

SECTION 1 - INTRODUCTION

1.1 BACKGROUND

The National Disability Insurance Scheme (NDIS) has developed the 'NDIS Practice Standards' to ensure that all NDIS registered service providers in Australia adhere to the national quality standards. Implementation of the 'NDIS Practice Standards' ensures that all NDIS registered service providers in Australia can meet these standards and fulfil their obligations under the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018. As a Registered NDIS Provider, Fairfield City Council must comply with legal responsibilities which are varied and complex. Therefore the creation of policies, procedures and a clear well defined management structure will assist staff in meeting their responsibilities and obligations. This Service Management policy refers to a range of outcomes and quality indicators outlined in Schedule 1 Core Module - Part 2. Provider Governance and Operational Management. The procedures under this policy provide guidelines for staff to deliver services to clients of Fairstart Early Intervention and Fairfield Leisure Centres.

1.2 PURPOSE

Fundamental to maximising quality outcomes for children and people with a disability, their families and carers, is the provision of flexible family centred services, by well-governed service providers. Fairstart Early Intervention and Fairfield Leisure Centres recognise that the Fairfield City Council Governance business unit is integral in the smooth governance and management of their services. Fairstart Early Intervention and Fairfield Leisure Centres will work in partnership with stakeholders to plan, manage and implement practices, which are inclusive and responsive to the needs of people with a disability, embedded in a positive culture of continuous improvement.

1.3 SCOPE

Fairfield City Council provides Early Intervention and Active Recreation Rehabilitation services to the community of Fairfield City. In the implementation of governance and management across all services, considerable effort is taken to reflect the diverse community and range of families utilising our care. Fairfield City Council operates their Early Intervention and Active Recreation Rehabilitation services as not for profit and considers this an essential aspect of ensuring community participation and involvement. This policy applies to staff and volunteers of Fairstart Early Intervention and Leisure Centres, and the clients of Fairstart Early Intervention and Leisure Centres.

1.4 DEFINITIONS

Word/Term	Definition
Client:	Client, Parent, Family Member, Guardian, Client's representative or any other person receiving services from Fairstart Early Intervention and Fairfield Leisure Centres- NDIS funded clients
Governance	the persons, committees or departments who make up a body for the purpose of administering something
Advocate	a person who publicly supports another person or who puts a case on someone else's behalf
Fairfield Leisure Centres	Fairfield City Council Leisure Centres -Active Recreation Rehabilitation

1.5 LEGISLATIVE CONTEXT

- The *National Disability Insurance Scheme Act 2013 (NDIS Act)* provides the legislative basis for the provision of services to all NDIS clients in Australia.
- The *Disability Services Act 1993 (NSW)* provides the legislation regarding the provision of disability services for clients with disabilities in NSW. “No 3: “Persons with disabilities receiving services have the same right as other members of Australian society to receive those services in a manner which results in the least restriction of their rights and opportunities”.
- The OECD principles of Corporate Governance 2004 will ensure the strategic guidance of Fairfield City Council and the effective management of Family and Community Services.

1.6 STAKEHOLDERS

This policy will benefit clients of Fairstart Early Intervention and Fairfield Leisure Centres and their families and applies to clients, staff, and volunteers of Fairstart Early Intervention and Fairfield Leisure Centres.

SECTION 2 - POLICY

2.1 OBJECTIVE AND GOALS

- Each client receives high quality services, which are effectively and efficiently governed.
- Each client receives high quality services that are reliable, consistently delivered, responsive to the client’s needs, managed, and delivered by skilled staff with professional values, attitudes, goals and experience.
- Clients’ needs will be heard and responded to in a timely manner in using the language, mode of communication and terms that the client and / or their parent / family / representative is most likely to understand
- Clients are supported to make their own decisions
- Staff and families will be actively involved in the policy/procedure/form review process.
- Families, visitors, volunteers, staff and students will have access to policies and procedures

2.2 POLICY STATEMENT

Service providers are managed and have strong and effective governance to deliver positive outcomes for the clients and families they support.

APPLICATION & IMPLEMENTATION

In relation to legislative requirements

Fairfield City Council:

- Will engage in ongoing review as an NDIS Registered Provider and implement the continuous improvement recommendations the registration renewal audit process may identify
- Will comply with all relevant legislation, operational policies and guidelines that provide safeguards to people with disabilities, their families and carers, including the NDIS Practice Standards and Quality Indicators 2021.

In relation to NDIS Practice standards

Governance and Operational Management

Fairfield City Council:

- Will provide opportunities for people with disability to contribute to the governance and continual improvement of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of client rights.

Fairfield City Council will do this through:

- Asking families to complete QMF-FS-02.3 Client Information and Consent at client Orientation. Within this form, families are invited to join Fairstart’s consultative committee; where they are encouraged to regularly review policies, give suggestions for improvement and contribute to decision-making processes.
- Clients receiving services are encouraged to give feedback to staff at any time, either; verbally, in writing through email, or survey monkey, anonymously using the feedback form or entering a suggestion into the box provided in clinic. We ask for clients to give written feedback at least once a year; either by completing an e form through our client management system or a paper copy in the office, anonymously if they wish. We encourage families to give feedback at any time through; survey monkey links attached to client emails and hard copy surveys located in both clinic venues.

Quality Management

Fairfield City Council:

- Will maintain a quality management system that is relevant and proportionate to the size and scale of Fairfield City Council and the scope and complexity of the supports delivered. The system defines how to meet the requirements of legislation and these standards. The system is reviewed and updated as required to improve support delivery.
- Operates a quality management system that has a documented program of internal audits relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered.
- Delivers a quality management system that supports continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from clients and workers

Fairfield City Council will do this through:

- A commitment to: developing, implementing, reviewing and continually improving a Quality Management Manual (QMM) compliant with the AS/NZS ISO 900:2015 Quality Management Systems across all Council departments. This is further documented in QMPOL-QM-001 Quality Management Policy, QMPOL-QM-003_Scope- Fairfield City Quality Management System, QMPOL-QM-036_Quality Management System Framework and QMP-QM-011 Internal Review Procedure.
- Will develop and review controlled documents as per the Quality Management Register.

Information Management

Fairfield City Council:

- Will obtain each client’s consent to use and retain their information or to disclose their information (including assessments) to other parties, including details of the purpose of collection, use and disclosure. Each client is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.
- Will inform client of how their information is stored and used, and when and how each client can access or correct their information, and withdraw or amend their prior consent.

- Will maintain an information management system that is relevant and proportionate to the size and scale of Fairfield City Council and record each client's information in an accurate and timely manner.
- Will store documents with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes relevant and proportionate to the scope and complexity of supports delivered.

Fairfield City Council will do this through:

- Attaining consent from clients to collect, use and retain their information, inform them of purpose this information will be used, and how they may change or withdraw their consent for use of information, through their Service Level Agreement. If a client wishes to not give consent to collect their information, we may not be able to deliver their supports. Clients can withdraw their consent to share their personal information at any time
- Attaining consent for the release of information to other parties, through FS 02.3 Client Consent. Client's information could only be provided without consent if required or authorised by Commonwealth or State law
- Utilising Client Management Systems that support; security of information, quality service provision and the management of client data and file notes including a waiting list for service access.
- Receiving referrals demonstrating interest to receive supports in a timely manner by phone, or in writing. This information will be placed directly into the client management system as requests for specific supports
- Will manage client data and information securely with access to limited staff, and keep only data that is pertinent to the clients support provision. Privacy settings are used to minimise visibility and access of sensitive information and managing conflict of interest in the instance of Co-ordination of supports provision.

Human Resource Management

Fairfield City Council:

- Will identify and document the skills and knowledge required of each position, together with the responsibilities, scope and limitations of each position.
- Will initiate and maintain records of worker pre-employment checks, qualifications and experience.
- Will provide an orientation and induction process, that is completed by workers including completion of the mandatory NDIS worker orientation program.
- Has in place a system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers to ensure that workers meet the needs of each client. The system identifies training that is mandatory and includes training in relation to staff obligations under the NDIS Practice Standards and other National Disability Insurance Scheme rules.
- Will provide timely supervision, support and resources to workers, relevant to the scope and complexity of supports delivered
- Will manage, develop and document the performance of workers, including the provision of feedback and development opportunities.
- Will train workers with skills relevant and necessary to assisting in the response to an emergency or disaster (such as contingency planning or infection prevention or control)

- Will identify, source and induct a workforce in the event that workforce disruptions occur in an emergency or disaster.
- Will ensure workers (providing supports to participants) undertake Infection prevention and control training, including refresher training
- Will record and maintain, the following details for each worker:
 - their contact details;
 - details of their secondary employment (if any).

Fairfield City Council will do this by:

- Employing management staff equipped with the knowledge and skills to lead and guide workers on person and family-centred approaches and future industry needs.
- Recruiting and retaining staff with the professional attitudes, values, skills and experience to responsively meet flexible service delivery outcomes. On commencing duty, staff will undertake specific team and corporate inductions including NDIS worker orientation modules, Equal Employment Opportunities and Work Health and Safety. Human Resources and the Learning & Development team within Fairfield City Council will provide opportunities to develop skills and leadership competencies by mentoring and providing internal training.
- Ensuring that staff are kept informed of their obligations under industrial relations, equal opportunity and client protection legislation. All team members are required to complete the Working with Children Check before commencing duties. Staff are subject to the provisions of the Council's disciplinary process, which meets relevant statutory requirements.
- Inducting Fairstart staff using Staff Learning guide QMF-FS-02.11.
- Maintaining a documented system of delegated responsibility and authority to another suitable person in the absence of a usual person holder in place.
- Maintenance of risk assessed roles within Fairfield City council staff.
- Maintenance of staff matrix in relation to risk assessed roles; to manage staff training, membership to professional peak organisations and Working with children checks, NDISWC.
- Maintaining up to date personal information
- Expecting staff to apply for approval of Secondary Employment, renewing this application every two years and expecting all staff to complete a Secondary Employment declaration annually during the Performance and Development Process
- Proactively managing and documenting perceived and actual conflicts of interest through development and maintenance of organisation policies e.g. Co-ordination of supports notes are maintained in privacy from other workers.
- Involving all staff in a comprehensive performance and development system, with annual and half annual yearly assessment against UMGAWI principles and personal goals. This process includes opportunity for staff to provide feedback on the 12 months past as well as identification of professional development needs for the following year and evaluation of professional development in the year past.
- Providing an annual training calendar, so that opportunities for staff to request training through Performance and Development system as well as email requests. Also included are opportunities for internal and external training application for courses, conferences and study leave.

- Providing regular team leader and discipline supervision for staff, in line with annual Performance and Development goals and short term discipline supervision goals.
- Providing staff opportunities to access all necessary training and reading material to remain up to date on research and best practice requirements, including training of how to respond and deliver service continuity in the event of emergency or disaster
- Staff sharing new professional development information with other team members at regular team and professional development meetings.
- Reviewing and assessing staff skills and knowledge in relation to Work Health and Safety competencies, with policies and procedures being reviewed according to Implementation Plans.
- Conducting annual and half yearly performance reviews with staff. The Team Leader will ensure that new members are made familiar with responsibilities specific to their role.
- Embracing opportunities to foster relationships with funding bodies and agencies in the local community that provide related services for families. Staff will maintain contact with professionals in their own and related fields through membership of professional associations and work-related consultancies, including the Early Childhood Intervention Co-ordination Project and the Families NSW Interagency Network.

Emergency and Disaster Management

Fairfield City Council will:

- Ensure measures are in place to enable continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster.
- These measures include planning for each of the following:
 - a) preparing for, and responding to, the emergency or disaster;
 - b) making changes to participant supports;
 - c) adapting, and rapidly responding, to changes to participant supports and to other interruptions;
 - d) communicating changes to participant supports to workers and to participants and their support networks.
- Develop emergency and disaster management plans (the plans), consults with participants and their support networks about the plans and puts the plans in place.
- The 'plans' explain and guide how Fairfield City Council will respond to, and oversee the response to, an emergency or disaster.
- Ensure mechanisms are in place for Fairfield City Council to actively test the plans, and adjust them, in the context of a particular kind of emergency or disaster.
- Periodically review the 'Plans' points to enable Fairfield City Council to respond to the changing nature of an emergency or disaster.
- Regularly reviews the plans, and consult with participants and their support networks about the reviews of the plans.
- Communicate 'the plans' to workers, participants and their support networks.
- Ensure each worker is trained in the implementation of 'the plans'.

Fairfield City Council will do this through:

- Training new staff in 'the plans' through QMP-FS-04.2 Fairstart Pandemic and Service Disruption Procedure, linked in QMF-FS-02.11 Staff Learning Guide
- Practicing emergency drills to modify procedure and continually improve practice
- Surveying families on the effectiveness of Emergency and Disaster practice

- Requesting health information from families when they first become a client via QMF-FS-02.1 Client Information and Consent. This information is reconciled into our client management system for clinician awareness, including the use of Alerts for specific allergies/ conditions
- Sharing ‘the plans’ information with families through the Orientation process and in each new Service Level Agreement
- Discussing and documenting client specific plans in the Support Planning process
- Creating PEEPS- Personal Emergency Evacuation Plans for clients who will need specific support during an evacuation

SECTION 3 - GOVERNANCE

3.1 RELATED POLICIES/PROCEDURES/FORMS

Policy	<p>QMPOL-FS-01.1 Human Rights Policy</p> <p>QMPOL-FS-LC 01.2 Fairstart and NDIS Clients Feedback and Complaints Policy</p> <p>QMPOL-FS-02.1 Access to supports</p> <p>QMPOL-FS-LC-02.3 Incident Management and Reportable Incidences</p> <p>QMPOL-FS-LC-03.1 Client Service Provision</p> <p>QMPOL-FS-04.1 Hygiene</p> <p>QMPOL-FS-04.2 Working in the Community</p> <p>QMPOL-FS-05.1 Participation and Inclusion</p> <p>QMPOL-CS-065 Staff Induction</p> <p>FCC Code of Conduct</p> <p>FCC Information Management - Part 1 _0-017</p> <p>FCC Information Management - Part II- Procedure</p> <p>FCC Information Management - Part III Glossary and Appendices</p> <p>FCC Records Management Framework_id_A3172746</p> <p>QMPOL-ODL-003 Core Competency Framework booklet</p> <p>QMPOL-ERM-Enterprise Risk Management Strategy</p> <p>0-022-Enterprise Risk Management Policy</p> <p>QMPR-CS004 Intake Process</p> <p>QMP-FS-02.2 Fairstart- Family Orientation Procedure</p> <p>QMPR-CS-010 Feedback and Complaints Process</p> <p>QMP-FS-04.2 Fairstart Pandemic and Service Disruption Procedure</p>
Forms	<p>Staff</p> <p>QMF-ODL013 FCC Skills and Comps guide</p> <p>QMF-ODL-014-FCC skills and Comps blank PD form</p> <p>QMF-ODL-001 External Training Seminar Conference application form</p> <p>QMF-ODL007 Training evaluation form</p> <p>WHS-04.1.2 Training needs analysis and training plan</p> <p>QMF-FS-02. Supervision report</p> <p>QMF-FS-02.8 NDIS Code of conduct acknowledgment</p> <p>QMF-FS-02.11 Staff Learning Guide</p> <p>QMF-CAM-002 Team Meeting Agenda and Team meeting Minutes</p> <p>Client forms</p> <p>QMF-FS-01.2 Service Level Agreement</p> <p>QMF-FS-01.3 Service Level Agreement Addendum</p> <p>QMF-FS-02.1 Client Information and Consent</p> <p>QMF-FS-02.3 Client Consent</p> <p>QMF-FS-02.3.V Client Consent- Vietnamese</p> <p>QMF-FS-02.3.C Client Consent- Chinese</p>

Related guidelines and documentation	Children and Family Services Electronic Feedback Form QMF-FS-02.4 Client Feedback Survey QMF-FS-02.4.V Client Feedback- Vietnamese QMF-FS-02.4.C Client Feedback- Chinese QMF-FS-02.12 Client exit survey QMF-FS-03.5 Client Risk assessment WHS-10.1.3 Personal Emergency Evacuation Plan (PEEP) QMF-CS-052 Feedback and Complaints Record
	NDIS -Code of Conduct NDIS- Suitability Assessment Process Guide FCC Business Continuity Plan Fairstart COVID Business plan Fairstart COVID pre- session checklist Fire Certificate for clinics

3.2 RESPONSIBILITY

Policy Owner	Children and Family Services
---------------------	------------------------------

3.3 RISK

- Clients may not receive high quality services that are reliable, consistently delivered, responsive to the client’s needs, managed, and delivered by skilled staff with professional values, attitudes, goals and experience.
- Services may not be effectively and efficiently governed
- Clients’ needs may not be heard and responded to in ways relevant to their circumstances
- Clients may not be given opportunities to make their own decisions

3.4 VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
Version 2	18/12/13	Children and Family Services Manager	Inclusion of new practice requirements
Version 3	18/12/15	Children and Family Services Manager	Hyperlinking of forms Inclusion of Referral Procedure
Version 4	5/4/18	Children and Family Services Manager	Inclusion of Policy review Plan, Service level Agreements
Version 5	21/05/2020	Children and Family Services Manager	Review to include
Version 6	4/11/2020	Children and Family Services Manager	Update to clearly reflect NDIS Practice Standards
Version 7	20/09/2022	Children and Family Services Manager	Updated to include Leisure Centre NDIS supports and NDIS Practice

			Standards 2021
--	--	--	----------------

3.5 REVIEW DATE

This policy will be reviewed every five years or when a change to governing legislation occurs, whichever occurs sooner.

We welcome your feedback. If you would like to give us feedback on this or any of our policies or procedures, please contact us by emailing fairstart@fairfieldcity.nsw.gov.au