevant staff members, including but not limited to support workers, undergo appropriate first aid training.

First Aid Officers receive specialized training that aligns with industry standards and covers common health issues and emergencies relevant to the participant population.

[Pride Disability Services Pty Ltd](#)

[ABN: 54 623 421 741](#)

[Client Services Policy and Procedure Manual](#)

[Version 001 Code CS01](#)

Emergency Response Plan:

Pride Disability Services maintains an updated Emergency Response Plan that outlines procedures for first aid in various scenarios.

The Emergency Response Plan is communicated to all staff, and regular drills are conducted to ensure preparedness.

Incident Reporting:

All first aid incidents are promptly reported using the organization's incident reporting procedures.

Information regarding first aid incidents is recorded accurately for evaluation and continuous improvement.

Communication and Accessibility:

Information about the location of first aid kits and the identities of First Aid Officers is clearly communicated to all staff and participants.

Pride Disability Services ensures that first aid resources are easily accessible in all areas of its facilities.

Review and Continuous Improvement:

This First Aid Policy is regularly reviewed to ensure compliance with legislative requirements and industry best practices.

Feedback from first aid incidents and drills is used to update and enhance the effectiveness of the policy.

Approvals:

Peter Adam Sharpe - Director

22/0/2024

Policy Title: Client Hospitalisation Policy

Policy Number: CS048

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for the management of client hospitalization, ensuring the safety and well-being of participants in compliance with relevant regulations and standards.

Policy Statement:

Pride Disability Services is committed to the health and safety of its participants. This Client Hospitalisation Policy outlines the procedures and responsibilities to be followed in the event of a participant's hospitalization.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and participants.

Definitions:

Hospitalization: The admission of a participant to a hospital for medical treatment or care.

Emergency Contact: A person designated by the participant to be contacted in case of emergencies, including hospitalizations.

Policy Guidelines:

Notification of Hospitalization:

In the event of a participant requiring hospitalization, Pride Disability Services staff must notify the designated emergency contact as soon as possible.

Relevant Pride Disability Services management and support staff must also be informed promptly.

Emergency Medical Care:

If emergency medical care is required, 000 (emergency services) should be contacted immediately.

Pride Disability Services staff present during the emergency should take necessary actions to ensure the participant's safety and well-being until emergency services arrive.

Communication with Hospital Staff:

Upon the participant's admission to the hospital, Pride Disability Services staff should communicate relevant information about the participant's support needs, preferences, and any other pertinent details to the hospital staff.

Consent from the participant or their legal representative should be obtained for sharing information with the hospital.

Participant Re-Entry Planning:

Pride Disability Services will collaborate with the hospital and the participant to plan for their re-entry into the support program after hospitalization.

An updated support plan may be required based on the participant's changed needs post-hospitalization.

Support During Hospitalization:

If feasible and appropriate, Pride Disability Services may provide additional support to the participant during their hospital stay, ensuring continuity of care.

Documentation and Reporting:

All incidents leading to hospitalization must be documented using the organization's incident reporting procedures.

Pride Disability Services will conduct a review of the incident, and if applicable, update the participant's support plan based on the circumstances leading to hospitalization.

Privacy and Confidentiality:

The privacy and confidentiality of the participant's health information will be maintained in accordance with relevant laws and regulations.

Review and Continuous Improvement:

This Client Hospitalisation Policy is subject to periodic review to ensure alignment with legislative requirements and industry best practices.

Feedback and lessons learned from hospitalization incidents will inform updates and improvements to the policy.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Medical and Professional Appointments for Clients

Policy Number: CS049

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for managing medical and professional appointments for clients, ensuring their health and well-being in compliance with relevant regulations and standards.

Policy Statement:

Pride Disability Services is committed to supporting clients in accessing necessary medical and professional appointments. This policy outlines the procedures and responsibilities to be followed in facilitating and managing such appointments.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and participants.

Definitions:

Medical Appointment: A scheduled visit to a healthcare professional or facility for medical examination, treatment, or consultation.

Professional Appointment: A scheduled meeting or session with a non-medical professional, such as a therapist, counsellor, or specialist, to address specific needs.

Policy Guidelines:

Scheduling Appointments:

Participants are encouraged to inform Pride Disability Services staff about upcoming medical and professional appointments.

Participants or their designated representatives are responsible for scheduling appointments with healthcare and professional service providers.

Coordination and Support:

Pride Disability Services will collaborate with participants to coordinate transportation and support for attending appointments.

The organization will assist in arranging accessible transport or providing support workers, as required.

Notification of Changes or Cancellations:

Participants should promptly inform Pride Disability Services of any changes or cancellations to scheduled appointments.

In case of changes, efforts will be made to adjust support arrangements accordingly.

Consent and Information Sharing:

Participants or their legal representatives are required to provide consent for Pride Disability Services to communicate and share relevant information with healthcare and professional service providers.

Information shared will be limited to what is necessary for the participant's care and support.

Attendance Support:

Support workers accompanying participants to appointments will be trained to provide assistance based on the participant's needs.

Staff will adhere to professional standards and maintain the privacy and confidentiality of participants during appointments.

Documentation:

Pride Disability Services staff will maintain accurate records of scheduled appointments, attendance, and any relevant details discussed during appointments.

Incident reporting procedures will be followed in the event of unexpected incidents or issues arising during appointments.

Feedback and Continuous Improvement:

Participants and support workers are encouraged to provide feedback on the appointment support process.

Feedback will be considered for continuous improvement of the support service.

Emergency Situations:

In the event of a medical emergency during an appointment, staff will follow established emergency procedures, including contacting emergency services.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Assisting Clients to Access Legal Aid Services

Policy Number: CS050

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for assisting clients in accessing legal aid services, ensuring their rights and legal needs are addressed, in compliance with relevant regulations and standards.

Policy Statement:

Pride Disability Services is committed to supporting clients in accessing legal aid services when needed. This policy outlines the procedures and responsibilities to be followed in facilitating and managing the process of accessing legal aid.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and participants.

Definitions:

Legal Aid: Government-provided legal assistance to individuals who are unable to afford legal representation and access to the court system.

Policy Guidelines:

Identifying Legal Aid Needs:

Pride Disability Services staff will be attentive to participants' legal aid needs and encourage open communication regarding legal concerns.

Providing Information:

Participants will be provided with information about available legal aid services and how to access them.

Staff will explain the types of legal issues covered by legal aid and the criteria for eligibility.

Assessment of Eligibility:

Participants expressing a need for legal aid will be assisted in assessing their eligibility for such services.

Staff will guide participants through the application process and help gather necessary documentation.

Referral to Legal Aid Providers:

Pride Disability Services will maintain a list of reputable legal aid providers and refer participants to these services based on their legal needs.

Participants may be supported in making contact with legal aid organizations.

Support During Legal Processes:

For participants engaging in legal proceedings, Pride Disability Services may provide emotional support and assistance in coordinating logistics related to legal appointments.

Consent and Information Sharing:

Participants or their legal representatives are required to provide consent for Pride Disability Services to communicate and share relevant information with legal aid providers.

Information shared will be limited to what is necessary for the participant's legal representation.

Documentation:

Pride Disability Services staff will maintain accurate records of the assistance provided in accessing legal aid, including any relevant details about legal concerns.

Feedback and Continuous Improvement:

Participants and staff are encouraged to provide feedback on the process of accessing legal aid.

Feedback will be considered for continuous improvement in supporting clients with legal aid needs.

Emergency Legal Situations:

In the event of urgent legal situations, staff will follow established emergency procedures, including seeking immediate legal assistance when required.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Death of a Client

Policy Number: CS051

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for managing and responding to the death of a client, ensuring a compassionate and organized approach, in compliance with relevant regulations and standards.

Policy Statement:

Pride Disability Services is committed to responding with sensitivity, respect, and efficiency in the event of a client's death. This policy outlines the procedures and responsibilities to be followed by staff and outlines the support provided to the deceased client's family and support network.

Scope:

This policy applies to all Pride Disability Services staff, contractors, and participants.

Definitions:

Next of Kin: The closest living relative or family member of the deceased client.

Policy Guidelines:

Immediate Response:

In the event of a client's death, staff on-site will immediately contact emergency services and follow any relevant emergency response procedures.

Emergency services will be responsible for confirming the death and, if required, facilitating the removal of the deceased.

Notification of Authorities:

Staff will notify the relevant authorities, including the local police and, if applicable, the coroner's office, in compliance with legal requirements.

Contacting Next of Kin:

The client's next of kin will be contacted as soon as possible, with sensitivity and empathy.

Staff will provide the necessary information and support, answering any immediate questions.

Grief Support:

Pride Disability Services will offer grief support and counselling resources to the family and support network of the deceased client.

Information on local bereavement services may also be provided.

Collaboration with Authorities:

Staff will collaborate with authorities during any investigations into the circumstances surrounding the client's death.

Documentation:

Comprehensive and accurate records of the events leading to the client's death, the immediate response, and subsequent actions will be maintained.

Closure of Participant File:

The participant's file will be promptly closed, ensuring that all sensitive information is handled in accordance with privacy and confidentiality policies.

Memorialisation and Recognition:

Pride Disability Services may participate in or support memorialization activities in consultation with the deceased client's family.

Staff Support:

Staff directly involved in the incident will be provided with appropriate support, including counselling services if needed.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client NDIS Supports Overseas and Virtual Support

Policy Number: CS052

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for managing and delivering NDIS supports to clients who are overseas and to outline the provision of virtual support services, ensuring compliance with NDIS regulations and standards.

Policy Statement:

Pride Disability Services recognizes the diverse needs and circumstances of its clients, including those who may temporarily reside overseas. This policy outlines the procedures and considerations for providing NDIS supports in such situations and defines the framework for delivering virtual support services.

Scope:

This policy applies to all Pride Disability Services staff involved in providing NDIS supports and services.

Definitions:

Overseas Client: A client temporarily residing outside of Australia.

Virtual Support: Support services delivered remotely through technology, such as video calls, phone calls, or online platforms.

Policy Guidelines:

Eligibility for Overseas Support:

Clients temporarily residing overseas may be eligible for continued NDIS supports if they meet specific criteria outlined by the National Disability Insurance Agency (NDIA).

Assessment and Planning:

Prior to a client's departure overseas, a comprehensive assessment will be conducted to determine the feasibility and nature of ongoing supports.

A support plan will be developed, outlining the specific virtual support services that can be provided during the client's overseas stay.

Virtual Support Services:

Virtual support services may include video calls, phone calls, and other online platforms to ensure ongoing communication and assistance.

The virtual support plan will be tailored to the client's individual needs and goals.

Collaboration with International Providers:

In cases where additional on-site support may be required, Pride Disability Services may collaborate with international service providers, subject to approval and coordination with the NDIA.

Technology and Accessibility:

Pride Disability Services will ensure that clients have access to the necessary technology and support to engage in virtual services effectively.

Regular Reviews:

Ongoing reviews of the client's support plan will be conducted to assess the effectiveness of virtual support services and make adjustments as needed.

Documentation:

Comprehensive records of overseas support arrangements and virtual support services will be maintained, ensuring compliance with NDIS documentation standards.

Compliance with NDIA Guidelines:

Pride Disability Services will stay informed about NDIA guidelines and regulations regarding the provision of supports to clients overseas and adjust practices accordingly.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Homelessness

Policy Number: CS053

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for addressing the unique needs of clients experiencing homelessness while ensuring compliance with National Disability Insurance Scheme (NDIS) regulations and standards.

Policy Statement:

Pride Disability Services acknowledges the challenges faced by clients experiencing homelessness and is committed to providing tailored and sensitive support to meet their specific needs. This policy outlines the procedures and considerations for delivering NDIS supports to clients facing homelessness.

Scope:

This policy applies to all Pride Disability Services staff involved in providing NDIS supports and services.

Definitions:

Homelessness: Lack of a fixed, regular, and adequate nighttime residence.

Policy Guidelines:

Identification and Assessment:

Pride Disability Services will implement processes to identify clients at risk of or experiencing homelessness.

A comprehensive assessment will be conducted to understand the client's specific circumstances, needs, and goals.

Emergency Support:

In cases of immediate danger or crisis, Pride Disability Services will work collaboratively with relevant emergency services and shelters to ensure the safety and well-being of the client.

Development of Individual Support Plan:

A personalized support plan will be developed in consultation with the client, focusing on addressing immediate housing needs and longer-term goals.

Collaboration with Housing Services:

Pride Disability Services will collaborate with local housing services, social workers, and other relevant agencies to explore available housing options for the client.

Provision of Essential Supports:

Essential supports, including mental health services, counselling, and assistance with daily living activities, will be provided to clients experiencing homelessness.

Access to NDIS Supports:

Efforts will be made to ensure that clients experiencing homelessness can access and navigate the NDIS system, including assistance with plan development and implementation.

Regular Reviews:

Ongoing reviews of the support plan will be conducted to assess the effectiveness of interventions and make adjustments as needed.

Advocacy and Empowerment:

Pride Disability Services will advocate for the rights and needs of clients experiencing homelessness, empowering them to actively participate in decisions affecting their lives.

Documentation:

Comprehensive records of the client's homelessness situation, support plan, and service delivery will be maintained, ensuring compliance with NDIS documentation standards.

Training and Awareness:

Staff will receive training to enhance their understanding of homelessness issues and the trauma-informed care required when supporting clients in crisis.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Policy Title: Client Exiting

Policy Number: CS054

Effective Date: 22/01/2024

Review Date: 22/01/2025

Legal Framework:

This policy is established to provide guidelines for the respectful and ethical process of a client exiting services with Pride Disability Services, ensuring compliance with National Disability Insurance Scheme (NDIS) regulations and standards.

Policy Statement:

Pride Disability Services is committed to ensuring a supportive and dignified process for clients when exiting services. This policy outlines the procedures and considerations for client exits, emphasizing transparency, communication, and the well-being of the client.

Scope:

This policy applies to all Pride Disability Services staff involved in providing NDIS supports and services.

Definitions:

Client Exit: The process of a client discontinuing or completing their engagement with Pride Disability Services.

Policy Guidelines:

Transparent Communication:

Pride Disability Services will communicate openly and transparently with clients about the reasons for their exit from services.

Voluntary Exit:

If a client voluntarily decides to exit services, Pride Disability Services will respect their decision and collaborate on a transition plan if needed.

Involuntary Exit:

In cases where an involuntary exit is necessary due to non-compliance, safety concerns, or other reasons, Pride Disability Services will follow established procedures and inform the client of the decision.

Client's Well-being:

Pride Disability Services will prioritize the well-being of the client during the exit process, providing necessary support and referrals to other services if required.

Exit Interviews:

Where possible and appropriate, an exit interview may be conducted to gather feedback from the client about their experiences with Pride Disability Services.

Transition Plans:

For clients transitioning to alternative services, Pride Disability Services will collaborate with the new service providers to ensure a smooth transition and continuity of care.

Documentation:

Comprehensive records of the exit process, including reasons for exit, any agreements made, and communication records, will be maintained in compliance with NDIS documentation standards.

Confidentiality:

Information related to a client's exit will be handled with utmost confidentiality, adhering to privacy laws and organizational policies.

Staff Training:

Staff will receive training on the client exit process, emphasizing empathy, sensitivity, and professionalism.

Approvals:

Peter Adam Sharpe - Director

22/01/2024

Staff Disclosure Statement: Reading Pride Disability Services Client Policies and Procedures

I, [Staff Member's Full Name], hereby acknowledge that I have received, read, and understood the Pride Disability Services Client Policies and Procedures. I understand that these policies and procedures are designed to guide and govern the provision of services to clients under the National Disability Insurance Scheme (NDIS).

I further acknowledge and agree to adhere to the policies and procedures outlined by Pride Disability Services in the course of my duties. I understand the importance of compliance with these policies in maintaining a safe, respectful, and ethical environment for clients and staff alike.

I recognize that any breach of these policies and procedures may result in disciplinary actions, including but not limited to verbal counselling, written warnings, suspension, or termination of employment, depending on the severity and nature of the breach.

I am committed to upholding the principles and values outlined in Pride Disability Services' policies, fostering a culture of inclusion, dignity, and respect for all clients and colleagues.

I understand that it is my responsibility to stay informed about any updates or revisions to the policies and procedures, and I will actively seek clarification if I have any questions or concerns.

Staff Member's Signature: [Signature]

Date: [Date]