



Embracing Change Project: Webinar 4

Resources Pack

Core Module Part 2: Feedback and Complaints Management, Incident Management, Human Resource Management, Continuity of Supports
Developed by Embracing Change Project Team in May 2020

About the Embracing Change Project

'Embracing Change: Applying the Practice Standards in Psychosocial Disability Services' or the Embracing Change Project was developed by the Mental Health Coordinating Council. The Mental Health Coordinating Council (MHCC) is the peak body for community mental health organisations in NSW. Since 1983 we have worked to build the capacity of community organisations to support people on their recovery journeys. On behalf of the sector, MHCC advocates for policy development and legislative reform. MHCC also offers responsive and highly flexible mental health training and professional development opportunities grounded in recovery-oriented and trauma-informed practice. Our work stems from the belief that people with lived experience are drivers of positive change in all mental health services.

The Embracing Change Project was designed to create a greater national awareness of the NDIS Practice Standards and Quality Indicators (NDIS Practice Standards) as they apply in the provision of psychosocial support services. It aims to support existing and prospective NDIS providers to achieve increasing alignment with the Practice Standards and service delivery practices. This project is supported through grant funding from the Australian Government.

These aims will be achieved through

1. Ten live and interactive webinars aligned to the NDIS Practice Standards from the perspective of psychosocial disability;
2. National Forum which is to explore quality and safeguarding issues for mentality health consumers accessing NDIS supports and psychosocial disability service providers delivering NDIS supports.

To learn more about the Embracing Change Project head to the [Project Home Page](#). We also encourage you to visit our sister site, [Reimagine.today](#). Reimagine is an interactive website designed to support people living with mental health conditions to navigate the NDIS.



About this Resource Pack

Embracing Change Webinar 4 deals with the following practice standards of Part 2 of the NDIS Practice Standards' Core Module:

- Feedback and Complaints Management,
- Incident Management,
- Human Resource Management,
- Continuity of Supports;
- Advice to NDIS registered providers regarding COVID-19 Pandemic.

This Resource Pack was designed to support psychosocial disability service providers (service providers or providers) on their NDIS Quality and Safeguarding journey whether you are a sole trader, a small to medium service or a larger multi-outlet service.

You will find listed below resources to assist in:

- Establishing systems and processes against specific requirements of the NDIS Practice Standards and associated guidance materials (*Practice Standards requirements*).
- Reviewing current policies and procedures against specific *Practice Standards requirements*.
- Embedding continuous quality improvement processes in your organisation.

Each section contains relevant resources which:

- Establish Practice Standard Requirements by identifying relevant Legislation and Guidance;
- Tools and resources which help you evidence adherence to the standard;
- Other relevant information and resources.

Contacts

If you would like to give feedback on this Resource Pack or be involved with future Embracing Change webinars and National Forum please contact the [Project Manager](#).



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Table of contents

About the Embracing Change Project	1
About this Resource Pack	2
Table of Contents	3
Embracing Change Project: Webinar 4 Resources	4
Feedback and Complaints Management	4
Incident Management	6
Human Resource Management and Worker Screening	8
Continuity of Supports	9
Advice to NDIS registered providers regarding COVID-19 Pandemic	11



Embracing Change Project: Webinar 4 Resources

Please see below list of resources for each of the topic areas addressed in Webinar 4, including:

- Feedback and Complaints Management,
- Incident Management,
- Human Resource Management,
- Continuity of Supports;
- Advice to NDIS registered providers regarding COVID-19 Pandemic.

Feedback and Complaints Management

1.1 Legislation

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

<https://www.legislation.gov.au/Details/F2018L00634>

1.2 NDIS Commission: Guidance

Complaints Management and Resolution Guidance

<https://www.ndiscommission.gov.au/document/581>

Effective Complaint Handling Guidelines for NDIS Providers

<https://www.ndiscommission.gov.au/document/1081>

1.3 NDIS Commission: Information for providers and participants

Provider Information Pack: Your guide to complaints management

https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/providers_informationpack_complaintsmanagement.pdf

NDIS Commission - Our powers to investigate

<https://www.ndiscommission.gov.au/about/our-powers-investigate>

How to make a complaint about a provider

<https://www.ndiscommission.gov.au/about/complaints>

Fact sheet: How to make a complaint (for participant)

<https://www.ndiscommission.gov.au/document/806>

1.4 Other Resources

A guide to competition and consumer law: for businesses selling to and supplying consumers with disability, Australian Competition & Consumer Commission

<https://www.accc.gov.au/publications/a-guide-to-competition-and-consumer-law-for-businesses-selling-to-and-supplying-consumers-with-disability>



Disability Services Commissioner offers a range of Complaints Resources including

- Good Practice Guide and Self Audit Tool
- Investigations: Guidance for Service Providers
- Complaints Systems and Practice Self Audit Tool
- Complaints Culture Surveys

<https://www.odsc.vic.gov.au/resources/educational-materials/>

Complaint Handling By Charities and Not-for-profits, Not-for-profit Law

<https://www.nfplaw.org.au/complainthandling>



Incident Management

2.1 Legislation

Incident Management and Reportable Incidents Rules 2018

<https://www.legislation.gov.au/Details/F2018L00633>

Incident Management and Resolution Rules 2018

<https://www.legislation.gov.au/Details/F2018L00634>

2.2. NDIS Commission: Guidance

Incident Management System: Detailed Guidance for Registered NDIS Providers (2019)

<https://www.ndiscommission.gov.au/document/1086>

Detailed Guidance: Expectations of workers providing services in incident management and reporting incidents

<https://www.ndiscommission.gov.au/document/1486>

Reportable Incidents Guidance

<https://www.ndiscommission.gov.au/document/596>

Quick Reference Guide: Managing My Reportable Incidents

<https://www.ndiscommission.gov.au/document/1461>

2.3 NDIS Commission: Information for providers and participants

Incident management and reportable incidents (NDIS Providers)

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

Understanding providers' obligations: Information for NDIS Providers

<https://www.ndiscommission.gov.au/document/1011>

The NDIS Code of Conduct: Guidance for Workers (2019)

<https://www.ndiscommission.gov.au/document/571>

Fact sheet: Incident management and reporting for registered NDIS providers

<https://www.ndiscommission.gov.au/document/1696>

Fact sheet: When to notify the NDIS Commission about a reportable incident

<https://www.ndiscommission.gov.au/document/1686>

Fact sheet: Information requirements for reportable incident notification

<https://www.ndiscommission.gov.au/document/1691>

Fact sheet for participants: What happens when a provider reports an incident?

<https://www.ndiscommission.gov.au/document/1681>

Then and now – reportable incidents and complaints – QLD

<https://www.ndiscommission.gov.au/document/1406>

Fact sheet: Incident reporting obligations – SA

<https://www.ndiscommission.gov.au/document/1186>



Then and now – reportable incidents and complaints – TAS
<https://www.ndiscommission.gov.au/document/1411>

Then and now – reportable incidents and complaints – ACT
<https://www.ndiscommission.gov.au/document/1396>

Then and now – reportable incidents and complaints – VIC
<https://www.ndiscommission.gov.au/document/1416>

Then and now – reportable incidents and complaints – NT
<https://www.ndiscommission.gov.au/document/1401>

2.4 Other Resources

NDS: NDIS Commission requirements - What Information Providers must provide to Participants
<http://nds.org.au/images/resources/NDIS-Commission-requirements-on-Information-providers-are-required-to-provide--to-al.pdf>

NDS Zero Tolerance Investigations Guide
<https://www.nds.org.au/images/resources/resource-files/Conducting-Investigations-Guide.pdf>



Human Resource Management

The NDIS Commission has not released any guidance on Human Resource Management. National Disability Services (NDS) have produced two resources which are instructive when considering Human Resource issues.

Not-for-profit Law have published two Fact Sheets on Legal obligations when recruiting employees and Discrimination in recruiting employees. Business Victoria have put together a webpage on Professional Development including a Professional Development Plan template.

3.1 Resources

Quality and safeguards in the NDIS: An NDIS Provider Guide Promoting the human rights of people with disability and meeting NDIS Commission requirements, National Disability Services

https://www.nds.org.au/images/resources/Quality_and_Safeguards_in_the_NDIS_Provider_Guide.pdf

Not-for-profits and the NDIS: Questions for directors June 2017, National Disability Services National Disability Services

https://www.nds.org.au/images/resources/Questions_for_directors_v2.pdf

Train and develop staff, Business Victoria

<https://www.business.vic.gov.au/hiring-and-managing-staff/staff-management/train-and-develop-staff>

Recruitment and engagement of employees, Not-for-profit Law

<https://www.nfplaw.org.au/recruitment>

Worker Screening

4.1 Legislation

National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018

<https://www.legislation.gov.au/Details/F2019C00574>

4.2 NDIS Commission: Information for providers and participants

Worker screening requirements (NDIS registered providers)

<https://www.ndiscommission.gov.au/providers/worker-screening>

Worker Screening Requirements (Employees of Registered NDIS Providers)

<https://www.ndiscommission.gov.au/workers/worker-screening-workers>

Worker screening – interim screening arrangements

<https://www.ndiscommission.gov.au/providers/worker-screening/interimarrangements>



Continuity of Supports

5.1.1 Business Continuity Planning

NDIS Commission: Registered NDIS Provider Alert - Business Continuity Planning, <http://createsend.com/t-t-167B91E1A48FB4F12540EF23F30FEDED>

Business Continuity Planning template, Queensland Government
<https://www.business.qld.gov.au/running-business/protecting-business/risk-management/continuity-planning>
<https://www.forgov.qld.gov.au/business-continuity-disaster-planning-for-records>

5.1.2 Disaster Preparedness and Resilience Resources

Resilient Community Organisations Templates, Community Door by Queensland Council of Social Service
<https://communitydoor.org.au/planning-and-evaluation/business-continuity>

Business continuity resources, Australian Council of Social Service
<http://resilience.acoss.org.au/resource>

5.1.3 Business Continuity Plan and Pandemic Policy Templates

Epidemic & Pandemic Policy, Institute of Community Directors Australia
<https://communitydirectors.com.au/policies/epidemic-pandemic-policy>

Business Continuity Planning Template, Queensland Government
<https://www.publications.qld.gov.au/dataset/business-continuity-planning-template>

5.2.1 • Intake and Access Policy

The importance of intake in an NDIS setting, National Disability Services
<https://www.nds.org.au/news/the-importance-of-intake-in-an-ndis-setting>

Practical Guidance to Operating in the NDIS, National Disability Services
<https://www.nds.org.au/images/SDP/practical-guides/Practical-Guide-to-NDIS-Resources-Final.pdf>

5.2.2 Individual Support Plan and Progress Update

Reporting and participant plan reviews, National Disability Insurance Agency
<https://www.ndis.gov.au/providers/working-provider/connecting-participants/reporting-and-participant-plan-reviews>

NDIS Provider Toolkit: How do I measure outcomes and report?, National Disability Insurance Agency
https://providertoolkit.ndis.gov.au/sites/default/files/ndis_provider_toolkit-section7_0.pdf



Reviewing your plan and goals, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/reviewing-your-plan-and-goals>

Preparing for your plan review, National Disability Insurance Agency

<https://www.ndis.gov.au/participants/reviewing-your-plan-and-goals/preparing-your-plan-review>

Participant booklets and factsheets

<https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets>



Advice to NDIS registered providers regarding COVID-19 Pandemic

6.1 NDIS Commission: Guidance

The following is a selection of the most critical NDIS Commission guidance regarding COVID-19. For further guidance on this topic please head to NDIS Commission's Provider Newsletters Webpage at <https://www.ndiscommission.gov.au/news-media/provider-newsletters>

Coronavirus (COVID-19): Guidance on preventing, preparing for and dealing with a COVID-19 outbreak – 13 May 2020

<https://ndisqualityandsafeguardscommission.cmail19.com/t/ViewEmail/t/A2CF85F70D4FB5162540EF23F30FEDED>

Registered NDIS Provider - Business Continuity Planning, 19 March 2020

<http://createsend.com/t/t-167B91E1A48FB4F12540EF23F30FEDED>

Adjusting supports and reducing infection risk, 3 April 2020

<http://createsend.com/t/t-6908A37CA9890FC62540EF23F30FEDED>

Management and Operational Plan for People with Disability, 20 April 2020

<http://createsend.com/t/t-6078B1354246E2132540EF23F30FEDED>

Fact sheet: Coronavirus (COVID-19) – Behaviour support and restrictive practices - March 2020

<https://www.ndiscommission.gov.au/document/1991>

Fact sheet: Coronavirus (COVID-19) – Information for providers on the use of Personal Protective Equipment (PPE) - 24 March 2020

<https://www.ndiscommission.gov.au/document/2001>

Coronavirus (COVID-19) – Information for support workers and access to Personal Protective Equipment (PPE) - April 2020

<https://www.ndiscommission.gov.au/document/2006>

6.2 NDIS Commission: Information for providers and participants

Provider Alert, Coronavirus (COVID-19): Guidance from the Australian Government Department of Health - 27 May 2020

<https://ndisqualityandsafeguardscommission.createsend1.com/t/ViewEmail/t/5241C1404C0A7ED62540EF23F30FEDED/A4F401E79930B22B025DA65DC0D0F53A>

NDIS Commission coronavirus (COVID-19) information

<https://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information>

Coronavirus (COVID-19): Frequently asked questions

<https://www.ndiscommission.gov.au/resources/covid19-faq>

Training for NDIS workers during COVID-19

<https://www.ndiscommission.gov.au/workers/training-ndis-workers-covid-19>

Coronavirus (COVID-19) information for people with disability

<https://www.ndiscommission.gov.au/participants/covid-19-people-disability>



6.3 Other Resources

COVID-19 Information, Mental Health Coordinating Council

<http://www.mhcc.org.au/covid-19-information/>

Resources for Mental Health Workers Re COVID-19, Mental Health Coalition of South Australia

<https://www.mhcsa.org.au/resources-to-support-mental-health-workers-during-covid-19/>

COVID-19 Webinar: workplace health and safety for not-for-profits with front line workers, Not-for-profit Law

<https://www.nfplaw.org.au/covid-19-webinar-workplace-health-and-safety-not-profits-front-line-workers>

COVID-19 Infection Control Training, Department of Health, Australian Government

<https://covid-19training.gov.au/>

Ends.