

WEBINAR 5

Embracing Change



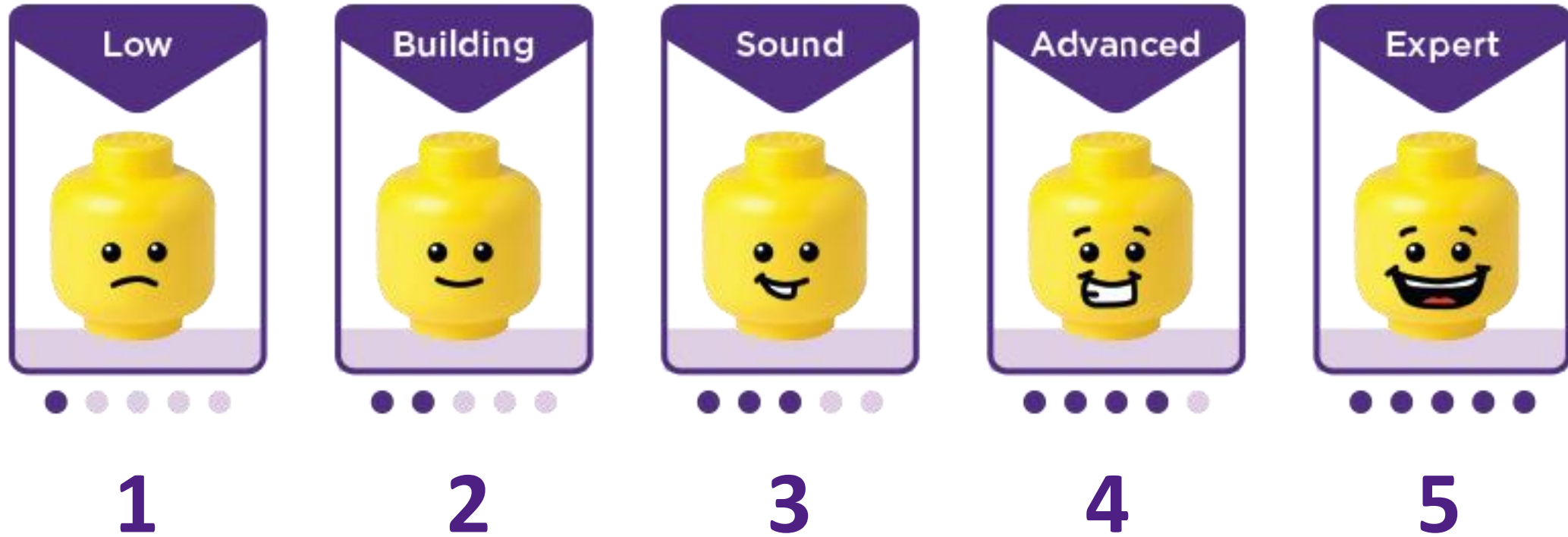
Applying the NDIS Practice Standards
in Psychosocial Disability Services

Core Module 3 & 4:

Provision of Supports and
the Provision of Supports
Environment

LIVE POLL

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



Overview of the **Embracing Change** Webinar Series

Webinar 1

24 October 2019

Pain Points and Priorities for Providers In Applying the Practice Standards In Psychosocial Disability Services

Webinar 2

28 November 2019

Core Module 1 Rights & Responsibilities

Webinar 3

5 March 2020

Core Module 2 Governance and Operational Management

Webinar 4

28 May 2020

Core Module 2 Governance and Operational Management Continued

Webinar 5

2 July 2020

Provision of Supports and the Provision of Supports Environment

Webinar 6

27 August 2020

Understanding Behaviour Support Arrangements

Webinar 7

29 October 2020

NDIS Practice Standards: Worker Screening and Worker Requirements

Webinar 8

3 December 2020

Governance, Information Management and Privacy

Webinar 9

25 February 2021

Quality Management and Continuous Quality Improvement

Webinar 10

24 June 2021

Learnings and Next Steps for NDIS Quality & Safety in Psychosocial Services



Today we will cover:



NDIS Practice Standards

NDIS Practice Standards and Quality Indicators

3. Provision of Supports

- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the Provider

4. Provision of Supports Environment

- Safe Environment
- Participant Money and Property
- Management of Medication
- Management of Waste

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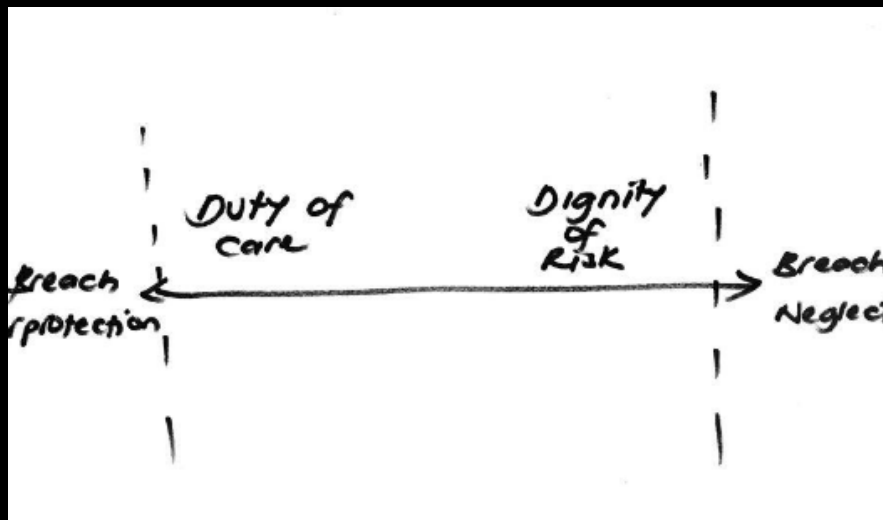
Learning Objectives

After this webinar participants will be able to:

- Describe the participant outcomes and quality indicators for the following NDIS Practice Standards: Provision of Support and the Provision of Support Environment.
- Identify systems, work practices and documentation specific to psychosocial service providers that can meet these outcomes and quality indicators.
- Understand NDIS service provision from the perspective of NDIS participants with psychosocial disability.
- Understand system and processes which give effect to these Practice Standards, embedding a culture of Continuous Quality of Improvement in their organisation.



Take a Walk on the Wild Side



- “In the mental health world, we are not too good at the dignity of risk and the right to fail. We are protective because the battle is about staying well often at the expense of living a life that is full and rich”.



Service Agreements

“I didn't realise that now I was the customer, and I not only had rights and obligations, but this service provider also had rights and obligations!”



Possibilities and Potential

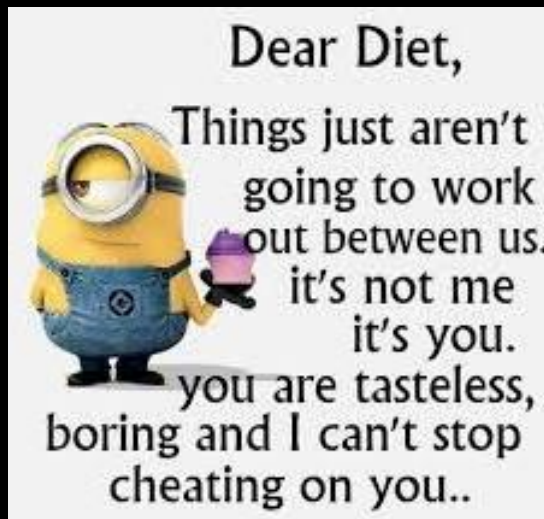
- “We weren't working on addressing ‘my’ support needs rather we were working on the support needs that this service provider could address”

Providing Support

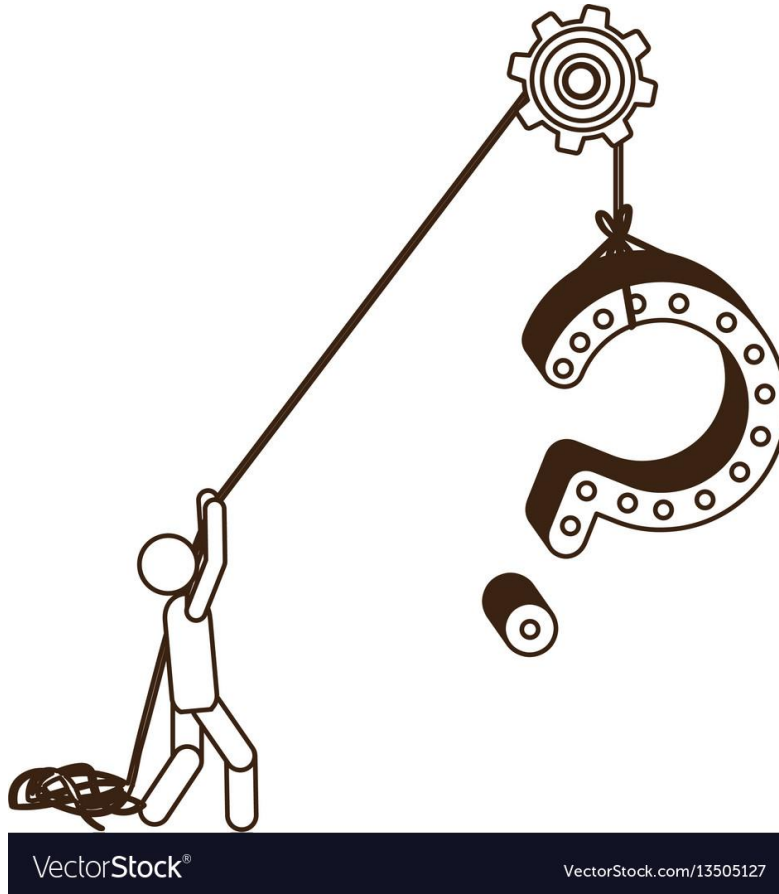
“Because of the critical importance of relationships, it is very empowering to interview and choose your own support workers”



Service Improvement



- “The capacity to say 'this isn't working for me' puts participants front and centre and if it is integrated into the first contact with people, it will achieve this”.



The Plan

- “In terms of agency, there is a direct link between how much participants know and control their plans and what are the potential possibilities for their lives”.



Understanding the NDIS Practice Standards

**Provision of supports and the
support environment**



HDAA and the NDIS

- HDAA is specialist human services and health accreditation agency approved to assess the NDIS Practice Standards
- HDAA assesses service providers delivering all service types and throughout Australia who are seeking NDIS registration

Support Provision

- Collaboration with NDIS participants to make sure they have an active role in their own service delivery and understand their supports.
- Evidence support plans are developed with participants, and include collaboration with others, a risk assessment, and regular review dates.



Support Provision

- Service agreements – evidence participants understand what is being funded, entry/access criteria, and circumstances where services can be withdrawn
- Clear processes to adjust services as needed to meet participant's changing goals, needs and preferences

Support Provision

- Transition processes should include entry and exit processes, and support collaboration with new service providers, if relevant for those exiting your service.
- Evidence risk assessments are completed – both on entry and exit.

Support Environment

- Safe environment is not just WHS but all aspects of physical, mental and emotional safety
- Less obvious risks to consider:
 - Does a client live alone? Do they have only one support worker? Do other people in the organisation interact with these participants?

Support Environment

- Medication management processes must include staff training (general and specific to each participant).
- Clarity that waste management processes meet legislation requirements, include incident management processes and emergency plans

Thank you

- Contact us at ndis@hdaau.com.au
- Useful resources to visit
 - NDS Core Module Interpretive Guide
 - NDIS Rules (including Practice Standards, Worker Screening, Complaints and Incidents)

EMBRACING CHANGE WEBINAR

**Peter Orr:
Chief Customer Services
Officer**



AGENDA

01

Provision of supports

Access to Supports

Support Planning

Service Agreements with Participants

Responsive Support Provision

Transitions to or from the Provider

02

Provision of Supports Environment

Safe Environment

Management of Medication

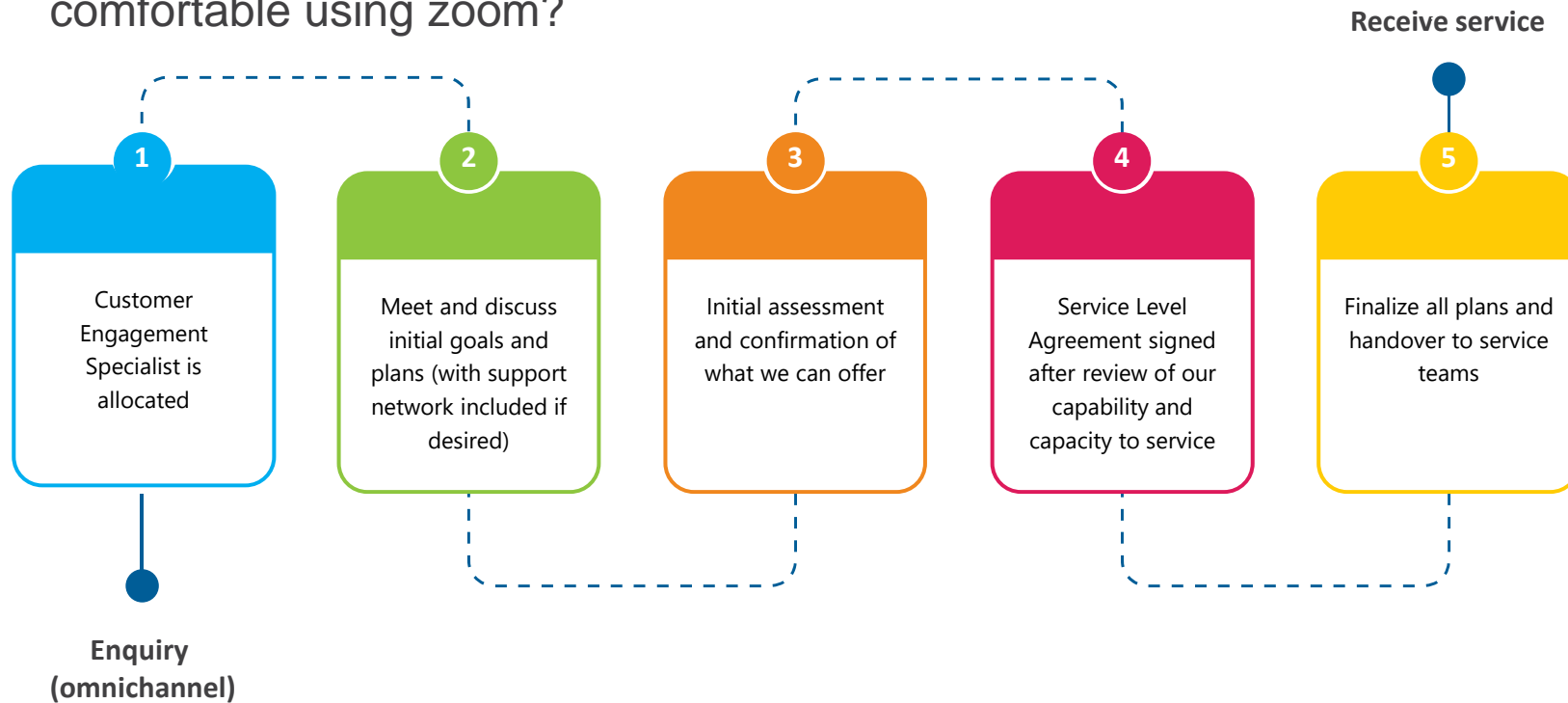
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Embracing Change

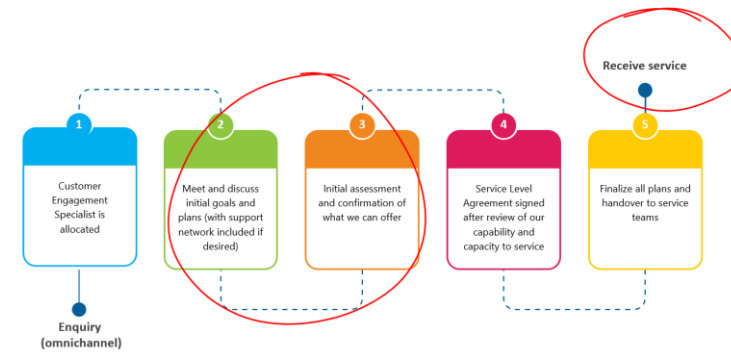
ACCESS TO SUPPORTS

Critical to ensure these staff have all the info they need at their fingertips.

We have learned to ask more questions rather than provide statements e.g. Would you like a face to face meeting or are you comfortable using zoom?



SUPPORT PLANNING



What have we learned and changed:

- Condensing meetings into smaller chunks for some people who find it overwhelming
- Exploring what the customer wants to achieve and finding ways to accommodate or achieve it (regardless of NDIS funding).
- Focussing on educating people about what is possible (as the NDIS is still new or poorly understand and our health system is complex).
- How best to manage waitlist and minimise the gap between onboarding to actual service delivery remains a challenge – embracing technology to resolve this

SERVICE AGREEMENTS WITH PARTICIPANTS

Service Agreements are handled by Customer Engagement Specialist.

Over time, we have changed and streamlined our service agreement based on feedback from customer and stakeholders.

What have we learned and changed:

Reduced our agreements from 25 pages to 15 (inclusive of Schedule of Supports).

Introduced verbal sign off process – about to introduce digital signature capability.

RESPONSIVE SUPPORT PROVISION



What have we learned and changed:

- Customer Experience needs to be a priority
- Embracing technology to better gather feedback,
- Better use of resources like cars, phones etc. to be able to meet demand for services outside normal business hours
- We have enhanced our Peer Work initiative
- Customer Representative Councils (learnings)
- Continued to refine our Quality Checking Tool (QCT)
- Consulted in service design e.g. groups

TRANSITIONS TO OR FROM THE PROVIDER

We will always aim to actively support a customer to transition to another provider and provide a warm handover or attend transition meetings if required.

Where possible, this is led by the customer and we play a supporting role.

Dependent on many factors such as the customer desire to have us involved, type of service to be handed over, reason for changing etc.

What have we learned and changed:

Set out expectations early with other providers and customer about what information we have and what we can share.

SAFE ENVIRONMENT

We assess risks in each environment we work in and complete risk assessments as necessary. This includes in peoples home, the community and specific activities (e.g. surfing).

This should be led by the customer and be fully transparent.

Cultural and psychological safety are just as important as physical safety considerations

It's paramount to ensure activities such as Restrictive Practice Authorisation Panel and Clinical Governance are given the importance they deserve (even if not explicitly funded).

What have we learned and changed:

Applied a staging model related to risks and type / amount of support we provide

MANAGEMENT OF MEDICATION

We have a Medication Management procedure and this is mandatory training during the onboarding period for our people.

Led by the customer – if the person can manage their medication then we don't get involved.

What have we learned and changed:

Regular review, observation, competency assessment on the job and training remains very important for all staff who are involved in medication, even those with experience.

EMBRACING CHANGE

Key themes across the organization

- Change management, and the ability to work through uncertainty, is a critical skill across all roles
- Built in agility and flexibility to roll with the changes
- Technology is an enabler, but is never the solution in itself
- Functional innovation and advocacy
- Transformation

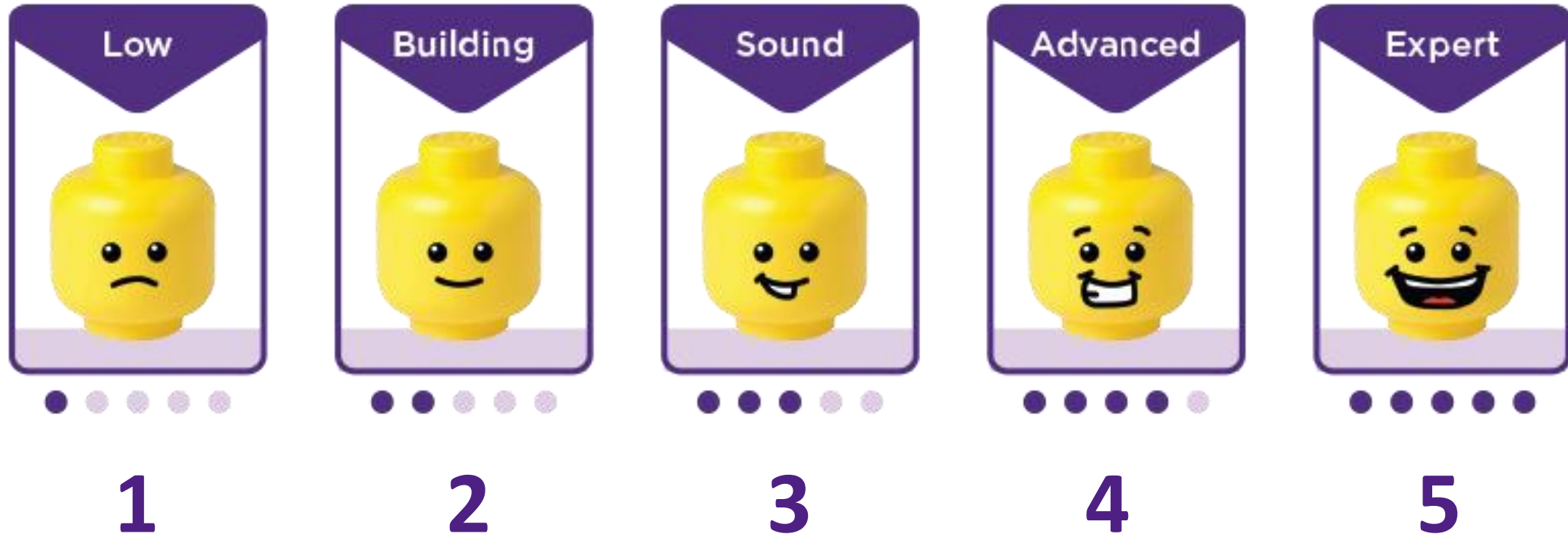


Panel Q and A Discussion



LIVE POLL

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



THANK YOU FOR JOINING US TODAY

NEXT WEBINAR

27 August 2020: Understanding Behaviour Support Arrangements

ACCESS RESOURCES

Find out more about the Embracing Change project

- ◆ View past webinars
- ◆ Find resources

www.mhcc.org.au/project/embracing-change

LET'S CHAT

Project manager: enis@mhcc.org.au

Project officer: vanessa@mhcc.org.au

