



Pair Ability



PAIR ABILITY

EMPOWERING ABILITIES. ENRICHING LIVES

Policy and Procedure manual



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Welcome to Pair Ability

Our policies and procedures manual serves as a comprehensive repository encompassing every facet of company policy, the corresponding procedures for their implementation, and the prerequisites for executing each process. This document furnishes an intricate understanding of our policies, processes, systems, and the accountabilities associated with our organisational roles.

A Message from Con Regas, Founder and Director of Pair Ability

Our foremost priority lies in ensuring the safety and contentment of our participants and workers. We aspire to become a leading disability service provider renowned for delivering safe, high-quality care and profoundly person-centred services. These services aim to enrich and transform the lives of individuals within our community and throughout our organisation.

Our policies are diligently formulated to guarantee the provision of exceptional services. We selectively recruit individuals who possess a deep-seated commitment to impact and care for the community, ensuring that our participants receive the finest in secure, high-quality care services and support.

For our team, being part of Pair Ability and offering safe, high-quality support to participants involves a pledge to uphold our company's values and adhere to our guidelines, policies, and procedures, as elucidated in this document.

Yours Sincerely,

Con Regas
Founder and Director
Pair Ability



Mission Statement:

Pair Ability is a registered NDIS support service that leverages the expertise of both professional and semi-professional providers in the role of Support Workers. "Our primary purpose is to foster joy among individuals with disabilities. We firmly believe that happiness takes precedence."

By means of community engagements, we aim to instil happiness in our participants, enhancing their lives and unleashing their latent capabilities.



CORE MODULE

Rights and Responsibilities

1. Person Centred Supports

1.1 - Purpose

The purpose of this policy and procedure is to ensure that every participant has access to supports that safeguard, honour, and acknowledge their legal and human rights. The provision of these supports is aimed at fostering, preserving, and valuing each individual's rights to express themselves freely, make self-determined choices, and exercise decision-making autonomy.

1.2 - Scope

This document pertains to:

- Entire Pair Ability Staff
- All participants receiving services and support

1.3 - Definition

Word/ Term	Definition
	- An individual in the employment or service of a registered NDIS



<p>Worker</p>	<p>provider.</p> <ul style="list-style-type: none"> - An individual involved in services that entail direct engagement with participants as a routine aspect of their responsibilities.
<p>Person-centred approach</p>	<p>The concept of a person-centred approach encompasses the following principles:</p> <ul style="list-style-type: none"> - Establishing a collaborative partnership among the Provider, staff, workers, Participants, and their families. - Prioritising the participant's central role in decisions concerning their life. A person-centred approach entails active listening, joint reflection, coaching, idea-sharing, and soliciting feedback to deliver the safest and most optimal services and resources.

1.4 - Relevant documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Initial Support Assessment

1.5 - Policy & Procedure

- Acknowledgment of Each Participant's Legal and Human Rights: Incorporating the legal and human rights of every participant into everyday practices.
- Effective Communication Tailored to Participant Needs: Engaging in communication that is responsive to each participant's unique requirements, including the use of language, communication methods, and terminology that align with their preferences.



This is facilitated through the **Client Handbook**, which is presented in clear and simple language.

- Each participant is encouraged and assisted in connecting with their family, friends, and preferred community in alignment with the participant's preferences as indicated by the participant's **Support Plan, Service Agreement** and **Client Handbook**
- Pair Ability is responsible for ensuring that the following measures are implemented to provide support to the participant and their family and/or carer:
 - Provide training, assistance, and motivation to all staff and workers to integrate this policy and procedure into their daily routines via job descriptions, the **Employee Handbook**, and the **Induction Checklist**.
 - Engage in personalised discussions with participants to understand their unique indicators of success. This dialogue can be facilitated through the use of the **Support Plan** and **Initial Support Assessment** for Participant. If necessary, provide support and assistance, which may involve the participation of a support person, interpreter, or advocate. Interpreter services can be accessed through the following means:
 - The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs. <https://www.tisnational.gov.au/>
 - Pair Ability places a paramount emphasis on the health and well-being of participants, and it takes measures to reinforce this commitment. These measures include a thorough review and comprehension of the **Employee Handbook** and the completion of an induction process using **Induction Checklist**
 - Pair Ability ensures that its staff and workers empower participants by understanding their objectives and actively working toward their attainment. These objectives may be subject to periodic review and adjustment during **support plan** assessments.
 - Pair Ability promotes participant independence through the support and assistance provided by its workers.
 - Pair Ability upholds the values of participant freedom and respect for their beliefs and principles by adhering to established policies and procedures.
 - Pair Ability instils the understanding among its staff and workers that participants are integral members of society deserving continuous support and respect.

These aspects related to the treatment of participants by workers will undergo evaluation and scrutiny during the worker's performance assessment, which is conducted using **Employee Performance Appraisal Form**

2. Individual values and beliefs



2.1 - Purpose

The goal of this policy and procedure is to facilitate each participant in accessing support services that honour and uphold their cultural, diverse, values, and belief systems.

2.2 - Scope

This document pertains to:

- Entire Pair AbilityStaff
- All participants receiving services and support

2.3 - Definition

Word/ Term	Definition
Diversity	The term diversity refers to staff and workers and participant's difference in the following areas but not limited to: <ul style="list-style-type: none">- Sexual orientation- Language- Ethnicity- Religious beliefs- Disability
Culturally and Linguistically Diverse (CALD)	Refers to people who does not speak English and may have different beliefs and cultures.
LGBTQI+	Lesbian, gay, bisexual, transgender, queer and intersex

2.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- United Nations Convention on the Rights of Persons with Disabilities



- United Nations Universal Declaration of Human Rights

2.5 - Policy & Procedure

2.5.1 - Culture, diversity, values and beliefs policy

- To ensure the provision of a diverse and inclusive service to participants and their families, Pair Ability actively promotes the following:
 - Cultural Diversity and Inclusive Environment: Encouraging and supporting cultural diversity while fostering an inclusive environment.
 - Community Engagement: Empowering participants to actively engage in their communities.
 - Needs Assessment: Identifying participants' needs through consultation with their family members and carers.
 - Inclusive Workplace: Cultivating an inclusive workplace that respects the cultural, religious, and linguistic differences of all staff and workers.
 - Equality in Service: Ensuring that there are no disparities in service provision between participants and other members of society.
 - Cultural and Spiritual Support: Providing support to individuals with CALD (Culturally and Linguistically Diverse) backgrounds and those of Aboriginal and/or Torres Strait Islander (ATSI) heritage in alignment with their cultural and spiritual beliefs.
- In accordance with the participant's guidance, we identify and respectfully address their cultural diversity, values, and beliefs.
- We uphold each participant's entitlement to practise their culture, values, and beliefs while availing support services. At Pair Ability, participants are encouraged to discuss their cultural diversity, values, and beliefs during the initial assessment, facilitated through the use of the **support plan** and **Initial Support Assessment**.
- Participants of Pair Ability whose primary language is not English will receive interpretation support as needed. Alternatively, for meetings, individuals in this category are welcome to bring a family member who is fluent in English.

2.5.2 - Individual Values and Beliefs management

Pair Ability Pty Ltd will:

- Foster diversity and inclusion by grouping individuals with various languages, promoting respect for organisational diversity.



- Identify and address the cultural and linguistic requirements of individuals while collaborating with other organisations to meet those needs.
- Recognize LGBTQI+ individuals as a diverse group with differing sexual orientations.
- Ensure the protection of individuals with diverse gender identities from abuse, recognizing their vulnerability.
- Collaborate with LGBTQI+ support providers as needed to assist this participant group.
- Safeguard participants' personal information in a confidential manner to prevent any misuse related to their sexual orientation and cultural details.
- Respect and meet the needs of individuals of Aboriginal and/or Torres Strait Islander heritage by working respectfully with both families and individuals.
- Enhance the cultural awareness of staff, workers, and volunteers when delivering services to individuals of Aboriginal and/or Torres Strait Islander heritage, utilising resources such as the **Employee Handbook**, induction processes, and regular training.
- Utilise respectful language when discussing individuals' sexual orientation.

3. Privacy and Dignity

3.1 - Purpose

The objective of this policy and procedure is to ensure that every participant receives support that honours and safeguards their dignity and right to privacy.

3.2 - Scope

This document is relevant to:

- Entire Pair Ability Staff
- All participants receiving services and support

3.3 - Definition

Word/ Term	Definition
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Worker	<ul style="list-style-type: none">• A person employed or engaged by a registered NDIS provider.• A person who participates in services that involve direct contact with participants as part of their normal duties.
Personal Information	<ul style="list-style-type: none">• Personal information including name, date of birth, address, phone number etc

3.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Privacy Act 1988
- Freedom of Information Act 1982
- Client Consent Form
- Privacy Policy
- Complaint Report Form

3.5 - Policy & Procedure

3.5.1 - Privacy and Confidentiality policy

- Pair Ability is dedicated to delivering high-quality services while upholding the rights of participants. We recognize, honour, and safeguard participants' rights to privacy and confidentiality in all respects.
- At Pair Ability, we adhere to the NDIS Quality and Safeguarding Framework in handling all information.
- We have established consistent processes and practices that prioritise and safeguard the personal privacy and confidentiality of each participant.
- Pair Ability ensures the secure handling of all confidential documents within our operations.
- Confidential Information will not be disclosed to individuals who are not employed by Pair Ability or the participant, unless prior consent has been obtained.



- We do not have any vested interest in reviewing confidential, secret, or top-secret records/documents of the Company.
- Pair Ability is dedicated to preserving the confidentiality of medical results.
- Pair Ability will not engage in the disclosure, replication, release, sale, modification, or destruction of any confidential information, whether in electronic or paper form, unless it is an integral aspect of my job.
- Pair Ability is committed to safeguarding the privacy of both participants and workers.

3.5.2 - Workers responsibilities

- All workers are required to read and acknowledge the Privacy Policy, to ensure a clear understanding of and adherence to confidentiality requirements.
- Worker responsibilities encompass the following:
 - Workers shall not disclose any Confidential Information to individuals who are not employed by Pair Ability or the participant, unless consent has been obtained.

Privacy Policy includes, but is not limited to:

- a. Personal information of participants and their families, as well as medical examination results.
- b. Information regarding workers, contractors, and volunteers.
- c. Business-related information, such as financial records, reports, memos, contracts, computer programs, and technology.
- d. Details concerning company processes and operations.
- e. Company intellectual property.
- f. Service specifications.
- g. Any other information pertaining to company activities that could potentially harm the Company.

3.5.3 - Management team responsibilities

- Any inquiries or complaints regarding the privacy policy should be directed to the Managing Director, and the **Complaint Report** should be completed.
- In the event that Pair Ability identifies a breach of information or unauthorised access to participant information, appropriate measures will be taken to minimise potential harm to individuals. In such instances, we may engage the Australian Information Commissioner.
- Participants have the right to decide whether they wish to be involved in an NDIS audit.



- Each participant comprehends and consents to the collection of their personal information. This is facilitated through the **Client Handbook** and **support plan**.
- Documents will be managed to ensure that no records are lost, altered, or disclosed without proper authorisation. Access to documents will be provided in a manner that does not breach record confidentiality.
- Pair Ability strictly prohibits any member from selling or receiving payment for disclosing personal information.
- Only necessary information will be collected, and it will be securely stored in Pair Ability's database. Information will only be collected if it is essential for service provision.
- The following criteria apply to the disclosure of personal information to third parties:
 - Personal consent obtained using **Client Consent Form**, provided by the participant.
 - Authorisation to disclose the information as required by law.

4. Independence and informed choice

4.1 - Purpose

The objective of this policy and procedure is to ensure that every participant receives support from the provider to make informed decisions, exert control, and enhance their independence in relation to the provided supports

4.2 - Scope

This document is applicable to:

- Entire Pair Ability Staff
- All participants receiving services and support

4.3 - Definition



Word/ Term	Definition
Worker	<ul style="list-style-type: none">• A person employed or engaged by a registered NDIS provider.• A person who participates in services that involve direct contact with participants as a part of their normal duties.
Consent	<ul style="list-style-type: none">• The permission provided by a participant or their carer/family which is concerning the decisions made by that affects the person's life.

4.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Human Rights and Equal Opportunity Commission Act 1986
- Freedom of Information Act 1982
- Client Consent Form
- Advocate Authorisation Form

4.5 - Policy & Procedure

4.5.1 - Decision -Making Policy

- Pair Ability is dedicated to empowering our participants by granting them control over the services provided and decisions that may impact their lives.
- We are committed to ensuring participants' satisfaction with the services they receive by actively seeking their preferences and taking measures to provide services aligned with those preferences.
- Pair Ability is devoted to delivering services to participants that align with their specific needs and preferences.



- We champion active decision-making and individual choice for each participant, ensuring timely provision of information using language, communication methods, and terminology that best suits the participant's understanding.
- We uphold each participant's right to embrace the dignity of risk in decision-making. When necessary, we provide support to participants in making informed choices about the benefits and risks of available options.
- We respect each participant's autonomy, including their right to intimacy and the expression of their sexuality.
- We afford each participant ample time to contemplate and review their options and seek advice if needed, at any stage of support provision, including assessment, planning, provision, review, and exit.
- We support each participant's right to access an advocate, including an independent advocate of their choice, and to have the advocate present when needed.

4.5.2 - Independence and Informed Choices Management

- Every individual holds the fundamental right to determine their own personal, gender, sexual, cultural, and religious identity. This right applies to individuals with disabilities as well, and they are empowered to make these choices regardless of their circumstances.
- Participants are entitled to exercise their autonomy, pursue the life they desire, and enjoy the same rights and freedoms as any other member of society.
- Pair Ability will provide guidance to participants and their caregivers concerning available services or agencies, whether internal or external to the organisation, to facilitate informed decision-making.
- In situations where a participant is deemed incapable of making decisions, the appointment of a substitute decision-maker will be necessary, with Pair Ability providing support, either formally or informally. If a participant is assessed as lacking decision-making capacity, various individuals may be nominated as substitutes, with the following priority:
 - A guardian appointed by a relevant authority.
 - Someone with an established and ongoing relationship with the participant.
 - An unpaid caregiver who regularly provides care.
 - A close friend or relative.

4.5.4 - Right to Access an Advocate

- New participants will receive information about their entitlement to engage advocates via the NDIS website
- Pair Ability will engage in discussions with new participants to explain the functions of advocates and the process for acquiring one.



- Participants retain the right to select their own advocates, make changes to their choice of advocate, or revoke their advocate's authority.
- Pair Ability will synchronise participant decision-making and service planning with the participant's designated advocate.
- Any support provided by an advocate will be officially recorded and documented.
- In situations where a participant lacks someone to fulfil the role of their advocate, Pair Ability will introduce an appropriate individual to serve as an advocate.

4.5.4 - Free Advocate Management

- Advocacy involves assisting vulnerable individuals in having their voices heard in decisions that may impact their lives.
- Participants have the option to nominate an advocate if they require one, which can be done via the Advocate Authorisation Form.

Various types of advocacy exist, including:

- Individual advocacy: Aimed at preventing and addressing discrimination or abuse against individuals with disabilities.
- Systemic advocacy: Focuses on influencing and altering systems to benefit people with disabilities as a collective within society.
- Family advocacy: Involves a family member advocating on behalf of a person with a disability.
- Group advocacy: Encompasses advocating for people with disabilities in a group setting, including those who share accommodations.
- Citizen advocacy: Occurs when community members advocate on behalf of a disabled individual.
- Legal advocacy: Involves advocacy provided by a lawyer, which may include legal counsel and making positive changes to legislation for people with disabilities.

4.5.5 - Participant Consent Policy

Participant's entitlements encompass the following:

- Participants must make informed decisions prior to granting consent.
- Adequate time should be provided to participants if they require additional time for any consent, allowing them to make the most considered decision and engage in necessary consultations.
- Participants retain the right to withdraw consent at any point.
- Participants can assess the risks associated with their decisions and accept those risks as they see fit.



Pair Ability's obligations regarding participant consent are as follows:

- A participant's consent, utilising the **Client Consent Form**, will be obtained when decisions pertain to medical or dental treatment, behaviour support, and accommodation arrangements.
- Consent is required prior to the disclosure of any personal information to external parties.

Personal information may be disclosed without consent only in the following situations:

- When an individual is at risk of harm or injury.
- When mandated by law.

5. Violence, Abuse, Neglect, Exploitation and Discrimination

5.1 - Purpose

The aim of this policy and procedures is to ensure that every participant can access support without being subjected to violence, abuse, neglect, or exploitation. It is vital that individuals feel secure at all times, irrespective of their gender, disability, age, or sexual orientation.

5.2 - Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

5.3 - Definition

Word/ Term	Definition
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<p>Abuse</p>	<p>Abuse has different types including:</p> <ul style="list-style-type: none"> ● <i>Physical Abuse</i>: can be any action that may cause pain in your body. Some examples of physical abuse are restraining, choking, tying, giving medicines to make you feel unwell, stopping you from taking medicine, slapping, kicking, hitting, slapping. ● <i>Sexual Abuse</i>: any sexual contact with someone who is not capable of understanding, is younger than 16 years of age, has not given consent, is threatened or forced to engage in sexual activities ● <i>Emotional Abuse</i>: can be any activity that involves embarrassing you in the public, calling you names, do not involve in communication because of cultural, religious beliefs and/or sexual assault ● <i>Financial Abuse</i>: Illegal use or mismanagement of a person's money or property including, stealing, unusual transfer of money or property to another person
<p>Exploitation</p>	<ul style="list-style-type: none"> ● <i>Exploitation</i> is referred to an unfair use of someone's asset and/or fund to deprive them of the use and possession of those funds and assets.
<p>Neglect</p>	<p>Neglect refers to the situation where the initial needs of someone are not met. There are different types of neglect as follows:</p> <ul style="list-style-type: none"> ● <i>Physical neglect</i>: failure in provision of proper food, house, cloth and protection. ● <i>Emotional neglect</i>: lack of support and protection for the emotional growth and wellbeing ● <i>Passive neglect</i>: lack of provision for initial requirements of a person including food, clothing, or medical care ● <i>Supervisory neglect</i>: failure in provision of support in a way that involves a breach of standard and have the risk of death or major harm to a person



5.4 - Relevant Documents, Legislations, regulations and standards

- Incident Management Policy and Procedure
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Disability Discrimination Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Crimes Act 1958

5.5 - Policy & Procedure

5.5.1 - Violence, Abuse, Neglect, Exploitation Policy

- Pair Ability is dedicated to ensuring that all individuals feel safe and are treated equitably, and that the organisation remains free from any forms of abuse, exploitation, or neglect.
- Participants who have communication limitations must receive comprehensive support to detect and prevent abuse.
- The Managing Director treats reports of abuse, exploitation, and neglect with utmost seriousness and confidentiality, taking the necessary measures to address the issue and hold the responsible parties accountable.
- An Incident Management Policy and Procedure has been established to investigate and report issues related to abuse, exploitation, and neglect.
- Comprehensive training is mandatory for all Pair Ability personnel, covering all policies, procedures, relevant rules, regulations, and guidelines. This training is designed to help recognize, prevent, and minimise instances of abuse, exploitation, and neglect and is integrated into the induction system.
- A trained manager is designated to handle any issues related to abuse.



- Everyone within the organisation shares responsibilities in addressing abuse, exploitation, and neglect, which include:
 - Providing support to the victim, with the involvement of all staff, workers, and organisation members.
 - When necessary, the responsible manager should inform relevant authorities, the victim's caregiver, their family, guardians, or substitute decision-makers (if applicable).
 - All staff, workers, and witnesses must cooperate with relevant authorities during the investigation process.

5.5.2 - Violence, Abuse, Neglect, Exploitation Management

The following measures can be implemented in response to abuse, exploitation, and neglect:

- An Incident Management Policy and Procedure has been established to address and report issues related to abuse, exploitation, and neglect.
- Efforts are made to ensure that all individuals are encouraged to raise complaints regarding abuse, exploitation, and neglect without fear of facing any disadvantages. A structured complaint management procedure is in place to facilitate this.
- Any reports of abuse, exploitation, and neglect are treated with utmost seriousness and empathy. They will be thoroughly and confidentially investigated in accordance with the Incident Management Policy and Procedure.
- Disciplinary action, including potential termination of employment, will be initiated against any individual found guilty of abusing, exploiting, or neglecting participants, staff, workers, or volunteers.

6. Bullying, harassment and discrimination policy and procedure

6.1 - Purpose

Pair Ability outlines that every individual within the organisation, including workers and participants, operates within a workplace that is devoid of bullying, harassment, and discrimination. This policy and procedure outline the guidelines for establishing an improved workplace environment that fosters positivity for both workers and participants.



6.2 - Scope

This document is applicable to the following groups:

- All personnel associated with Pair Ability, including permanent and casual employees, contractors, volunteers, and business partners.
- All participants receiving services and support
- This policy also extends to situations where individuals are engaged in public interactions and when providing services.

6.3 - Definition

Word/ Term	Definition
Discrimination	Treating people in a way that it is against their will because of their sex, disability or race.
Sexual Harassment	The act of making a person offended or humiliated in a form of unwilling physical, spoken or written sexual behaviour.
Bullying	Bullying is the misuse of power in a way that harms people either physically, socially or psychologically.

6.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Disability Discrimination Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984



- Age Discrimination Act 2004

6.5 - Policy & Procedure

6.5.1 - Bullying, Harassment and Discrimination Policy

- Pair Ability is dedicated to fostering an environment that is free from bullying, harassment, and discrimination for all employees and participants.
- Pair Ability is committed to implementing training and awareness initiatives to ensure that all workers and staff are well-informed about their rights and responsibilities concerning bullying, harassment, and discrimination.
- Pair Ability is committed to adhering to all relevant legislation and industry standards.
- Any form of discrimination, harassment, or bullying involving workers or participants is unequivocally deemed unacceptable and will not be tolerated under any circumstances.
- All individuals share equal rights and responsibilities regarding the prevention of sexual harassment.
- Instances of discrimination, bullying, harassment, and discrimination should be reported to the Managing Director or through the incident reporting process outlined in the Incident Management Policy and Procedure.
- Victimization, including threats directed at those who have filed a complaint or assisted others in making complaints, including those involved in the investigation process, is considered a form of discrimination, harassment, and/or bullying.
- Violations of this policy and procedure, in any form, may result in employment termination.

6.5.2 - Sexual Harassment

- Sexual harassment encompasses various actions, including:
 - Repeated unwelcome requests for social outings.
 - Requests for sexual favours.
 - Verbal insults or taunts of a sexual nature.
 - Sending sexually explicit text messages.
 - Sharing offensive images or objects.
 - Unwanted touching or hugging.
 - Pair Ability maintains a strict zero-tolerance stance toward sexual harassment, where even a single incident is unacceptable.
- At Pair Ability, every individual, whether in the workplace, between colleagues, or involving participants both on and off-site, is protected against sexual harassment.
- Respectful treatment of everyone is a fundamental principle upheld by Pair Ability.



6.5.3 - Bullying

- Bullying can manifest through various forms of behaviour, including:
 - Sarcasm
 - Isolation
 - Threats, verbal abuse, or shouting
 - Destructive criticism
 - Consistent pressure on workers

It's essential to note that bullying is in violation of Work Health and Safety laws. It can take different shapes, occurring face-to-face, on social media, via email, over the phone, or within unfair work-related activities.

6.5.4 - Discrimination

- Discrimination can take two forms: direct and indirect. Direct discrimination occurs when an individual is treated unfairly compared to others in similar circumstances, while indirect discrimination arises when a person is disadvantaged due to the imposition of a practice that targets a lawful characteristic.
- Lawful characteristics encompass:
 - Any form of disability or illness.
 - Holding the status of a carer or a parent.
 - Race, skin colour, nationality, culture, ethnic background.
 - Religion
 - Pregnancy and breastfeeding
 - Sexual orientation
 - Political beliefs
 - Marital status
- Treating a person unfairly due to a lawful characteristic, regardless of personal preferences, is illegal and constitutes a form of discrimination.
- Recruitment should be solely based on merit, considering an individual's skills and abilities, without regard to personal characteristics.
- Inquiring about personal details such as ethnicity, sexual orientation, disability, and the like is prohibited unless it is a bona fide requirement of the position.
- Instances of discrimination, bullying, harassment, and victimisation should be reported to the Managing Director or through the incident reporting process outlined in the Incident Management Policy and Procedure.
- Any breach of this policy and procedure, in any form, may result in termination of employment. Victimisation, including threats towards those who have filed a complaint or assisted others in making complaints, including individuals involved in



the investigation process, is considered a form of discrimination, harassment, and/or bullying.

6.5.5 - Preventive Responsibilities

- The proactive responsibilities of Pair Ability's management team to combat bullying, harassment, and discrimination include:
 - Providing training to staff and workers on policies, procedures, and regulations to make them aware of their obligations, as outlined in the **Employee Handbook** and **Induction Checklist**.
 - Addressing and investigating harassment, bullying, and discrimination complaints through the established complaint and incident management procedures.
 - Ensuring that the recruitment process is free from discrimination and solely based on merit.
 - Enhancing the complaint resolution process by adhering to the complaint management procedure.
 - Taking prompt action if any inappropriate behaviour is detected.
- The proactive responsibilities of Pair Ability workers to prevent bullying, harassment, and discrimination encompass:
 - Following the guidelines set forth by management regarding bullying, harassment, and discrimination.
 - Providing support to victims in the event of any bullying, harassment, or discrimination incidents, including holding meetings with them and assuring them that appropriate measures will be taken.
 - Upholding confidentiality when handling complaints and reporting any instances of harassment, bullying, or discrimination through the completion of the workers Agreement.

6.5.6 - Staff and Workers Right

Staff and workers have the following rights:

- To be selected based on merit rather than personal characteristics during the recruitment process.
- To work in a safe environment, free from bullying, harassment, or discrimination.
- To raise complaints without the fear of facing victimisation.
- To work in an environment that does not impose any restrictions related to their ethnicity, religion, disability, and/or sexual orientations.



Provider Governance and Operational Management

7. Governance and Operational Management

7.1 - Purpose

The purpose of this policy and procedure is to ensure that robust governance and operational management systems are in place to oversee the support provided to each participant. This framework is tailored to the size and scale of Pair Ability and the scope and complexity of the support delivered.

7.2 - Scope

This document applies to the following individuals and entities:

- Entire Pair Ability Staff
- All participants receiving services and support

7.3 - Definition

Word/ Term	Definition
Subcontractor	The subcontractor will provide Incidental services like gardening and cleaning.
Governance	Governance is the process by which organisations are directed, controlled, and held accountable. It encompasses authority, accountability, stewardship, leadership,



	directions, and control exercised in the organisation
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7.4 - Relevant Documents, Legislations, Regulations, and Standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- Corporations Act 2001
- The Australian Consumer Law
- NDIS Terms of Business
- NDIS Guide to Suitability
- Australian Accounting Standards
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Quality Management Policy & Procedure
- SWOT Analysis Plan
- Legislative Compliance Register
- Conflict of Interest Declaration Form
- Conflict of Interest Register

7.5 - Policy & Procedure

7.5.1 - General Information

- Pair Ability has implemented an effective system to manage and support business accountability, effectiveness, and supervision through Internal Audit, Management Review Meetings, and participant feedback mechanisms. This system ensures that:
 - Pair Ability complies with regulations and legislation.
 - Staff and workers receive support and development.
 - High-quality and safe services are delivered to participants.



7.5.2 - Management Responsibilities

Pair Ability is overseen by the Managing Director, who has assembled a management team responsible for defining the organisation's objectives and targets. The management team ensures that business operations align with these objectives and targets. A Management Review Meeting is conducted to ensure the provision of high-quality services and effective communication channels.

The responsibilities of the Managing Director encompass:

- Human Resources and staff well-being.
- Property maintenance.
- Service delivery to participants.
- Strategic planning.
- Review and update of policies and procedures.
- Financial matters

7.5.3. Environmental Factors

Environmental factors are classified into two types:

- External factors: Opportunities and risks from the external environment.
- Internal factors: Strengths and weaknesses of the organisation.

The Managing Director and Management Team identify key internal and external factors relevant to Pair Ability's purpose and strategic direction. Internal factors are typically more controllable than external ones.

7.5.4. External Environment Analysis

The Managing Director and Marketing Manager conduct an analysis of the external environment to understand forces of change and develop effective responses. The external environment comprises:

Macro Environment, which includes factors such as:

- Legal and political factors, including government regulations and legal factors.
- Economic factors, such as inflation, interest rates, economic growth, and the business cycle.

Micro Environment, which includes factors like:

- Bargaining power of suppliers.
- Bargaining power of customers/buyers.



7.5.5 - Internal Environment Analysis

Strengths and weaknesses are identified by the Managing Director using SWOT Analysis Plan which involves asking

Strengths

- What advantages does the organisation have?
- What do people in the market see as strengths?
- What unique or lowest-cost resources can be leveraged?

Weaknesses

- What could be improved?
- What should be avoided?
- What are perceived weaknesses in the market?

7.5.6 - Business Insurance

In accordance with the NDIS Quality and Safeguards Commission, all NDIS registered service providers, including Pair Ability, require:

- **Public liability insurance:** Providers must possess a valid certificate of insurance that aligns with the current requirements for coverage, adequately reflecting the provider's scope of services. Seeking professional guidance on the appropriate insurance type and coverage amount is advisable.
- **Professional indemnity insurance:** Providers are required to hold a certificate of insurance in line with the current standards for coverage, which should be proportional to the provider's scope of services. It is recommended that providers consult professionals to determine the suitable insurance type and coverage amount.
- **Personal accident insurance or worker's compensation insurance (if applicable):** In cases where a provider employs staff, it is essential to maintain an up-to-date certificate of insurance that meets the minimum coverage standards, commensurate with the provider's scope of services. NDIS providers are encouraged to seek expert advice regarding the suitable insurance type and the necessary coverage amount.

Certificates of currency for these insurances should meet the minimum level of cover commensurate with the provider's scope.

7.5.7 - Compliance Management

Pair Ability has established, implemented, and maintained a process to identify legislative requirements and access all legal and other applicable requirements using the Legislative Compliance Register. The register is reviewed and updated annually by the Management Team, with any changes in legislative requirements resulting in corresponding policy and procedure updates.



Workers are responsible for managing compliance within their areas of influence by adhering to current policies and procedures. Changes and updates are communicated to workers and staff through meetings or email updates. Pair Ability maintains and updates legislative compliance through:

- Reviewing the NDIS Commission Website.
- Ongoing consultation and communication with Industry Specialists/Legal representatives.
- Monitoring legal updates provided by government publishing.

7.5.8 - Delegation of Responsibility and Authority Policy

This policy outlines the requirements for delegating responsibility and authority to suitable individuals in the absence of the usual position holder. Delegates are selected based on qualifications and experience to ensure continuity of support to participants, and adequate training is provided.

The Delegation of Responsibility and Authority Policy aims to:

- Ensure support is provided with the least intrusive options.
- Ensure efficiency and effectiveness of supports.
- Provide workers with the necessary authority to discharge their responsibilities.
- Promote a better understanding of supervision and delegation responsibilities.
- Foster confidence in working safely with participants.

Delegates are expected to act in good faith and exercise delegated authority reasonably.

7.5.9 - Conflict of Interest Policy

- Staff and workers are required to avoid conflicts of interest between their duties and personal interests. All employees are obligated to act in the best interests of participants and other customers, avoiding any actions that could constrain, influence, or direct decision-making by a person with a disability and/or their family.
- No staff member or worker should misuse their position for personal benefit or misuse Pair Ability's property, information, or data.
- Any conflict of interest must be reported to the management team, and if recorded in the **Conflict of Interest Register** and the **Conflict of Interest Declaration Form** must be completed.
- Everyone at Pair Ability, including workers, staff, management team, and contractors, must consider their actions regarding conflicts of interest, personal benefit, and the organisation's best interests.

7.5.10 - Management Review Meeting

- During the annual management review meeting the **Management Review Meeting Minutes** form will be used, the following agenda items are included:



- Reported incidents and corrective actions.
- Reported complaints and root causes.
- Outcomes of internal and external audits.
- Ongoing status of corrective actions.
- Decisions made during the management review meeting may involve changes, additional resources, and improvement opportunities to prevent incidents and complaints. The format and procedures for these meetings remain consistent.

7.5.11 - Participants contribution towards organisational governance

Pair Ability actively includes people with disabilities and/or key people to contribute towards the governance of the organisation. Below is how:

Collaborative Policy Review: Involve people with disabilities in the process of reviewing policies and procedures. Pair Ability may ask questions to participants regarding the reviewing of policies and procedures

Consultation and Feedback: Pair Ability will conduct regular consultations with individuals with disabilities and their representative organisations. Pair Ability will seek their feedback on proposed policy changes and actively consider their input

Clear Communication: Pair Ability will use plain language and clear communication in all governance discussions and materials.

Inclusive: Pair Ability will encourage active participation and inclusion in decision-making processes. Ensure that the voices of people with disabilities are heard and respected.

Feedback Mechanisms: Pair Ability will establish formal channels for people with disabilities to provide ongoing feedback on the organisation's policies and procedures. This includes Pair Ability's feedback form

Pair Ability identifies lack of participant and community engagement as a risk to their business.

8. Risk Management

8.1 - Purpose



This procedure involves identification of hazards, assessing risks and planning work processes to control those risks; so as to eliminate or minimise risk and the potential for workplace related incidents. Risk management encompasses various risks, spanning operations, workers, and participants. While risks are inherent, the goal of risk management is to regulate and minimise them. Effective risk management yields numerous advantages, such as reducing downtime and fostering innovation, quality, and efficiency through ongoing enhancements.

8.2 - Scope

This document applies to:

- Entire Pair AbilityStaff
- All participants receiving services and support

8.3 - Definition

Word/ Term	Definition
HIRAC	Hazard Identification, Risk Assessment and Control
Hazard	An activity, procedure or physical situation that has the potential to cause injury or harm.
Risk	Is the potential injury, incident or damage to property, the environment or people that could result from exposure to the hazard.
Safe Work Practices	A term used to describe those work practices that are performed in a certain way to control safety risks. Where a hazard or risk control can be achieved through a specific work method, safe work practices can be documented in the form of a Safe Work Procedure (SWP) and/or Safe Work Instruction (SWI) or SWMS.
SWMS	Safe Work Method Statement
HRCW	High Risk Construction Work
CoP	Code of Practice
OHS	Occupational Health and Safety
WHS	Work Health and Safety



QHSE	Quality, Health, Safety and Environmental
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8.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- Corporations Act 2001
- The Australian Consumer Law
- NDIS Terms of Business
- NDIS Guide to Suitability
- Risk Assessment Form
- Activity Risk Assessment (ARA)
- Risk Register
- Client intake risk form

8.5 - Policy & Procedure

8.5.1 - Occupational Health and Safety Policy

Pair Ability is firmly committed to safeguarding the health, safety, and welfare of its employees and all individuals impacted by its operations.

Pair Ability diligently promotes the enhancement of workplace health and safety through a structured and planned Workplace Health and Safety (WH&S) approach. This approach integrates risk management and open consultation.

As part of our overarching commitment, Pair Ability pledges to:

1. Adhere to all pertinent WH&S legislation, regulations, codes of practice, and guidelines.
2. Document, implement, and effectively communicate the WHS policy to all employees.
3. Regularly review and adapt our policy in accordance with legal and organisational changes, as deemed necessary.
4. Set measurable objectives and targets with the goal of preventing work-related injuries and illnesses.
5. Provide comprehensive training, information, guidance, and supervision to all employees and visitors, ensuring the safe execution of tasks.



6. Mandate the reporting of all accidents, hazards, and near misses, followed by thorough investigations to determine potential causes.
7. Foster a secure working environment by promptly notifying managers or supervisors of any identified hazards or unsafe work practices.
8. Immediately report all workplace injuries, near misses, and work-related illnesses to your manager.

Pair Ability's unwavering commitment to health and safety underscores its dedication to maintaining a secure and thriving workplace.

8.5.2 - Risk Assessment Process

- Pair Ability holds a profound commitment to the diligent identification and proficient management of a diverse range of organisational risks. These encompass compliance, financial, safety, health, environmental, and operational risks.
- At Pair Ability, we actively involve our staff and workers in the process of risk identification and the communication of risk management strategies. Our approach to risk management is characterised by the following principles:
 - Integration within our operations, processes, and systems.
 - Establishment of clear accountability, ownership, and governance.
 - Implementation in a systematic, transparent, and consistent manner.
 - Facilitation of effective consultation and communication.
 - Support for evidence-based decision-making.
 - Promotion of continual improvement.
- To effectively manage and oversee both risks and opportunities, Pair Ability employs a Risk Management Model as depicted below:



8.5.3 - Identifying Risk to Participants, Workers and The Provider

- Pair Ability has identified various organisational risks, encompassing compliance, financial, safety and health, environmental, and operational risks. These risks pertain



to factors such as participant welfare, financial stability, and workplace health and safety, including those linked to the provision of support services. **The Risk Assessment Form** serves as the repository for these identified risks.

- Our comprehensive approach encompasses all facets of the organisation and categorises these risks into the following overarching domains:
 - Strategic
 - Compliance
 - Financial
 - Operational
 - Participant
 - Staff and Workers
- Moreover, specific risks associated with individual participants are found through the Client Intake and Risk Assessment process.
- It is imperative for all members of the Pair Ability team, including staff and workers, to promptly report any identified risks concerning participants, employees, or the organisation itself to their manager.
- Additionally, the identification of new hazards is facilitated through the **Activity Risk Assessment Form**.

8.5.4 - Assessing the Risk

Assess risk according to the consequences and likelihood of the hazard/aspect occurring. The level of experience and the capabilities of all workers is taken into consideration throughout this process. The risk rating is recorded on the Activity Risk Assessment.

Risk Calculation Process

Step 1- Estimate the consequences

Descriptor	Work Health & Safety	Business
Insignificant	First aid treatment only. No lost time.	Failure may not be readily apparent to the customer but would have minor effects on the participants' process or product or service.
Minor	Medical treatment required. No lost time.	Failure would create a minor nuisance to the participants, but the participants can overcome it without performance loss.
Moderate	Medical treatment required. Lost time.	Failure results in a subsystem or partial malfunction of the product or service.
Major	Serious injury or disease. Extended medical treatment required.	Failure causes a high degree of participants dissatisfaction.



Significant	Loss of life	Failure could injure the participants, Workers and the provider
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Step 2- Estimate the likelihood

Descriptor	Description
Very Likely <i>Could happen anytime</i>	The event is highly likely to occur, at anytime
Likely <i>Could happen sometimes</i>	The event could happen at some time, ie. it is expected to occur less than daily but at least weekly
Moderate/Possible <i>Could happen</i>	The event could happen.
Unlikely <i>Could happen, but only rarely</i>	The event could happen, but rarely
Very Unlikely <i>Could happen, but probably never will</i>	The event could happen, but probably never will; is practically impossible

Step 3- Risk Class Matrix

	CONSEQUENCE/SEVERITY				
LIKELIHOOD	Insignificant	Minor	Moderate	Major	Significant
Very Likely <i>Could happen anytime</i>	Medium	Medium	High	High	High
Likely <i>Could happen sometime</i>	Medium	Medium	Medium	High	High
Moderate/Possibly <i>Could happen</i>	Low	Medium	Medium	High	High



Unlikely <i>Could happen, but only rarely</i>	Low	Low	Medium	Medium	High
Very Unlikely <i>Could happen, but prob never will</i>	Low	Low	Low	Medium	Medium

8.5.5 - Treatment of the Risk or Control Measure

Pair Ability recognizes the importance of assessing all identified risks and taking appropriate actions as part of the responsible party's duties. When evaluating risks, potential management or treatment options are considered, depending on the nature of the risk.

For risks anticipated to yield positive outcomes, potential management options include:

- Initiating or sustaining activities likely to generate or uphold positive results.
- Adjusting the likelihood of the risk occurrence to enhance potential beneficial outcomes.
- Manipulating potential consequences to maximise expected gains.
- Sharing the risk with other involved parties who can contribute additional resources to enhance the likelihood of success or expected gains.
- Retaining the residual risk.

Conversely, for risks associated with negative outcomes, the management options closely resemble those for positive risks, but their interpretation and implications differ significantly. These alternatives may involve:

- Avoiding the risk by deciding to halt, delay, cancel, divert, or proceed with an activity that could be the source of that risk.
- Modifying the likelihood of the risk by striving to diminish or eliminate the chances of adverse outcomes.
- Attempting to alter the consequences in a manner that reduces potential losses.
- Sharing the risk with other parties confronted by similar risks, utilising mechanisms like insurance arrangements and organisational structures such as partnerships and joint ventures to distribute responsibility and liability.
- Retaining the risk or its residual risks.

8.5.6 - Review and Monitor of Risk assessment

At Pair Ability, the management team takes the responsibility of regularly reviewing and, when necessary, revising the **risk register** to assess its effectiveness.



Our support delivery is intricately connected to a comprehensive risk management system encompassing:

- Incident Management
- Complaints Management
- Work Health and Safety
- Human Resource Management
- Financial Management
- Information Management
- Governance

The effectiveness of risk assessments is continuously monitored and is subject to revision under various circumstances, including but not limited to:

- Ineffectiveness of current control measures.
- Changes in risks or hazards.
- Occurrence of significant incidents.
- Recommendations from consultants or auditors.

Regular reports and updates are provided to ensure that risks are managed and treated effectively, thereby assuring the ongoing safety and security of Pair Ability.

8.5.7 - Managing risks related to medical conditions of participants

Managing risks related to medical conditions of participants requires a specific approach to ensure the safety and well-being of participants. Here are ways to manage risks related to the medical conditions of NDIS participants within Pair Ability:

Individualised Support Plans:

- Develop person-centered support plans and initial support assessments for each participant that address their specific medical needs.
- Ensure that plans are flexible and adaptable to accommodate changes in participants' health.

Qualified Staff and Training:

- Match staff with the expertise to manage the medical conditions found among the participant.
- Provide ongoing training to staff in areas like first aid, medication administration, and disability-specific care.

Health Monitoring and Reporting:

- Staff are obliged to promptly report any concerns regarding participants' health.

Documentation and Record-Keeping:



- Pair Ability maintains comprehensive and confidential records of each participant's medical history, treatment plans, and progress.
- Ensure records are easily accessible to authorised staff and compliant with privacy laws.

Regular Reviews and Audits:

- Pair Ability conducts regular reviews and audits of the organisation's risk management processes to identify areas for improvement.

Legal and Regulatory Compliance:

- Pair Ability adheres to all relevant laws, regulations, and standards in the disability service sectors.

Continuous Improvement:

- Using Pair Ability's Continuous improvement plan where feedback and lessons learned are used to refine and enhance medical risk management strategies.

By implementing these strategies, a Pair Ability business operating within the NDIS framework can provide a safe and supportive environment for participants with diverse medical conditions, ensuring their health and well-being while also adhering to NDIS guidelines and standards.

9. Quality Management

9.1 - Purpose

The aim of this policy & procedure is to provide participants with benefits from quality Management system that provides continuous improvement involving:

- Conducting participant survey and valuing their feedback
- Understanding strength and weaknesses
- Finding the requirements of participant and addressing them



9.2 - Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

9.3 - Definitions

N/A

9.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Corporations Act 2001
- The Australian Consumer Law
- NDIS Terms of Business
- NDIS Guide to Suitability
- Internal Audit Schedule
- Internal Review Form
- Continuous Improvement plan
- Continuous Improvement register
- Management Review minutes form

9.5 - Policy & Procedure

9.5.1 - Quality Policy

Pair Ability is deeply committed to integrating the standards' requirements into its operations, underpinned by a robust system of continuous improvement. These commitments are as follows:

1. **Ongoing Improvement and Revision:** Continuously enhance and revise policies, procedures, processes, and services to ensure they align with evolving standards and best practices.
2. **Legal Compliance:** Ensure that all policies and procedures are in full compliance with relevant legislation, obligations, and standards..
3. **Internal Audits:** Conduct regular internal audits to identify and rectify any nonconformities, preventing their recurrence and bolstering compliance.



4. **Ongoing Training:** Provide continuous training to staff and workers to ensure they meet the necessary requirements and stay current with industry standards.

Responsibilities of the Management Team:

The management team plays a pivotal role in the journey of continuous improvement:

1. **Engagement:** Create an environment that encourages staff and workers to actively contribute to company objectives and targets.
2. **NDIS Compliance:** Ensure that the services and supports provided align with the NDIS standards and guidelines.
3. **Risk Management:** Review and implement the risk management plan to mitigate organisational risks effectively.
4. **Alignment with Objectives:** Regularly review organisational objectives and targets to ensure Pair Ability's operations remain aligned with them.
5. **Policy Implementation:** Oversee staff and worker training to effectively implement policies and procedures across Pair Ability's operations.
6. **Objective Identification:** Identify and establish organisational objectives and targets to guide continuous improvement efforts.
7. **Review and Prevention:** Review complaints and corrective actions to prevent their recurrence, fostering a culture of learning and enhancement.
8. **Incident Management:** Similarly, review incidents and corrective actions to prevent their recurrence, prioritising safety and quality.

Responsibilities of Staff and Workers:

Staff and workers are integral to the continuous improvement process:

1. **Reporting Improvement Opportunities:** Actively report any opportunities for improvement to the management team, contributing to a culture of enhancement.
2. **Participation in Audits:** Participate in internal audits as needed to contribute to the identification and resolution of nonconformities.
3. **Feedback and Complaints:** Ensure that customer feedback and complaints are promptly reported to the management team, facilitating responsive action.
4. **Incident Reporting:** Similarly, ensure that incidents are reported to the management team, enabling a proactive approach to safety and quality.

9.5.2 - Internal Audit

- An internal audit will be performed to assess the compliance of business operations and processes with NDIS standards, guidelines, and pertinent legislations. The internal auditor must receive appropriate training and maintain independence from the processes under audit.
- The Internal Audit should be carried out annually to assess the organisation's compliance with NDIS standards, using the **Internal Audit Schedule**. Any deviations



from the management system of Pair Ability should be documented in the **Internal Review Form** and **Continuous Improvement Plan**. This record should then be communicated to Pair Ability's management team for the implementation of necessary corrective actions. In the management review meeting, the audit findings will be thoroughly examined, and the effectiveness of these corrective actions will be assessed.

9.5.3. Regular Internal Activities

The following activities shall be conducted as frequent as specified in the table below:

Activity	Frequency	Responsible
Internal audit	18 months	Qualified auditor
Review of NDIS manual and policies and procedures	Annually	Managing director
Review for effectiveness and risk assessment	Quarterly	Managing director
Review participants support plan	Bi-Annually	Managing director
Emergency plan	Bi-Annually	Managing director
Worker performance assessment	Quarterly	Managing director
WHS Audits and Inspections	Regularly	Safety Representative

9.5.4. Continuous Improvement

- All policies & procedures of Pair Ability will be reviewed at least every year by the management team as well as the feedback of staff.
- We gauge satisfaction levels within Pair Ability by carefully evaluating feedback from both customers and staff, identifying areas ripe for enhancement.
- Continuous improvement efforts are driven by a comprehensive analysis of outcomes, risk-related data, evidence-informed practices, incident management insights, and feedback from participants and workers. In pursuit of this objective, the Continuous Improvement Plan and Register will be used.



- The process of internal audit and the management review meeting is conducted on a quarterly, bi-annual and annual basis to uphold the continuous enhancement of supports and services offered by Pair Ability.
- Our staff and management at Pair Ability will maintain their commitment to reviewing and enhancing all policies, procedures, and associated documentation. This ensures that our operational practices remain custom-tailored to meet our specific requirements. Furthermore, we will diligently incorporate any necessary adjustments for compliance with the NDIS Commission or any other relevant changes.

10. Information Management

10.1. Purpose

- The purpose of this document is to ensure that participants' information is properly recorded, identified, current and kept confidential. Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential.
- Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

10.2. Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

10.3. Definitions



Word/Term	Definition
Information	Refers to the communication of knowledge in a way that is an added value to the knowledge of the receiver.
Information Management	Effective handling of the information and will check to retain, create, organise, store and retrieve the information resources either from internal or external sources

10.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Client Consent Form

10.5. Policy & Procedure

10.5.1. Information Management

- Pair Ability places paramount importance on safeguarding the security of its information and information systems.
- Our approach entails the meticulous management of documents, encompassing their proper use, access, transfer, storage, security, retrieval, retention, destruction, and disposal processes. This is diligently executed through the implementation of robust security measures, including the use of passwords and antivirus software on electronic devices. In cases involving hard copies, where applicable, files are securely stored within locked cabinets, with access granted exclusively to pertinent personnel.

In accordance with the above mentioned guidelines, all staff and workers at Pair Ability are dedicated to:



1. Implementing all reasonable, practical, and effective security measures to safeguard our critical processes and assets, thereby accomplishing our security objectives.
2. Managing and preserving information assets to ensure compliance with our contractual, legislative, privacy, and ethical obligations. This also serves to meet relevant requirements and legal mandates.
3. Safeguarding the system from unauthorised access.
4. Promptly reporting and thoroughly investigating any breaches of information security.
5. Recognizing that our record-keeping processes are foundational to our day-to-day operations, Pair Ability maintains an enduring commitment to continuous improvement in this domain.

All records, whether in hard copy or electronic form, including completed forms and templates, will be retained for a period of 7 years. This includes records such as complaint and incident records, which shall be preserved for 7 years.

Our Information Management system is designed to adhere to the following principles:

1. Restrict access to information, ensuring that only authorised personnel can access it.
2. Implement password locking on computers to enhance security.
3. Employ appropriate security measures on modems to safeguard information.
4. A strong password shall be applied to the wireless network

The protection of personal information of participants, staff, and workers at Pair Ability adheres to the following principles:

1. Safeguarding personal information to restrict unauthorised access and prevent misuse.
2. Not sharing personal information with any third party unless explicit consent has been obtained from the participant, staff, or workers.
3. Retaining personal information for a limited period as necessary and disposing of it properly when no longer required, such as through shredding.

In our information security policy:

- Printed versions of personal confidential information will be securely stored when not in use, such as in lockable cabinets.
- Information security is regarded as a fundamental aspect of our system.
- The Managing Director may conduct random information security evaluations.
- Social media, for marketing purposes, should only be utilised by authorised individuals.
- Confidential information, including personal data, should never be posted on social media.
- Portable devices, including smartphones, laptops, and portable storage devices, will be password-locked.



- During the intake process, which includes participant interviews and meetings, each participant will receive information on how their data is stored and used. They will also be informed about how to access, correct, withdraw, or amend their consent.

10.5.2 - Passwords Policy

- Our Passwords Policy mandates the use of strong passwords, which should be a minimum of 8 characters and include:
 - Lowercase letters (abcdefghijklmnopqrstuvwxyz)
 - Uppercase letters (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
 - Numbers (1234567890)
 - Symbols (!@#\$%^&*()_)

Our Password Policy outlines the following password requirements and prohibited practices:

Password Elements:

- Prohibited: Common elements such as words, names, sports, movies & shows, groups, songs, etc.
- Prohibited: Elements related to the user, including user IDs, graduation information, birthdays, phone numbers, pets, etc.
- Prohibited: Keyboard patterns like "1q2w3e4r."
- Prohibited: Repeating patterns like "ahfJDS1," "ahfJDS2," etc.

Prohibited Practices:

- Recording user IDs or passwords on paper stored in an unsecured environment.
- Prohibited: Group accounts or shared passwords, as passwords provide accountability from the user to the system.
- Prohibited: Distribution of passwords by email or other insecure methods (e.g., fax).
- Prohibited: Use of the same password on multiple systems.

Password Change:

- Passwords should be regularly changed, for example, every 6 months.
- Passwords should not be kept on a piece of paper lying around.

10.5.3 Participant Information Consent

Regarding Participant Information Consent (Client Consent Form):

- Each participant's consent is obtained for the collection, use, retention, and disclosure of their information, including details of the purpose.
- Participants are informed of circumstances under which information could be disclosed, including situations where it may be required or authorised by law.



- Participant's consent rights include making informed decisions, receiving adequate time for consultation if needed, the right to withdraw consent at any time, and the ability to evaluate associated risks.

11. Feedback and Complaints Management

11.1. Purpose

- The purpose of this policy & procedure is to set out how a person can provide feedback and make complaints about any aspect of Pair Ability operations and the process that Pair Ability will take to acknowledge, assess and resolve the complaint in a fair, efficient and timely manner.
- This document outlines the policy & Procedure of making complaints and providing feedback to Pair Ability about their operations and the processes.
- The responsibility of effective implementation of complaint management procedure is with the Managing Director of their delegate.

11.2. Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

11.3. Definitions

Word/Term	Definition
Complaint	Broadly speaking, a complaint is an expression of dissatisfaction with an NDIS support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. A complaint is someone letting you know that your service is not 'hitting the mark'.



Feedback	Information provided in response to service delivery, such as reactions to a service provided or a person's performance of a task, which is used as a basis for improvement. Includes compliments, complaints, concerns, comments or suggestions. Any concerns, compliments, complaints, comments or suggestions about the service delivery methods, quality of services, the performance of a task used as an improvement baseline for the organisation.
Complainant	Means a person who makes a complaint
Compliment	An expression of praise, encouragement or gratitude about an individual worker, a team or a service.

11.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- Effective Complaint Handling Guidelines for NDIS Providers
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Complaint Report Form
- Continuous Improvement plan
- Management Review Minutes Form

11.5 - Policies and Procedures

11.5.1 - Feedback and Complaint Policy



- The management team at Pair Ability promotes best practices and ongoing improvements, fostering a culture of support and respect. This culture encourages workers, stakeholders, and participants to feel comfortable expressing complaints and offering feedback on any issues. In evaluating the performance of the management team, this aspect will be carefully assessed and reviewed.
- Pair Ability remains committed to addressing all complaints and feedback thoroughly until they are completely resolved.
- Information related to complaints and feedback will be treated with strict confidentiality, with discussions conducted directly with the individuals involved.
- With appropriate consent, a third party may submit complaints and feedback on behalf of another individual.
- Continual monitoring and analysis of feedback and complaint data can help identify persistent issues. As part of our commitment to continuous improvement, discussions about feedback, complaints, and dispute resolution will regularly take place during management team meetings.
- Information about this policy and procedure will be shared with any participant seeking to submit feedback.

11.5.2. Complaint Handling (Easy-To-Read Version)

Quality services are all about receiving support that:

1. Meets the specific needs of participants.
2. Provides individuals with disabilities with choices and control over their services.

At Pair Ability, we ensure that our workers are committed to delivering high-quality services and support while prioritising the safety of individuals with disabilities.

We take the privacy of personal information very seriously and ensure that all provided information remains confidential.

You have the right to make a complaint about your services and supports if:

1. Something has gone wrong.
2. Something is not functioning well.
3. Something was not done correctly.
4. Something has made you unhappy.
5. You have been treated poorly.

Here's what we do when you file a complaint:

1. We listen carefully to your complaints.
2. We help individuals resolve their complaints.
3. We educate our workers on the best ways to address complaints.



To make a complaint to us, you can:

- Email us at info@homeequity.com.au
- Call us at 1300 059 020 between 9 am and 5 pm, Monday to Friday.

11.5.3. Feedback and Complaint Management

- During the worker induction process, all employees will receive training on this policy and procedure. This training aims to equip workers with the necessary information regarding feedback, complaints, and compliments. To support this, an **Employee Handbook** is provided as a resource.
- Continuous improvement is a key focus during team meetings, where feedback and complaints from workers and participants are discussed. The management review meeting also includes discussions on complaints management.
- If workers request it, this information will be made available to them and prominently displayed on Pair Ability's premises at all times.
- We recognise the importance of ensuring accessibility for all stakeholders, including workers and participants. Therefore, we provide information related to feedback and complaints in various formats, including an easy-to-understand version and translated versions. We also have interpreters and referral services available.
- Our workers are responsible for informing participants, their families, and caregivers about their right to make complaints and the relevant policies and procedures. This information is provided at the beginning of service and throughout the service delivery process, with the assistance of a **Client Handbook**.
- The performance reviews of workers will assess their roles and responsibilities when handling complaints, as well as their understanding of the policy and procedure. If necessary, additional in-house training, on-the-job training, and formal training will be provided. Managers and supervisors will closely monitor this process.

The general principles outlined in the NDIS Act also define the rights of individuals with disabilities, including:

1. The right to reach their full potential in physical, social, emotional, and intellectual development.
2. The right to support and participate in social and economic life to the best of their abilities.
3. The right to make choices and take reasonable risks in pursuing their goals and support planning.
4. The right to be respected, live free from abuse, neglect, and exploitation, and have their privacy and dignity honoured.
5. The right to determine their own best interests and exercise control over decisions affecting their lives.
6. The acknowledgment and respect of the role of families, carers, and significant individuals in their lives.



7. Access to advocates and supports that promote innovation, quality, continuous improvement, best practices, and effectiveness.

11.5.4. Feedback Management Process

Stakeholders are encouraged to provide feedback at any time using the following channels:

1. Workers
2. Management team
3. Public email address
4. Mail
5. Phone number

If feedback is provided verbally, it will be documented in the Continuous Improvement Plan and Register by either the receiving worker or the management team.

We are committed to ensuring that all individuals who wish to participate in the feedback mechanism are supported and assisted as needed. This may involve a support person, interpreter, or advocate to facilitate the feedback process. Our goal is to make providing feedback as accessible and accommodating as possible.

11.5.5. Complaints Management Process

11.5.5.1 - Receive and Record

- For a swift resolution without the need for formal complaint management procedures, individuals are encouraged to contact Pair Ability to lodge a complaint.
- Pair Ability is committed to addressing and resolving all complaints thoroughly.
- Complaints can be made by individuals at any time to the NDIS Commission or the Health and Community Services Commissioner.
- Individuals have the option to enlist an advocate of their choice to act on their behalf. This advocate can be a family member, friend, or sourced from the National Disability Advocacy Program.

Our workers will:

1. **Listen:** Openly and attentively listen to the complaint and the raised issue.
2. **Inquire:** Understand the desired outcome the complainant seeks.
3. **Inform:** Explain the complaint process, timing, and realistic expectations to the complainant.
4. **Show Empathy:** Demonstrate empathy toward the complainant or affected person and ensure all commitments are upheld.
5. **Assess:** Evaluate situations that may pose any danger or require a specialised response.



- As an initial step in resolving a complaint, the management team will discuss the complaints with the other party involved in the complaint.
- If a complaint cannot be resolved promptly within a reasonable timeframe, it will be treated as a formal complaint. If individuals are unaware of their rights, our workers will advise and assist them in lodging a complaint properly.
- Complainants can lodge a complaint using the Complaint or Feedback Form, either verbally or by sending a completed form, directly contacting a worker, via email, in face-to-face meetings with workers or the management team, over the phone, or in writing.
- Individuals may choose to have an advocate represent them, whether it's a family member, friend, or someone sourced from the National Disability Advocacy Program.
- Complaints alleging actual or possible criminal activity, abuse, or neglect will be referred to the Managing Director. In accordance with this policy and procedure, the Managing Director will report such complaints to the NDIS and any other relevant authorities for further investigation.

The management team will:

- Record all relevant information related to the complaint in its original and simplest form. Complaint records will be kept confidential and retained for seven years from the date of recording.
- Store and protect complaint reports, ensuring they are accessible only to relevant personnel.

The management team will:

- Acknowledge receipt of complaints within two business days to establish a confident and trustworthy relationship with the complainant.
- Provide anonymity if requested by the complainant. In such cases, the complainant's contact information may not be disclosed.
- Strive for desired outcomes, ensuring a realistic approach to handling complaints. If necessary, cases may be referred to an appropriate organisation for resolution.
- Avoid conflicts of interest and, if necessary, assign an independent investigator to the matter.
- Provide timeframes and expectations to the complainant whenever possible.

11.5.5.2. Resolve

In resolving a complaint, Pair Ability will:

- **Involve the Complainant:** Keep the complainant informed about the status of their complaint and engage in discussions to clarify any miscommunicated information.



This process will be documented using the continuous improvement plan and register.

- **Request Additional Information:** If necessary, request additional information to expedite the resolution process and establish a clear timeframe for providing this information.
- **Consider Extensions:** If an extension of the resolution timeframe is required, provide an explanation to the complainant and seek their understanding.
- **Record Actions and Feedback:** Document all actions taken and feedback received during the complaint investigation using the continuous improvement plan and register
- **Focus on Specific Complaint Matters:** Concentrate on addressing the specific matters raised in the complaint. A complaint should not be used as an opportunity to reevaluate an entire case.

For the purpose of investigation and resolution, the management team will refer the complaint to the Managing Director if they are unable to resolve it.

Investigations of complaints will not be conducted by individuals against whom a complaint has been made. In such cases, the management team will designate an appropriate person to undertake the investigation.

The management team will determine the suitable individual to conduct the complaint investigation.

11.5.6. Communicate Resolution

All complaints received by Pair Ability will be addressed as promptly as possible, with the aim to provide a response within 28 days from the date of acknowledgment.

If a complaint cannot be fully resolved within this timeframe, an interim update will be provided to the complainant within 28 days. The update will include the expected date by which a full response can be anticipated. Initially, the response may be provided verbally, but it will be subsequently confirmed in writing.

If necessary, individuals can receive support from Pair Ability to address any misunderstandings related to the complaint. This support may include the provision of interpreters or referrals to advocates, among other resources.

The process of resolving a complaint should encompass the following elements:

- **Acknowledgment:** Understanding the impact of the situation on the individual and their expectations for quality service.
- **Apology:** In some cases, an apology can serve as an appropriate or partial resolution to the issues experienced by individuals.



- **Answers:** Providing the necessary information to address the concerns or offering an explanation of the situation.
- **Action:** Identifying and agreeing upon actions that will address the concerns and lead to service improvements.

Possible actions to address a complaint include:

- Explaining processes
- Rectifying an issue
- Offering an apology
- Ongoing issue monitoring
- Providing worker training

Additional actions may include:

- Verbal discussion of the outcome before providing written advice (if feasible), with the option for further contact after receiving the advice for conflict resolution.
- Recording the available next steps for the complainant upon completion of the complaint investigation, including the option to escalate the matter externally or seek further review within the organisation.
- Providing additional information not initially included in the complaint and reviewing the adequacy of the initial investigation through further review.
- Identifying improvement opportunities based on complaint outcomes and distributing them to the relevant parties for ongoing improvement.
- Seeking feedback from the complainant about the process.

11.5.7. Monitoring and Review

The monitoring and review of complaints and feedback are integral components of Pair Ability's Management Review Meetings, where discussions on these matters take place. **Management Review Meeting Minutes form** is used for this purpose.

To measure participant and stakeholder satisfaction and gather suggestions for improvement, the following methods will be employed:

- Regular collection of participant feedback
- Participation of participants and stakeholder representatives in management team meetings

The feedback, compliment, and complaint system will facilitate continuous learning and accountability by:

- Identifying improvement opportunities arising from complaints
- Analysing feedback to monitor service performance trends and identify improvement opportunities
- Using the continuous improvement plan to communicate feedback outcomes to stakeholders and record positive feedback for commendable activities



- Reviewing risk assessments after receiving complaints

Records of complaints will be retained for a period of 7 years from the date of record creation. This Policy & Procedure will undergo an annual review.

11.5.8. Complaints Escalation and Dispute Resolution

- In cases where Pair Ability is unable to satisfy the complainant, information about other agencies that can assist in achieving a resolution will be provided.
- All complaints, including escalated ones, will be tracked and communicated using the same reporting method.
- Participants have the option to submit complaints or feedback directly to the NDIS Commission. Complaints to the NDIS Commission can be made through various channels, including phone, TTY, National Relay Service, or by completing a complaint contact form.

12. Incident Management

12.1 - Purpose

- Every accident, incident (including critical incidents), or near miss associated with the provision of support or services requires in-depth investigation to identify the underlying causes and implement corrective actions.
- The incident management system is in place to protect each participant, ensuring that incidents are promptly acknowledged, responded to, effectively managed, and that lessons are learned from them.
- The primary responsibility for the successful implementation of the incident management procedure rests with the Managing Director or their designated representative.

12.2 - Scope

This document applies to:

- Entire Pair Ability Staff



- All participants, their family and stakeholders in connection with the provision of NDIS supports or services.

12.3 - Definition

Word/Term	Definition
Impacted Person	A person with a disability who has been affected by an incident that has occurred during the provision of NDIS supports and services.
Incident	<p>An incident is defined as an act, omission, event or circumstance. It may mean any of the following:</p> <ul style="list-style-type: none"> • Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability • Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person • Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability
Key Personnel	Means individuals who hold key executive, management or operational positions in an organisation, such as directors, managers, board members, chief executive officer or chairperson. The person has authority or responsibility for (or significant influence over) planning, directing or controlling the activities of the registered NDIS provider.
NDIS (Incident Management and Reportable incident Rules 2018)	The Rules require registered NDIS providers to establish an incident management system that meets minimum requirements and that is appropriate for the size of a registered NDIS provider and the supports or services they provide. The rules also set out the obligations on registered NDIS providers to notify, investigate and respond to reportable incidents.
Reportable incidents	<p>Reportable incidents are serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services. Specific types of reportable incidents include:</p> <ul style="list-style-type: none"> • The death of a person with disability. • Serious injury of a person with disability. • Abuse or neglect of a person with disability.



	<ul style="list-style-type: none"> Unlawful sexual or physical contact with, or assault of, a person with disability. Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity. <p>The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.</p> <p>Incident is not a reportable incident if:</p> <p>(a) the Act is unlawful physical contact with a person with disability; and</p> <p>(b) the contact with, and impact on, the person with disability is negligible.</p>
Workers	Includes workers, contractors and people otherwise engaged, for example, on a volunteer basis, by an NDIS provider.
Near Miss	An unplanned event that does not cause harm to people, property or the environment which, under different circumstances, had a clear potential to do so.

12.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.
- Incident Management System Guidance
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Incident Report Form.
- Incident Register
- Incident Investigation form

12.5.1. Incident Management Process

Step	Who
1. Incident occurrence	All workers and



<ul style="list-style-type: none"> ● Any incident, including near misses, must be promptly reported to the manager or supervisor. ● In the event of an incident, injury, or illness, where it is safe to do so, Pair Ability will take appropriate immediate action to minimise the risk of further injury or damage. ● Preventive measures to prevent further harm or injury will be implemented when deemed necessary. As part of the investigation process, the incident scene and evidence must be preserved until the investigation is completed. (In cases involving assisting an injured person, ensuring the area's safety, facilitating a police investigation, or handling a deceased person, the site may be disrupted.) ● An inspection will be conducted to confirm that no new hazards have been created while securing the area. ● If any medical treatment beyond first aid is required, the Safety representative will immediately inform the relevant person via phone or email. 	<p>Participant</p>
<p>2. Determine whether the incident is work-related</p> <ul style="list-style-type: none"> ● Determine whether the incident is work-related. Any incident that occurs as a result of an event in the work environment will be classified as work-related. Additionally, any pre-existing injury or illness aggravated by an event in the workplace will also be considered work-related. Furthermore, if the incident is related to the provision of NDIS support or services by the provider, it will be deemed work-related. 	<p>Safety representative</p>
<p>3. Severity Determination</p> <p>According to the severity of the incident's consequences, they will be classified as follows, with the most severe consequence taking precedence if multiple consequences apply to the same incident:</p> <ol style="list-style-type: none"> 1. Fatality 2. Permanent injury 3. Lost time 4. Restricted work 5. Medical treatment beyond first aid 6. First aid treatment 7. Hurt 8. Near miss 	<p>Safety representative</p>
<p>4. Injury or illness determination</p>	<p>Safety</p>



<ul style="list-style-type: none"> • If an incident results in a wound or damage to the body, or if it causes an illness that leads to an abnormal health condition impairing physiological function, it must be reported and addressed accordingly. 	<p>representative</p>
<p>5. Recording the incident</p> <p>An Incident Report Form should be filled out for all incidents and near misses if:</p> <ol style="list-style-type: none"> 1. The injured person falls within the scope of the provider or participant. 2. The incident is related to the service or support provided. <p>Incident records shall be retained for 7 years from the day the record is created.</p>	<p>Safety representative</p>
<p>6. Incident Investigation</p> <ul style="list-style-type: none"> • Incidents must be promptly investigated, ideally within 24 hours, especially if their severity involves medical treatment (beyond first aid) or is of a higher level, such as work restriction, permanent injury, or fatality. • At a minimum, the investigation should involve any first aider, witnesses, and the injured person. • The findings of the investigation should be documented in an Incident Report Form. 	<p>Safety representative</p>
<p>7. Corrective actions Revision</p> <ul style="list-style-type: none"> • Corrective actions must be reviewed to ensure their appropriateness and effectiveness. They should serve as preventive measures to avoid similar incidents in the future. • If it is determined that the corrective actions taken are not appropriate or effective, a discussion should be held with the relevant individuals or parties to explore alternative solutions. 	<p>Safety representative</p>
<p>8. Effectiveness Evaluation</p> <ul style="list-style-type: none"> • Corrective actions should undergo evaluation to ensure they effectively address the root cause of the incident and are capable of preventing a recurrence. The results of this evaluation should be documented in the Incident Report Form to provide a record of the assessment and any necessary adjustments to the 	<p>Safety representative</p>



<p>corrective actions.</p>	
<p>9. Revision of data for continuous improvement</p> <ul style="list-style-type: none"> • Look for further opportunities in the improvement of information and trends at least every 12 months. • The incident management policies and procedures, the causes, handling and outcomes of incidents, seeking of participant and workers views, and incorporation of feedback will be reviewed annually. 	<p>Safety representative</p>
<p>10. Report Notifiable Incident The incident notification process consists of 3 steps:</p> <p>Step 1: Notify the NDIS Commission:</p> <ul style="list-style-type: none"> • The Safety representative is responsible for reporting incidents that are reportable incidents to the Commissioner. Key personnel can also notify the Commissioner of reportable incidents. • A notifiable incident shall be reported as soon as possible, including essential information such as the name and contact details of the registered NDIS provider, a description of the reportable incident, immediate actions taken, and contact details of the person making the notification. • Reportable incidents include the death of a person with disability, serious injury, abuse or neglect of a person with disability, unlawful sexual or physical contact, assault, sexual misconduct, or grooming of a person with disability for sexual activity. • Pair Ability will submit a notification form via the NDIS Commission portal within 24 hours if any of the above incidents occur. Additional information will be provided to the Commissioner within 5 business days, including witness details and further actions proposed. <p>Step 2: Submit a 5-business day form:</p> <ul style="list-style-type: none"> • This form should be submitted via the "My Reportable Incidents" portal within 5 business days after key management personnel are notified. It includes additional information, such as corrective actions, and records any unauthorised use of restrictive practices. <p>Step 3: If required, the final report should be submitted:</p> <ul style="list-style-type: none"> • If the NDIS Commission requires a final report, they will contact Pair Ability and advise the due date for submission. The final report field will be accessible on the NDIS Commission portal if needed. 	<p>Safety representative</p>



12.5.2. Measures To Support Participants Impacted By An Incident

Supporting the well-being of participants and others impacted by an incident is a fundamental aspect of incident management. To ensure their physical and emotional needs are met, it is important to have measures in place. Here are some key strategies:

1. Family Reunification:

- Support efforts to reunite participants with their families and loved ones.
- Maintain communication channels to connect separated individuals.

2. Communication and Information:

- Keep participants and their families informed with regular updates and information about the situation, services, and resources available.

3. Continuation of Services:

- Make every effort to maintain essential services, such as medical care, disability support, and accommodation, to minimize disruption.

4. Regular Well-being Check-ins:

- Conduct regular well-being check-ins to monitor participants' physical and emotional states.
- Provide assistance and support as needed based on the check-in results.

5. Feedback Mechanisms:

- Establish feedback channels for participants and their families to express concerns, needs, and feedback.
- Use this input to improve the support measures.

6. Clear Communication Channels:

- - Maintain open and accessible communication channels for participants to reach out for assistance or information.

7. Long-term Support:

- Recognize that recovery can be a long-term process, and provide sustained support for participants as they rebuild their lives.

8. Monitoring and Evaluation:



- Continuously monitor the well-being of participants and assess the effectiveness of support measures.
- Adjust and improve services as needed.

Having these measures in place demonstrates a commitment to the well-being and safety of participants and others affected by an incident. It promotes a sense of security and community support during challenging times.

13. Human Resource Management

13.1 - Purpose

The purpose of this policy and procedure is to demonstrate Pair Ability's practices of effective, transparent, and fair human resource management in the selection, recruitment, and management of workers.

13.2 - Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

13.3 - Definitions

Word/Term	Definition
Act	Means the National Disability Insurance Scheme Act 2013
Engaged	A person is engaged, including volunteers, by an NDIS provider when both the involved person and the organisation have agreed that the person will provide supports or services for people with disability who receives funding under the NDIS or the Commonwealth Continuity of Support Programme relating to



	Specialist Disability Services for Older People.
NDIA	National Disability Insurance Agency, whose role is to implement the National Disability Insurance Scheme (NDIS).
NDIS	National Disability Insurance Scheme, which is a new way to support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.
NDIS Commission	Means the National Disability Insurance Scheme Quality and Safeguards Commission.
NDIS Provider	A person (other than the NDIA) who receives: funding under the arrangements set out in Chapter 2 of the Act; or NDIS amounts (other than as a participant); or a person or entity who provides supports or services to people with a disability other than under the NDIS; and who are prescribed by the NDIS rules as an NDIS provider. See s 9 of the Act.
Participant	A person with a disability who receives supports or services from an NDIS provider. In this guide, we generally refer to NDIS participants.

13.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Fair Work Act 2009
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Workplace Gender Equality Act 2012
- Australian Human Rights Commission Act 1986
- Australian Privacy Act
- Job Description
- Induction checklist
- Employee Performance Appraisal form
- Privacy Policy



- Organisational Chart

13.5. Policy & Procedure

13.5.1. Organisational Charts and Position Description

Managing Director is responsible for ensuring the **Organisational charts** and **Job Description** are developed, updated, and available for all positions which outline:

- Required skills and knowledge for the role
- Each role's responsibilities

13.5.2. General Information

- At Pair Ability, we are dedicated to delivering high-quality services to our participants while fostering a diverse and skilled workforce.
- Pair Ability is committed to hiring an adequate number of workers to fulfil legislative, policy and procedure, and service standards requirements, taking into account their qualifications and experience.

13.5.3. Recruitment and Selection

- Pair Ability workers will meet the minimum qualification requirements in place for the delivery of services to NDIS participants.
- All staff at Pair Ability are chosen based on their initial education or training, their relevant experience, specialised areas of expertise, overall demeanour, and work ethic. Personnel employed must demonstrate the competencies required for their respective positions, as outlined in the **Job description**.
- Workers will be asked to sign the appropriate **Job Description** and **Workers Handbook**
- **Privacy Policy** and **Code of Conduct** will be signed by all workers at Pair Ability to safeguard our confidential information and practices.

13.5.4. Mandatory Checks

- The below items mandatory for all new workers, volunteers, agents, contractors and subcontractors before start:

1- Provide 100 points of identification



- 100 points proof of ID – consists of a combination of at least one primary identification document and one secondary identification document. Secondary identification documents must include your full name, and your photograph or signature.

Primary identification documents (70 points each) include:

- Current AHRPA Registration
- Birth Certificate
- Citizenship Certificate
- Current Passport
- Expired passport that was not cancelled and was current within the preceding two Years

Secondary identification documents (40 points each) include:

- Australian Drivers Licence
- Identification card for an Australian public employee
- Identification card issued by the Commonwealth, a State or Territory as evidence of entitlement to a financial benefit
- State or Territory issued personal identification card
- Student card issued by an Australian tertiary education institution

2- Make sure that personnel have Right to Work in Australia

- Citizens must provide evidence of citizenship in the form of birth certificate, citizenship certificate or passport.
- Non-citizens must provide a copy of their passport or ImmiCard.

3- Workers Screening

Who needs to be screened?

- Registered NDIS providers in all states and territories (except for Western Australia) have responsibilities and obligations in relation to screening their workers under the NDIS Commission. These are set out in the NDIS (Practice Standards – Worker Screening) Rules 2018.
- NDIS providers undergoing verification/ certification are responsible for assessing whether a worker may be required to undergo worker screening.

A person employed or otherwise engaged by a registered NDIS provider will require worker screening if:

- They are in a role for which the normal duties are likely to require more than incidental contact with people with disability (as defined in s6 of the NDIS Rules (Practice Standards – Worker Screening) Rules 2018)
- They are in a role for which the normal duties include the direct delivery of specified supports or specified services to a person with disability



- They are Key Personnel. “Key Personnel” means individuals who hold key executive, management or operational positions in an organisation, such as directors, managers, board members, chief executive officer or chairperson. You must disclose the requested information for all key personnel.

Evidence to meet worker screening requirement

- The NDIS Commission website includes information about the current requirements for worker screening in each state and territory.

4- Qualifications and/ or experience

- In order to meet the requirements, Workers must provide evidence that they have met the corresponding requirements for their profession(s) and registration group(s). Relevant qualifications for each profession shall be obtained from below documents:
 - Verification Module - Required Documentation

Workers shall provide a scanned copy of the original qualifications if it is a mandatory requirement of the role.

5- Worker orientation program

- Provide the certificate of completion of the NDIS worker orientation program (mandatory training).

6- Insurance (If applicable)

- Pair Ability will maintain personal accident insurance or worker's compensation insurance where the organisation employs staff. A certificate of currency for the current insurance policy, which meets the minimum level of coverage appropriate to the organisation's scope, will be obtained.

The management team at Pair Ability holds the responsibility for:

1. Ensuring that a pre-engagement screening process is conducted for all relevant workers, volunteers, agents, and contractors.
2. Keeping a record of the screening clearances status for all workers.

In addition to the mandatory checks, the management team will also verify the identity of all prospective workers through photo identification and confirm their qualifications by reviewing relevant copies.

13.5.5 - Induction

All workers will undertake a comprehensive induction process using Form 08. Induction checklist before engaging with participants.



13.5.6. Training and Development (Infection Control)

- Records of induction, Mandatory Checks training, and organisational and professional development provided to all Pair Abilityworkers will be documented in each worker's record.
- Training such as First Aid Training, Disability and Individual Support-related courses are highly beneficial. Training needs will be determined by referencing the position description, which will outline the necessary skills and competencies.
- At Pair Ability, we are deeply committed to the health and safety of our participants, employees, and the broader community. In light of the ongoing challenges posed by infectious diseases and pandemics, we recognise the paramount importance of infection control measures. As such, we require all staff to undergo refresher training at least annually in infection control to ensure that Pair Abilitymaintains the highest standards of safety and hygiene.

13.5.7. Other Training and Development

- Pair Abilityis committed to providing ongoing opportunities for the training and development of its workers, enhancing their skills and fostering potential for advancement within the organization.
- Every worker and management team member will have the opportunity to participate in various training and development activities. These may include on-the-job training, internal or external courses, support for research and fieldwork, attendance at conferences and seminars, networking opportunities, and participation in mentoring programs.
- Performance reviews will serve as a means to identify each worker's training and development needs in consultation with their manager, motivating them to actively engage in continuous improvement.
- If a manager determines that a specific skill or qualification is necessary for a worker to perform their duties effectively, the management team, in collaboration with the worker, will decide on the associated costs. Should a worker believe that a particular skill set is required for their routine responsibilities, they should discuss this with their manager or supervisor, and the management team will decide, in consultation with the worker, whether training is necessary and how the costs will be covered.
- Pair Abilityis committed to providing equal access to development and training opportunities for all workers, taking into consideration their individual needs and skills.

13.5.8. Performance Reviews and Management

- Pair Abilitywill conduct annual performance reviews for all its workers using Employee Performance Appraisal Assessment or as needed to evaluate their capabilities in performing their roles and their understanding and implementation of organisational policies and procedures.



- The supervisor will assess the worker's performance over the past year before the review. Either party may request the presence of a support person or senior manager during the interview.
- A supervisor will complete Employee Performance Appraisal Assessment as part of the performance review process.
- Copies of performance reviews, along with all related documentation, will be retained in each worker's record.

13.5.9. Feedback, Supervision and Support to Workers

Pair Ability is committed to providing regular feedback, supervision, and support to all workers to enhance their professional development, ensure the delivery of high-quality services, and maintain a safe and supportive working environment.

Pair Ability will conduct:

Regular Supervision:

- Individual Supervision: - Each worker will receive regular one-on-one supervision sessions with their immediate supervisor. - Supervision meetings will occur at least once every 3 months
- Content of Supervision: - Supervision meetings will include discussions about the worker's caseload, client progress, challenges, and any necessary support. - Supervisors will provide constructive feedback and guidance to address any issues or concerns. This will be documented in the staff performance review feedback form

Constructive Feedback:

- Feedback Mechanisms: - Feedback will be given in a constructive and supportive manner during supervision sessions. - Workers are encouraged to seek feedback from peers, supervisors, and clients to foster continuous improvement.
- Timeliness: - Feedback, both positive and constructive, will be provided in a timely manner, addressing recent performance and actions typically within 5 business days of the supervision of meeting.
- Documentation: - Day to day leader will maintain records of feedback discussions for reference and to track progress over time. This form is the staff performance review feedback form.

Support and Resources:

- Identifying Needs: - Workers are encouraged to express their needs for support, additional training, or resources to fulfill their roles effectively. A training request form will be used for this purpose.

Performance Evaluation:



- Performance appraisals will be conducted at regular intervals annually based on documented feedback and evidence of performance and appraisal forms

Training Records:

- Workers are encouraged to keep their training records updated and provide feedback on the relevance and quality of training sessions.

Pair Ability compliance team will periodically review the implementation of this policy and ensure that supervisors and workers adhere to the feedback, supervision, and support procedures.

13.5.10. Termination of Employment

- In the event that a worker decides to terminate their employment with Pair Ability, they must provide written notice to the organisation at least four weeks before their intended departure date.
- During the notice period, Pair Ability reserves the discretion to either have the worker continue working or provide compensation in lieu of work.
- Within 28 days following the worker's departure from the organisation, Pair Ability will ensure that all outstanding salary and entitlements are settled and paid to the departing worker.

13.5.11. Disciplinary Action

- Workers at Pair Ability may be subject to disciplinary action if their performance is unsatisfactory, if they engage in misconduct, or if they fail to adhere to Pair Ability's policies and procedures.
- In the event of any issues arising, it is the responsibility of the supervisory and management team at Pair Ability to promptly identify and address them and the **Disciplinary action and performance improvement plan** will be used. Records related to advisory and performance-related discussions will be maintained in the workers' records.
- All processes will adhere to the principles of natural justice, ensuring that the worker's perspective is considered before any action is taken, and that managers act impartially.
- In cases of serious misconduct, such as theft, assault, or fraud, immediate dismissal of the worker may be necessary, provided there is substantial evidence to support such actions.
- Other forms of misconduct that may result in disciplinary measures include:
 - Failure to comply with Pair Ability's policies and procedures.
 - Disrupting the work of other workers.



- If a worker's performance is found to be unsatisfactory or if misconduct is identified by their supervisor, the worker will be informed of this.
- Improvement in a worker's performance is expected and can be achieved through training. Within a reasonable timeframe, workers will be given the opportunity to enhance their performance.

13.5.12. Dismissal

Pair Ability shall adhere to all relevant State and Federal legislation, as well as the terms outlined in workers' Employment Contracts, concerning disciplinary actions and employment termination. Pair Ability is committed to ensuring:

1. Dismissal is not arbitrary or unjust, and workers have the opportunity to respond to the grounds for dismissal. Adequate compensation and notice will be provided as per legal requirements.
2. Workers may be dismissed based on factors such as their conduct, capacity, or performance, operational needs (e.g., position redundancy), or other valid justifications for termination.

In terms of workers' management and retention:

1. Pair Ability's management team holds the responsibility of fostering a collaborative environment within the organisation's structure, encouraging workers to assume responsibility for their roles.
2. Regular team meetings are convened, and worker participation is expected. These meetings facilitate information sharing, training and development opportunities, and debriefing sessions.
3. Mentoring sessions with immediate supervisors will be available to workers if needed.
4. A worker recognition and reward system will be developed under the supervision of the Managing Director.
5. Workers will be required to wear uniforms or ID tags/badges to ensure easy identification by participants.

14. Continuity of Supports



14.1. Purpose

The purpose of this document is to ensure that appropriate support is provided to the participants without interruption and in a timely manner. The ways that support is provided to the participants in worker's absence is also defined in this policy and procedure.

14.2 - Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

14.3 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Delegations of Authority Register

14.4 - Definitions

N/A

14.5 - Policy & Procedure

- Pair Ability's services and support are customised for each participant, tailored to their specific needs and requirements.
- The day-to-day operations of Pair Ability are efficiently managed to prevent disruptions and ensure the continuous provision of support. **The Support Plan** are used to identify daily activities and necessary support services.
- In cases where there are changes to scheduled services, participants are promptly notified, and their approval is sought.



- Throughout the service agreement period, Pair Ability is committed to delivering uninterrupted services. In situations where changes or interruptions are inevitable, alternative arrangements are discussed and agreed upon with the participant.
- If a worker becomes unavailable or there is a need to modify a scheduled service, a qualified worker with relevant experience will be assigned. **The Delegations of Responsibility and Authority Register** is utilised for this purpose.
- Before commencing support, all workers are provided with information regarding the participant's preferences.
- Pair Ability is dedicated to managing daily operations efficiently to ensure ongoing support with minimal disruptions.
- Appropriate disaster preparedness and planning measures are in place to ensure critical support continues to be provided before, during, and after a disaster.
- Regular backups of computing device data are conducted monthly.
- Pair Ability's website is accessible to the general public. Any updates or modifications to the website content are reviewed and approved by the Managing Director. The website is password-protected to maintain integrity.
- Measures are implemented to prevent and detect the introduction of malicious software and protect vulnerable information processing facilities. This includes the use of up-to-date antivirus software with timely updates of virus definitions on all machines.

14.6 - Informing participants of the possibility of disruptions to their services

Notice to Participants Regarding Service Disruptions:

At Pair Ability, we are dedicated to providing you with the best possible support and ensuring that your needs and preferences are at the forefront of our service delivery. We understand that continuous and uninterrupted support is essential to your well-being and independence. However, in certain situations, disruptions to services may be unavoidable. We want to ensure you are informed and prepared for such instances and are aware of our commitment to your care and safety.

1. Ensuring Efficient and Effective Day-to-Day Operations: We are committed to managing our day-to-day operations efficiently and effectively to minimise any disruptions and ensure the continuity of your supports. Our team works diligently to provide consistent, high-quality services tailored to your specific needs and preferences.

2. Documentation of Your Needs and Preferences: To maintain the highest level of personalised care, we document your needs and preferences comprehensively. This information is provided to our support workers before they commence working with you, ensuring that your experience aligns with your expressed preferences.

3. Support Continuity: We have established arrangements to ensure that support is provided to you without interruption throughout the duration of your service agreement. This means that you can rely on us to be there when you need us, providing consistent and dependable support.



4. Handling Changes or Unavoidable Interruptions: In the rare instances where changes or interruptions in services are unavoidable, we are dedicated to making alternative arrangements to minimise any disruption. We will discuss these changes with you, explain the reasons behind them, and seek your approval before implementing any modifications to your support plan.

5. Emergency Management Planning: We take your safety and well-being seriously, especially in the face of unexpected events, such as disasters. In preparation for these situations, we have established Emergency Management Plans that enable the continuation of critical support before, during, and after a disaster. These plans are designed to ensure that you receive essential care and assistance in any emergency scenario.

While we strive for seamless service delivery, we believe in transparency and open communication. If you ever face a situation where your services may be disrupted or modified, we will work closely with you to find the best solutions to meet your needs and ensure your comfort and safety. Please know that your satisfaction and well-being are of utmost importance to us. We are here to address any concerns or questions you may have regarding service disruptions or any aspect of your support. Your trust in us is greatly appreciated, and we are dedicated to providing you with the highest quality care and support.

15. Emergency and Disaster

15.1 - Purpose

The purpose of the Disaster Management Policy and Procedure is to ensure that Pair Ability participants feel secure during times of disaster, whether natural or pandemic-related. Pair Ability is dedicated to offering uninterrupted service to participants, even in challenging and uncertain circumstances, with a focus on maintaining consistent support.

15.2 - Scope

This Document applies to

- Entire Pair Ability Staff
- All participants receiving services and support



15.3 - Definitions

Word/Term	Definition
Disaster	A serious disruption that causes widespread human, material, economic or environmental loss which exceeds the capacity of affected communities or societies to cope using their own resources.
Emergency	A situation that poses an immediate risk to health, life, property or the environment. Most emergencies require urgent intervention to prevent a worsening of the situation.

15.4 - Relevant Documents, Legislations, regulations and standards

- NDIS (Provider Registration and Practice Standards) Amendment (2021 Measures No.1 Rules 2021)
- NDIS Practice Standards and Quality Indicators Guidelines 2021
- Risk Management Policy and Procedure
- Information Management Policy and Procedure
- Human Resources Management Policy and Procedure
- Work Health and Environmental Policy and Procedure
- Covid-19 safety plan
- Business Continuity Policy and Procedure
- Work Health and Safety Act 2011 (Commonwealth)

15.5 - Policy & Procedure

4.1 Preparing for disasters and emergencies An emergency is a situation involving significant risks to health, life, or the environment. A disaster encompasses any event, whether natural or human-made, that possesses the potential to cause extensive harm to life and property. The mere mention of these terms can create significant anxiety within the community, particularly among our participants.

Pair Ability may encounter various disasters and emergencies, including:



- Flooding
- Fires
- Heatwaves
- Snowstorms
- Storms or cyclones
- Pandemics.

Pair Ability commits to the following actions:

- Staying informed about all directives from state/territory and federal governments and responding appropriately to these directives.
- Informing other organisations collaborating with Pair Ability about our disaster procedures and processes.
- Identifying personnel critical to delivering essential frontline services.
- Identifying Pair Ability participants and their stakeholders whose services may be impacted by the situation.
- Implementing this policy in conjunction with our Risk Management Policy and Procedure, Information Management Policy and Procedure, and Human Resource Policy and Procedure.
- With Pandemics such as COVID-19, the **Covid-19 safety plan** will be utilised.

15.6 - Consumer preparedness

Pair Ability recognises that our participants are more likely to be adversely affected by an emergency or disaster compared to others in the community. We acknowledge that we may not be able to maintain the same level of service to our participants during or immediately after an emergency or disaster situation. Therefore, it is crucial for all our participants to receive support from Pair Ability to prepare for potential changes resulting from a disaster or emergency.

Pair Ability will undertake the following actions:

- Inform participants about the current situation and how it may impact the provision of their services and workers.
- Continue providing participants with their key workers if available.
- Replace key workers with experienced professionals possessing the necessary knowledge and skills to provide appropriate care to the participant.
- Inform the participant about any service changes and provide reasons for these changes.
- Seek support within the local care community if our staff becomes unavailable, ensuring that any new workers have the required experience, training, and relevant checks.

Our team is our most valuable asset, and ensuring their safety and that of their loved ones during emergency or disaster situations is our top priority.

Pair Ability will take the following steps to prepare our staff for emergencies or disasters:

- We will keep our staff informed about the situation and provide clear instructions via email, online messaging, Zoom meetings, or similar means.



- We will provide necessary training to our employees, covering measures such as infection control, social distancing, and evacuation protocols.
- We will actively seek feedback from participants to adapt our information distribution as needed.
- Our staff will be briefed on the specific requirements outlined in our participants' support plans.

15.7 - Staff skills in emergency and disaster management

Identifying the emergency and disaster management skills of staff at Pair Ability is crucial for ensuring preparedness and an effective response in times of crisis. Below are some key skills and abilities that Pair Ability staff will possess or develop:

1. **Emergency Response Training:** Staff will have training in emergency response protocols, including actions to take in various scenarios, evacuation procedures, and the proper use of emergency equipment.
2. **Crisis Communication:** Effective communication during a crisis is vital. Staff will be skilled in clear and concise communication to relay critical information to participants, other staff, and emergency services.
3. **Critical Thinking and Problem-Solving:** The ability to think critically and make sound decisions under pressure is essential. Staff will be able to assess situations, prioritise actions, and adapt to changing circumstances.
4. **First Aid and Medical Training:** Basic first aid and CPR training is valuable for addressing injuries and medical emergencies until professional help arrives. Some staff may need more advanced medical training based on their roles.
5. **Conflict Resolution:** In stressful situations, conflicts may arise. Staff will be skilled in de-escalation techniques and conflict resolution to maintain a safe environment.
6. **Leadership and Teamwork:** During a crisis, staff will need to assume leadership roles or work as part of a team. Leadership and teamwork skills are essential for coordinating efforts and achieving common goals.
7. **Resource Management:** Efficient use of resources, including medical supplies, emergency equipment, and personnel, is critical. Staff will be able to manage and allocate resources effectively.
8. **Risk Assessment:** The ability to assess risks and make informed decisions based on potential hazards is vital for staff in emergency management roles.
9. **Evacuation and Sheltering Skills:** Staff will be trained in evacuation procedures and, if applicable, setting up emergency shelters for participants and providing them with necessary support.
10. **Knowledge of Policies and Procedures:** Understanding the organisation's emergency response policies and procedures are essential. Staff will be familiar with the organisation's specific emergency plans.
11. **Adaptability:** The capacity to adapt to rapidly changing situations and make quick decisions are crucial. Staff will be flexible and open to adjustments as needed.
12. **Record-Keeping:** Accurate and timely record-keeping of incidents, actions taken, and



- participant information is important for post-incident analysis and reporting.
13. Legal and Ethical Considerations: Staff will be aware of legal and ethical obligations during emergencies, including participant confidentiality and rights.
 14. Training and Drills Participation: Regular participation in emergency drills and training sessions is key to maintaining and enhancing emergency management skills.

Identifying and assessing these emergency and disaster management skills among staff at Pair Ability is a crucial step in ensuring the organisation's readiness to respond effectively to a range of potential crises and emergencies. Training and development opportunities can be provided to enhance these skills and keep staff well-prepared for various scenarios.

15.8 - Identify, source and induct a workforce in the event there are workforce disruptions due to emergencies and disasters

Pair Ability has a plan to identify, source, and induct a workforce in the event of workforce disruptions caused by emergencies and disasters is crucial for maintaining business continuity.

Below includes:

Emergency Workforce Continuity Plan

1. Risk Assessment and Preparedness:
 - Resource Assessment: Pair Ability will identify the critical workforce roles that need to be filled in case of disruptions. Prioritise roles based on their importance to business operations.
2. Workforce Planning:
 - Cross-Training: Pair Ability will cross-train employees in critical roles to ensure they can temporarily fill in for others.
3. Identifying and Sourcing Workforce:
 - External Workforce Pool: - Pair Ability will establish relationships with temporary staffing agencies or contractors, or. These include Hire Up, Mable and Side-Kicker.
4. Workforce Induction:
 - Orientation and Training: - Pair Ability will use the induction program for new workforce members and will include safety protocols, and relevant job-specific training.
 - Credential Validation: Verify the qualifications and certifications of candidates, especially in roles requiring specific expertise.
5. Documentation and Compliance:
 - Record Keeping: Pair Ability will maintain detailed records of all emergency workforce members, their training, and activation.
 - Legal and Regulatory Compliance: Pair Ability will ensure that the emergency workforce plan complies with relevant labour laws, regulations, and industry standards.



6. Evaluation and Revision:

- Regular Review: Pair Ability will periodically review the effectiveness of the emergency workforce plan and make necessary revisions based on lessons learned from drills and real-life incidents.

This plan aims to ensure that Pair Ability can swiftly identify, source, and induct a workforce in the event of workforce disruptions caused by emergencies and disasters, allowing the business to maintain essential operations and services.

15.9 - Preparing participants to respond and recover from disasters

Recovering from an emergency is a crucial process that may involve physical, emotional, and practical aspects. Below are the steps Pair Ability take when recovering from an emergency in relation to a participant, including accessing medical care and support services:

1. Ensure Safety and Security:

- Ensure that you and your immediate environment are safe and secure. Follow any remaining safety protocols or instructions from emergency services.

2. Assess Medical Needs:

- Check for injuries or medical conditions that may require immediate attention.
- If necessary, call emergency medical services (e.g., 000) for immediate medical assistance.

3. Contact Emergency Contacts:

- Notify the participant's emergency contacts to inform them of your well-being and any specific needs or assistance you may require.

4. Document Damages and Losses:

- Document any damage to the property, injuries, or losses as a result of the emergency. This documentation may be needed for insurance claims or assistance applications.

5. Mental and Emotional Health:

- Pay attention to the mental and emotional well-being of the participant. An emergency can be traumatic, and seeking support from mental health professionals or counsellors may be necessary.

6. Reconnect with Support Network:

- Reach out to your support network, including friends, family, and community resources.
- The participant is encouraged to share experiences and needs with them, and seek emotional support if necessary.



7. Update Important Documents:

- If important documents were lost or damaged during the emergency, work on updating or replacing them. This may include identification, medical records, etc.

8. Review and Learn:

- After the emergency, Pair Ability will incorporate emergency reviews and take time to review what worked well and what could be improved in your Personal Emergency Plan.

Pair Ability will use this feedback to enhance your preparedness for future emergencies.

15.10 - Reviewing, testing, communicating to others and staff are trained in the plans

Pair Ability will effectively implement the review, testing, communication, and training in their emergency plans to ensure preparedness and effective response in emergency situations:

1. Review of Emergency Plans:

Regular Schedule: Pair Ability should establish a regular schedule for reviewing emergency plans. This includes annual and bi-annual reviews.

Feedback Mechanism: Pair Ability will encourage staff and participants to provide feedback on the emergency plans.

Document Revisions: Pair Ability will ensure that any updates, changes, or revisions made during the review process are documented. It's essential to keep all copies of the emergency plans up-to-date and consistent.

2. Testing of Emergency Plans:

Drills and Exercises: Pair Ability may conduct regular drills and exercises to simulate various emergency scenarios, such as fire, natural disasters, or medical emergencies. These drills will involve staff and participants to practice their roles.

Scenario-Based Testing: Pair Ability will develop different scenarios to test the emergency plans' effectiveness. For example, test responses to a power outage, a security breach, or a severe weather event and complete example plans

3. Communication of Emergency Plans:

Distribution: Ensure that copies of the emergency plans are distributed to all relevant staff members, participants, and key stakeholders. Make the plans easily accessible and



available in both physical and digital formats, such as printed copies and digital documents on the company's intranet.

Clear Communication: Use clear and concise language in the plans to ensure that all parties understand their roles and responsibilities during emergencies. Avoid technical jargon and complex terminology.

4. Training in the Plans:

Participants' Awareness: Pair Ability will include participants in training sessions so they understand how they should respond during emergencies. This participation can enhance their safety and confidence in emergency situations.

Feedback and Questions: Pair Ability encourages participants and staff to ask questions and seek clarifications during training sessions. Create a culture of open communication, where questions and concerns are addressed promptly.

By implementing these processes, Pair Ability can ensure that their emergency plans are regularly reviewed, tested, effectively communicated, and comprehensively trained in, leading to a higher level of preparedness and a more effective response to emergency situations. This, in turn, ensures the safety and well-being of both staff and participants.

Provision of Supports

16. Access to Supports

16.1 - Purpose

The aim of this document is to ensure that every participant gains access to the most suitable assistance tailored to their requirements, objectives, and preferences. Furthermore, this policy outlines the requirements for entry and exit, delineating the rights and obligations of both participants and the provider.



16.2 - Scope

This document applies to:

- All participants receiving services and support
- Entire Pair Ability Staff

16.3. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Strategy 2010-2020
- National Disability Insurance Scheme Act 2013
- United Nations Universal Declaration of Human Rights
- United Nations Convention on the Rights of Persons with Disabilities
- Participant Intake Form
- Service Agreement
- Advocate Nomination Form (if applicable)
- Transition Plan (if applicable)
- Participant Handbook
- Client transfer or exit form.

16.4. Definitions

N/A

16.5. Policy & Procedures

16.5.1. Entry to Services

- Eligibility criteria pertain to individuals who intend to designate **Pair Ability** as their service provider. To select Pair Ability as their service provider, participants must possess:
 - an NDIS Approved Plan. The provider will engage in discussions regarding their requirements and assess the available skills of workers. Upon the participant's approval, the service will commence.



- Participants desiring to discontinue their services may communicate their decision either verbally or in writing. **Pair Ability** will display flexibility in accommodating their service preferences.
- All essential information will be conveyed to participants in a manner that ensures comprehension, such as in another language, simplified English, or through detailed explanations, encompassing:
 - Phone Contact
 - Intake Process
 - Initial assessment and support plan
 - Risk assessment
 - Participants' consent and acceptance
- Participants may be interviewed, with information from their NDIS plan factored into the interview.
- Following a reasonable timeframe for the intake interview, the **management team** will apprise the participant of the interview's outcome.
- If the participant is accepted, the intake process will commence.

Before commencement, participants must complete and sign the following documents:

- **Service Agreement**
- **Advocate Nomination Form (if applicable)**
- **Transition Plan (if applicable)**
- **Client Handbook**

The management team will conduct an initial assessment using **Initial Assessment and Support Plan** and **client intake risk** form for Participant to identify the participant's needs and associated risks. Collaboratively, with each participant, a risk assessment is conducted and documented for their support plan, along with the formulation and implementation of suitable strategies for managing identified risks. Periodic reviews of the effectiveness of these risk management strategies are conducted to ensure adequate risk mitigation and necessary adjustments.

16.5.2. Entry requirements are communicated to participants

Entry requirements, in the context of the National Disability Insurance Scheme (NDIS) or other similar disability support programs, refer to the criteria or conditions that individuals must meet to become eligible for services and supports.

Pair Ability has below entry requirements:

Geographic: Due to the current size of Pair Ability, Pair Ability is only able to service the Sydney region but however will be looking to expand in the future.



Communicating entry requirements to NDIS (National Disability Insurance Scheme) participants is crucial to ensure they understand the eligibility criteria and can access the services and supports they need. Here's how entry requirements can be effectively communicated to participants:

Clear and Accessible Documentation:

- Pair Ability will provide written materials that clearly outline the entry requirements.

Plain Language:

- Pair Ability uses plain and simple language to explain the requirements.

Multiple Communication Channels:

- Pair Ability uses a variety of communication channels to reach participants. This may include email, postal mail, phone calls, text messages, and or social media.

User-Friendly Website:

- Pair Ability will maintain a user-friendly website that features clear and easily accessible information about entry requirements. Ensure that the website is mobile-responsive for accessibility.

Visual Aids:

- Pair Ability has limited easy read versions for the participant

Regular Updates:

- Keep participants informed of any changes to entry requirements. Send updates through the communication channels they prefer.

Feedback Mechanism:

- Pair Ability has established a feedback mechanism that allows participants to provide input or express concerns about the entry requirements. This can help identify areas where communication can be improved.

Easy-to-Find Contact Information:

- Pair Ability's contact information is readily available for e.g welcome pack, client handbook etc to participants so they can reach out with questions or concerns.



16.5.3. Service Refusal

The Management Team will provide participants with clear reasons, based on their skills, resources, or capacity.

Service refusal may occur for the following reasons:

- Capacity limitations preventing the acceptance of new participants by Pair Ability.
- Inadequate resources available to provide support services.

16.5.4. Waiting List processes'

Pair Ability's staff and workers will maintain participants informed of their status on the waiting list through the following steps:

- Providing an estimated wait time.
- Confirming the participant's intention to remain on the list.
- Providing updates on their status in the waiting list.

16.5.5. Service environment

Participants have the right to receive services in a clean, hygienic, safe, and secure environment. Pair Ability ensures this by implementing the following measures:

- Adhering to a risk management policy & procedure.
- Following an incident management policy & procedure.
- Employing a feedback and complaint management policy & procedure.
- Implementing a Quality Management policy & procedure.

Reasonable adjustments to the support delivery environment are continuously monitored to ensure suitability for each participant's health, privacy, dignity, quality of life, and independence.

16.5.6. Cancellation Policy

- **Pair Ability** endeavours to deliver agreed services to participants, assisting them in achieving their goals and targets. The organisation aims to minimise service cancellations.
- Participants are required to notify **Pair Ability** of cancellations at least 48 hours before the scheduled service.



- In case of cancellations after trading hours on the day preceding the service or if the participant is absent on the service day, a fee will be charged to their NDIS plan, potentially up to 100%.
- Service cancellations can be made via a call or email to the office.

16.5.7. Service Withdrawal

- Participants should contact Pair Ability if they change their mind about receiving services. However, if capacity is unavailable, they will be placed on the waiting list.
- Matters leading to service withdrawal are regularly reviewed to prevent recurrences.

16.5.8. Service Termination (Exit from Services)

- The Managing Director of Pair Ability discusses participant rights and responsibilities during the entry process. Participants are informed about the reasons for service termination through an Exit from Services plan, using **Client transfer or Exit Form**.
- Access to required supports will not be withdrawn solely based on a participant's dignity of risk choice.
- Service termination by Pair Ability may occur under specific circumstances:
 - participant cannot meet agreed goals and targets,
 - Poses a risk to workers, staff, or other participants,
 - Fails to meet financial requirements,
 - If their support needs fall outside Pair Ability's scope.
- Prior to service termination, consultation and discussion with the participant and their supporters are conducted to implement strategies for addressing irreconcilable issues.
- Referrals and alternative options are offered if the participant declines services or if Pair Ability terminates their services.

16.5.9. Participant Requested Termination

- Exit planning, in collaboration with other service providers, is defined to meet participants' needs and expectations.
- Participants have the right to end services at any time.
- A fair and transparent procedure is followed to safeguard participants' rights, as well as the safety and integrity of Pair Ability's services.
- The management team ensures that all staff and workers are knowledgeable about the requirements of this Policy & Procedure and possess the necessary skills to meet them.



- Participants may terminate services with Pair Ability for various reasons including:
 - Moving outside the service area,
 - Transferring to another provider
 - Participant's death during the service provision period.
- Pair Ability accepts and learns from participants who wish to end their service.
- Exit interviews may be conducted at the participant's discretion.
- Participants retain the right to cancel services at any time and may utilise Pair Ability's services in the future.

16.5.10. Service Re-entry

Participants who have exited Pair Ability without following the formal intake process still have the option of re-entry within a month, provided resources are available.

Those wishing to return after the cooling-off period must undergo all entry assessments.

16.5.11. Files and Documentation

- All information and documents related to participants who have exited Pair Ability remain the property of Pair Ability and will be retained. If documents were received from other service providers during intake or service provision, they will be returned to the participant or the respective service provider.
- Privacy and confidentiality policies govern the retention and storage of participant-related information.

17. Support Planning

17.1 - Purpose

The purpose of this document is to ensure that each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

17.2 - Scope

This document applies to:



- Entire Pair Ability Staff
- All participants receiving services and support

17.3 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Support Plan
- Employee Timesheet

17.4 - Definitions

N/A

17.5 - Policy & Procedures

17.5.1. Managing Support Plan

- A person-centred approach is promoted in Pair Ability to give this opportunity to the individual to direct their service and keep connected with the participants. For this purpose, **Support Plan** will be used.
- With each participant's consent, work is undertaken with the participant and their support network to enable effective assessment and to develop a support plan.
- Appropriate information and access are sought from a range of resources to ensure the participant's needs, support requirements, preferences, strengths and goals are included in the assessment and the support plan.
- Participants are always at the centre of the decision-making process for all aspects of their life in a way to be able to participate in the community to follow their goals and interests. For this purpose Initial Support Assessment is used.
- Participants' needs and goals will be met with support of Pair Ability staff and workers to develop their independence, problem solving and self-caring skills.



- Participants' sexual orientation, religion and culture will be respected by workers and staff of Pair Ability.
- Each support plan is reviewed regularly. It depends on Participant's plan duration. It can be every 3 months or 6 months or annually or earlier in collaboration with each participant, according to their changing needs or circumstances. Progress in meeting desired outcomes and goals is assessed, at a frequency relevant and proportionate to risks, the participant's functionality and their wishes.
- Where progress is different from expected outcomes and goals, work is done with the participant to change and update the support plan.
- Any change in the goals and expectations of the participant that is outside of service scope will be assessed based on the resources of Pair Ability and the participant will be notified of the outcome of the assessment.
- For maintaining and strengthening connection of Aboriginal and Torres Strait Islanders as well as people with CALD background to their community, Pair Ability will commit to support them by linking them to their local communities, if possible.

17.5.2 - Risk assessment for Each Participant

- In the process of Risk management in the organisation, communication between staff, workers, participants and their families, carers or advocates play a vital role. Conflicts or complaints could be managed by risk assessment.
- In collaboration with each participant, a risk assessment is completed and documented for each participant's support plan, then appropriate strategies to treat known risks are planned and implemented using the **Support Plan**.
- Periodic reviews of the effectiveness of risk management strategies are undertaken with each participant to ensure risks are being adequately addressed, and changes are made when required.

17.5.3 - Communication

- Provide reasons for activities, changes and any modifications
 - Listen to people and consult them
 - Communicate openly and directly with people
 - Seek for feedbacks on a regular basis and provide feedbacks if required
 - People should be trained to ask for more clarification if required
 - People should be responsible for their activities
 - Everyone should act respectfully with staff, workers and participants as well as their
 - family
 - Define what kind of information shall be kept confidential or private and under which circumstances they could be shared.



- Feedback mechanisms and complaint management system of Pair Ability will enhance the process of identification and improvement of communication practices problems. Internal communication between workers and staff are undertaken via emails and meetings.
- Relevant information regarding policies and procedures will be communicated to the participants via Participant Handbook.
- An effective communication method between Pair Ability and the participant is required for provision of a high-quality service, so that requires Pair Ability to organise interpreter services that meets the participants' needs upon their request. This request is indicated on the **Participant Intake Form**.
An accredited interpreter will be arranged by if the participant is not able to communicate in English to make the communication related to the services easier for the Participant.
- At each new support provision appointment, worker will ask the participant whether everything is clearly communicated and confirms the necessity to have an interpreter in place.
- If there is a matter to be dealt with in a restricted period, the participants' family will assist with the communication. However, the providers shall make the best efforts to provide the participants with interpreters as soon as possible.
- Everyone acting as an interpreter shall be over 18 years of age.
- In the following areas the participants need to have access to the information related to them in their own language:
 - Rights and responsibilities of the participants
 - Making decisions that may affect participants life
 - Giving consent for treatment, release of information and guardianship matters
- Participants may request their own preferred interpreters however if the interpreter is not a professional qualified interpreter, they can interpret basic information.

18. Service Agreements with Participants

18.1. Purpose

The purpose of this document is to ensure that each participant has a clear understanding of the supports they have chosen and how they will be provided.



18.2. Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

18.3. Definitions

N/A

18.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Service Agreement

18.5. Policy & Procedure

18.5.1. Service Agreements Requirements

The service agreement, as documented in Pair Ability's **Service Agreement**, is designed to be individually completed by each participant in relation to their NDIS plan. This collaborative process between Pair Ability and the participant aims to outline several crucial aspects, including:

1. **Type of Support:** Detailing the specific support that will be provided to the participant.
2. **Support Duration:** Determining the timeframe during which these support services will be offered.
3. **Issue Resolution:** Identifying procedures for addressing any upcoming issues and ensuring the participant's inclusion in problem-solving.
4. **Responsibilities:** Defining the roles and responsibilities of both parties involved.



5. **Notice Requirements:** Specifying the notice periods required by both parties for making changes to or ending the agreement.
6. **Service Provision Details:** Outlining the location, time, and methods of service provision.
7. **Service Fees:** Clearly stating the fees associated with the support provision.

This service agreement serves as a mutual understanding between Pair Ability and the participant, setting forth shared expectations, goals, and strategies for service delivery. It delineates the obligations of both parties and provides a framework for resolving any issues that may arise.

Pair Ability is committed to ensuring that each participant fully comprehends the contents of the service agreement. Staff and workers will employ understandable modes of communication, language, and terminology to make certain that participants are well-informed about the agreement.

Upon the participant's agreement and signing of the service agreement, they will receive a copy for their records. In cases where providing a physical copy is not feasible or the participant opts not to receive one, a record will be maintained, documenting the circumstances surrounding the agreement's distribution.

Change in Service Agreement: Modifications to the service agreement can only be made with the written agreement of both parties. Any changes will be documented, signed, and dated.

Ending the Service Agreement: Either party may terminate the service agreement, provided they notify the other party at least one month in advance. In cases of a serious breach by either Pair Ability or the participant, the one-month notice requirement may be waived.

Cancellation Policy: The service agreement will clearly outline any associated costs and procedures related to cancellations.

Accommodation: When Pair Ability delivers supported independent living supports in specialist disability accommodation dwellings, documented arrangements will be established with each participant and the accommodation provider. These arrangements will cover topics such as communication of dwelling-related concerns, conflict resolution, changes to participant circumstances, vacancy filling in shared living, and managing behaviours of concern that may jeopardise tenancies.

Pair Ability is dedicated to ensuring transparency, collaboration, and a participant-centred approach throughout the service agreement process.



18.5.2. Arrangements for providing supports to be put in place in the event of an emergency or disaster

Pair Ability Services manages day to day interruptions to service delivery such as support worker absences by:

Pair Ability Services manages day to day interruptions to service delivery such as support worker absences by:

- accessing a pool of support staff with skills matched to your personal needs and preferences
- making sure that your support plans are clearly written and understood by support staff
- where possible, providing a support staff who has worked with you previously
- advising you about a worker absence and agreeing with you a replacement.

At all times during an emergency or a disaster, Pair Ability Service's primary organisational goals will be:

- the safety and wellbeing of its employees and participants
- providing continuity of support to its participants
- working towards a safe and efficient return to full operations.

In extreme emergencies or disasters that affect multiple staff members Pair Ability Services may need to adjust services provided. Pair Ability Services:

- will always comply with directives from relevant agencies such as the Department of Health, Government departments and other agencies, Police and emergency services when delivering services during an emergency or disaster
- will always contact you to discuss and agree on any changes or disruptions to your supports before they are put in place
- has plans in place to use contractors and agency staff for backfill
- will prioritise available staff to essential services where the lack of service would endanger or seriously affect our participants.
- will contact participants to discuss other services in place, including the informal supports (partner, siblings, family, friends) that they have available.

Essential services include:

- some in home supports and personal care
- supported living/residential care
- supports to at risk participants

Non-essential services including day centre and community access activities will be provided where staff are available if it is safe for participants and staff.



19. Responsive Support Provision

19.1 - Purpose

The purpose of this document is to ensure that each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

19.2. Scope

This document applies to:

- Entire Pair Ability Staff
- All participants receiving services and support

19.3. Definitions

N/A

19.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights

19.5. Policy & Procedures

19.5.1. Responsive Support Provision Policy

Pair Ability is deeply committed to providing the following principles:



1. **Person-Centered Services:** We are dedicated to delivering services and support that are centered around the unique needs, preferences, and goals of each participant.
2. **Respect for Values and Beliefs:** Pair Ability values and respects the cultural, personal, and individual beliefs of all participants, ensuring these are upheld throughout their support journey.
3. **Privacy and Dignity:** Participants can trust that their privacy is upheld, and their dignity is maintained throughout the provision of services.
4. **Safe and Supportive Environment:** We are committed to creating an environment that is entirely free from violence, abuse, neglect, discrimination, and exploitation, ensuring participants' safety and well-being.
5. **Hazard-Free Environment:** Our top priority is maintaining a safe and secure environment, free from hazards and risks, to ensure the safety of all participants.
6. **Financial Security:** Pair Ability ensures secure handling of money and property, safeguarding participants' financial well-being.
7. **Accurate Medication Handling:** We take meticulous care in handling medications, striving for error-free procedures to guarantee participants' health and safety.
8. **Goal-Oriented Services:** Our services are designed to meet participants' individual goals, needs, and preferences, guided by contemporary evidence-informed practices.
9. **Collaborative Support:** With the participant's consent or direction, we collaborate with other service providers, sharing information to meet their unique needs effectively.
10. **Participant Involvement:** We make every reasonable effort to involve participants in the selection of their support workers, including considering their preferred gender for personal care support.
11. **Specialised Training:** For participants with specific needs requiring monitoring or daily support, our workers are equipped with the appropriate training and understanding to meet these requirements.

Pair Ability's unwavering commitment is centred on delivering exceptional, personalised support services that prioritise the well-being, values, and aspirations of each and every participant.

19.5.2. Support Planning

Pair Ability is committed to a comprehensive support approach:

1. **Regular Support Review:** We conduct routine reviews of support services to ensure they align with participants' goals and needs. This is achieved through a thorough evaluation, including the review of Pair Ability's **Support Plan**.
2. **Participant Involvement:** If a support plan isn't progressing as intended, we actively engage participants in modifying or updating the plan to ensure it better meets their objectives.



3. **Independence and Dignity:** Pair Ability prioritises the independence, quality of life, and preservation of the dignity and privacy of all participants in our care.
4. **Collaboration with Other Providers:** When agreed upon in the service agreement, we establish and maintain connections with other service providers. This collaboration enhances our ability to deliver services that align with participants' goals and needs.
5. **Choice in Support Workers:** Participants have the autonomy to identify their preferred support worker(s), including specifying the preferred gender for personal care support. This choice is documented in the support plan.
6. **Specialised Training:** In cases where participants have specific needs requiring monitoring or daily support, our staff undergo specialised training to better understand and meet those needs.

Pair Ability's commitment revolves around delivering person-centred support services that prioritise participants' well-being, independence, and the achievement of their desired outcomes.

20. Transitions to or from a Provider

20.1. Purpose

This policy is developed, applied, reviewed and communicated to ensure that each participant experiences a planned and coordinated transition to or from the provider.

20.2. Scope

This document applies to:

- Participant who enquires a transition to and from Pair Ability
- Entire Pair Ability Staff

20.3. Definitions

N/A



20.4. Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Client Transfer or Exit Form

20.5. Policy & Procedures

20.5.1. Transitions to or from the Provider Management

Pair Ability ensures a smooth transition process for participants:

1. **Collaborative Planning:** We facilitate planned transitions to or from our services in collaboration with each participant. This process is documented, communicated, and effectively managed using the **Client Transfer or Exit Plan**.
2. **Risk Identification and Response:** Risks associated with each transition are thoroughly identified, documented, and proactively addressed.
3. **Established Processes:** We have well-defined processes for transitioning participants to or from our services. These processes are continuously developed, applied, reviewed, and communicated.
4. **Alternative Solutions:** In cases where a participant is transitioning, our management team collaborates with the participant and their supporters to identify alternative solutions and referrals that align with the participant's requirements.
5. **Information Sharing:** To enhance the transition, Pair Ability seeks the participant's consent to share their information with the new service provider. If necessary, participants will be introduced to the staff and workers of the new service provider.
6. **Guidance and Information:** We provide comprehensive guidance to participants prior to their exit, including information related to the consequences of their decision, options for re-entry if circumstances change, and alternative services available to them.
7. **Customised Transition Plans:** A detailed transition plan is created, outlining the date and time of the transition, along with the necessary actions. This plan is developed collaboratively between our management team and the participant, with mutual agreement on the plan and required actions.



8. **Risk Communication:** Any risks associated with the participant's transition are openly discussed with the participant and informed family members, and these are documented in the transition plan using the **Client Transfer or Exit Form**
9. **Feedback for Improvement:** Prior to the transition, we actively seek feedback from the participant or their family members. This feedback is invaluable for our continuous improvement and change management processes at Pair Ability.

20.5.2. Temporary Transitions

Temporary transitions to or from Pair Ability are recognized as an important part of our commitment to meeting the evolving needs of participants. We acknowledge that there may be situations where participants require temporary placements, such as respite care, hospitalisation, or other short-term needs. In such cases, we develop, apply, review, and communicate specialised processes for these temporary transitions.

Temporary Transition Procedures:

- 1. Assessment and Planning:** Pair Ability staff, in collaboration with the participant and their support network, assess the need for a temporary transition. This includes understanding the reasons, expected duration, and any specific care requirements during the temporary period.
- 2. Individualised Care Plans:** Based on the assessment, an individualised care plan is developed to address the participant's unique needs during the temporary transition. This plan outlines the specific support, services, and accommodations required.
- 3. Coordination:** Pair Ability coordinates the temporary transition, including liaising with other service providers or facilities as needed. This ensures a seamless transition and continuity of care.
- 4. Participant and Family Involvement:** The participant and their family or support network are actively involved in the planning and decision-making process, and their preferences are considered in the temporary transition plan.
- 5. Regular Review:** Temporary transition plans are regularly reviewed to assess their effectiveness and to make adjustments if necessary. This includes monitoring the participant's well-being and safety during the temporary placement.
- 6. Communication:** All relevant parties, including the participant, their family, and staff, are kept informed and updated throughout the temporary transition process. Any changes or updates to the plan are clearly communicated.
- 7. Support Worker Training:** Staff members involved in the temporary transition receive appropriate training to meet the specific needs of the participant during this period.
- 8. Documentation:** Detailed records are maintained for temporary transitions, including the initial assessment, care plans, communication logs, and reviews. This documentation is instrumental in ensuring quality care and compliance with NDIS standards.

Temporary transitions are managed with the same commitment to quality, safety, and participant-centred care as permanent transitions, and the procedures are reviewed to ensure their effectiveness in meeting the needs of participants. Our aim is to provide the highest level of support and flexibility to accommodate temporary transitions while maintaining the safety and well-being of participants.



Provision of Supports Environment

21. Safe Environment

21.1 - Purpose

The aim of this document is to guarantee that the workplace is secure for all staff and workers, while also maintaining a low-risk and secure environment for participants and their families.

21.2 - Scope

This document is applicable to:

- Entire Pair Ability Staff
- All participants receiving services and support

21.3 - Definitions

N/A

21.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities



- United Nations Universal Declaration of Human Rights

21.5 - Policy & Procedures

21.5.1 - Occupational Health and Safety Policy

- Pair Ability is dedicated to promoting the health, safety, and well-being of all individuals under our employment, as well as the participants and those affected by our operations.
- We are committed to continuously enhancing workplace health and safety through a systematic approach that includes risk management and consultation.
- Our primary goal is to provide appropriate support to everyone within the organisation.
- A safe work environment is crucial for the long-term success of our business and to meet regulatory standards.
- Our workers are expected to avoid any unsafe practices, and participants should not tolerate an unsafe workplace. If a staff member encounters a task they are not trained for, it should be promptly reported to Pair Ability.
- To ensure safety at Pair Ability, all workers receive comprehensive WHS training, and they are informed of their roles and responsibilities.
- The management of Pair Ability is responsible for guaranteeing the safety of all individuals within the organisation, including participants, their families, workers, and staff.
- We are committed to facilitating participants in identifying workers providing agreed-upon support.
- When supports are delivered in a participant's home, we work together with the participant to establish a secure support delivery environment.
- Collaboration with other service providers and organisations is conducted, where applicable, to identify and address risks, ensure safe environments, and prevent and manage injuries.
- All workplace injuries, near misses, and work-related illnesses are promptly reported to management, and we ensure that accidents, hazards, and near misses are documented, reported, and investigated in accordance with the Incident Management Policy and Procedure.

21.5.2 - Management Team Responsibilities

- A comprehensive risk assessment has been conducted, and safety risks have been identified and effectively managed utilising the **Risk Assessment Form**. If any
- The management team bears the following responsibilities:



- Ensuring that all incidents and hazards are promptly reported to the management team.
- Ensuring that Pair Ability's operations are fully compliant with WHS legislations.
- Addressing any issues affecting participants, workers, and other stakeholders that are identified and reported to them.
Regularly reviewing WHS functions and activities.
- Establishing and implementing emergency plans and conducting drills as necessary.
- Creating and maintaining a safe workplace for all workers and participants.
- Providing Personal Protective Equipment to workers when required.
- Ensuring that substances are handled safely.
- Maintaining a list of hazardous chemicals and making Safety Data Sheets accessible.
- Ensuring that all workers are covered by workers' compensation insurance.
- Providing adequate training to all workers on the emergency response plan and drills.
- Conducting risk assessments to identify and mitigate hazards in the workplace.
- Disseminating this document to all staff, workers, including volunteers, full-time and part-time employees, etc.
- Reviewing the emergency evacuation plan annually and designating assembly areas in case of evacuation.

21.5.3 - Staff and Workers responsibilities

It is the responsibility of staff and workers to:

- Safeguard their own health and safety and ensure that their actions do not jeopardise the safety of others.
- Report any incidents and hazards to their manager promptly.
- Adhere to all rules and guidelines established by the management.
- Cooperate in incident investigations when necessary.
- Familiarise themselves with and participate in emergency plans and drills.
- Maintain a safe work environment free from hazards.
- Participate in relevant training provided by Pair Ability concerning WHS and the proper use of Personal Protective Equipment (PPE).
- If any equipment provided by a participant is used, ensure it undergoes a risk assessment.
- Be knowledgeable about the evacuation plan and the designated assembly area.



21.5.4 - Participants' responsibilities

- Participants are expected to:
 - Take measures to prevent actions that may endanger others.
 - Adhere to all prescribed guidelines and regulations.

21.5.5 - Emergency Response Plan

- The Emergency Response Plan includes the following elements:
 - Contact information for responsible staff and workers, including first aiders and fire wardens.
 - Contact details for the nearest hospital and medical service centre.
 - An alarm system for fire emergencies, such as an air horn or fire alarm.
 - Procedures for testing emergency protocols and conducting drills annually.
- The management team is responsible for conducting an annual review of the Emergency Response Plan and defining assembly areas in the event of an evacuation.

21.5.6 - Smoke free environment

Ensuring a smoke-free environment for participants and workers is a fundamental commitment of Pair Ability. We will guarantee that:

- Public areas remain smoke-free, and smoking in these areas will not be tolerated by Pair Ability.
- Smoking is prohibited in company vehicles and during meetings.
- Everyone is aware of and adheres to the policy and guidelines regarding a smoke-free environment.
- Smoking is only permitted in designated areas, away from participants.

21.5.7 - Manual Handling

- Manual handling encompasses various activities, including lifting, pushing, pulling, holding, throwing, and carrying. This also comprises repetitive tasks like packing, typing, assembling, cleaning, sorting, utilising hand-tools, and operating machinery and equipment.
- The Management Team identifies work activities involving manual handling, assessing and addressing any associated risks to employees.



22. Participant Money and Property

22.1- Purpose

The aim of this policy and procedure is to guarantee the security of participants' finances and assets while ensuring that each participant has the autonomy to manage their own money and property as they see fit.

22.2 - Scope

This policy and procedure apply to all individuals associated with Pair Ability, including both permanent and casual staff, contractors, volunteers, and business partners, as well as all participants receiving services and support.

22.3 - Definition

N/A

22.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights



22.5 - Policy & Procedures

22.5.1 - Participant Money and Property Policy

- When the provider has access to a participant's money or other property, procedures are established to manage, safeguard, and account for it. These processes are developed, applied, regularly reviewed, and communicated.
- Participant funds or property are only utilised with the participant's consent and for their intended purposes.

Additionally:

- Participants are not provided with financial advice or information beyond what is reasonably required for their plan.
- Only individuals who meet specific criteria may manage a participant's funds or property, such as those designated by the participant which can be individuals ordered by a court, tribunal, or guardianship board, or those assigned as Centrelink nominees.
- Secure spaces should be allocated to participants onsite.
- Workers are responsible for ensuring that participants receive purchased items.
- Legal guardians or family members should be involved in decisions related to expenditures or investments.
- Participants are supported in accessing and spending their own money as they see fit, as needed.
- This policy and procedure aim to protect and manage participants' financial assets appropriately

22.5.2 - Participant Accounts

- Participants who are 18 years of age or older must maintain a bank account in their own name. All financial transactions, including income and payments, should be conducted through this designated account, as applicable.
- In cases where a staff or worker member is tasked with managing a participant's account, it is a requisite that a minimum of two authorised signatures are required for any withdrawals. Moreover, receipts for each transaction must be meticulously documented for future scrutiny.
- Whenever feasible, the implementation of direct debit for financial transactions is strongly advised.

22.5.3 - Unwanted or Incidental Payment or Withdrawal



- Participants are advised to maintain the minimum required amount of money on the premises.
- Authorised signatories should possess the ability to verify the authenticity of transactions and ensure they are for the benefit of participants.
- Under no circumstances should signatories endorse blank withdrawal forms, and they are strongly encouraged to refrain from doing so.

22.5.4 - Roles and Responsibilities of Workers and Staff

- If workers are directly involved in managing a participant's funds, their responsibilities include:
 - Assisting participants with money handling and purchases in a manner that prioritises the participant's benefit over any personal gain.
 - Requesting money withdrawals in emergency situations, providing all relevant receipts for documentation and verification.
 - Ensuring that money withdrawals remain within the prescribed limits if they hold signatory authority.
 - Safeguarding funds by storing them securely in an accessible location.
 - Reporting any discrepancies in a participant's account to the appropriate manager.
 - Compiling regular reports on participants' funds and presenting them to the relevant managers.
- If workers are in roles related to monitoring participants' funds, their responsibilities encompass:
 - Regularly reviewing the status of participants' funds.
 - Providing reports to participants' families when necessary.
 - Confirming that participants' income is correctly deposited into their accounts.
 - Preparing managerial reports for the Managing Director, particularly in relation to all audits.
 - Maintaining records of all current and past receipts that have been examined.
 - Ensuring that the received and withdrawn funds reconcile.
 - Verifying the appropriateness of payments.

23. Mealtime Management

23.1 - Purpose



This policy covers Pair Ability's position on assisting participants with their mealtime management, ensuring the participant has choice and control, while enjoying safe and enjoyable meals.

23.2 - Scope

This document is applicable to:

- Entire Pair Ability Staff
- All participants receiving services and support

23.3 - Definition

Word/Term	Definition
Dysphagia	Dysphagia is a medical term for any difficulty with swallowing. It is associated with a wide range of disabilities and health conditions. People with disability who have dysphagia are more likely to die from choking or respiratory illnesses or have serious health complications because of poor management of dysphagia. Dysphagia occurs when one or more of the four phases of swallowing is disrupted.

23.4 - Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Strategy 2010-2020
- National Disability Insurance Scheme Act 2013
- United Nations Universal Declaration of Human Rights
- United Nations Convention on the Rights of Persons with Disabilities
- Meal Time Checklist
- Hazard Identification Form
- Incident Register



23.5 - Policy & Procedure

As a provider, there's a lot you can do to help a person who has swallowing difficulties To have safe and enjoyable meals. This includes:

1. Use the person's Mealtime Support Plan and fill out Pair Ability's Meal Time Checklist
2. Know the signs of choking and swallowing difficulties.
3. Know the person.
4. Prepare safe food and fluids.
5. Use other mealtime strategies.

23.5.1 - Use the person's Mealtime Support Plan

- Most importantly, know and use the person's Mealtime Support Plan. All Pair Ability participants who require mealtime management will have a Mealtime Management plan on file. All support staff will also be given a hard copy of the plan to use during their shifts with the participant.
- Familiarise yourself with the signs of choking and swallowing difficulties. It is crucial to recognize when a person is choking or experiencing swallowing issues, allowing for quick action. Read and understand the participant's Care and Support Plan, Meal Time Checklist and Mealtime Management plan to ensure you are well-informed in this regard.
- Get to know the person. The individual's unique abilities, behaviours, and health factors influence their ability to have safe and enjoyable meals. You can assist by understanding the person, their needs, capabilities, likes, and dislikes. This information can be found in the participant's Care and Support Plan. If the person has complex communication needs, share information about their requirements and preferences with their support team.
- Prepare safe food and fluids. Two key strategies for individuals with swallowing difficulties involve modifying the texture of their food and thickening their fluids. For someone with swallowing difficulties, altering food texture enables better chewing, preparation, and control when moving food in the mouth and during swallowing. Thickened fluids stay together in the mouth, allowing for slower movement through the mouth and throat, providing the person with more time to protect their airway while swallowing. For individuals with fine motor difficulties, ensure they can access and use appropriate cutlery or present food in bite-sized pieces to prevent them from taking overly large portions into their mouth.



23.5.2 - Supporting participants with possible swallowing difficulties

- Supporting participants with possible swallowing difficulties If a participant shows any sign or symptom of swallowing difficulty, you should support them in promptly consulting a GP and a speech pathologist so they can assess their swallowing and mealtime assistance needs and review their overall health. This information will be documented in the hazard identification form.

25.5.3 - Mealtime Management Plan

- Mealtime Management Plans (MMP) A speech pathologist can prescribe and recommend specific actions for a person to eat and drink safely, as well as develop a mealtime management plan tailored to their needs. They will also specify when plans need to be reviewed. A dietitian may contribute to the mealtime management plan by ensuring it provides adequate nutrition and hydration in recommended modified meals.
- Mealtime management plans may include recommendations to:
 - Improve seating and positioning supports to ensure safe positioning during meals.
 - Modify food textures to facilitate easier chewing and swallowing.
 - Provide specific mealtime assistance techniques, including reminders about a safe eating pace and portion size.
 - Address coughing or choking incidents and ensure ongoing monitoring of risks while a person is eating or drinking.
 - Use feeding equipment for individuals with severe dysphagia, including assistive technology such as spoons, plates, cups, straws, and tube feeding equipment for those with severe or profound swallowing difficulties requiring tube feeding.

Responding to coughing or choking / emergencies If someone is choking and unable to breathe, call triple zero (000) to request an ambulance. Then:

1. Attempt to keep the person calm and encourage them to cough to dislodge the object.
2. Gently bend the person forward and deliver up to 5 sharp blows to their back between the shoulder blades using the heel of one hand. After each blow, check if the blockage has cleared.
3. If the blockage hasn't cleared after 5 back blows, provide support by placing one hand in the middle of the person's back. Place the heel of the other hand on the lower half of the breastbone (in the central part of the chest) and press firmly into the chest with a quick upward thrust, as if trying to lift the person. After each thrust, check if the blockage has cleared.
4. If the blockage persists after 5 thrusts, continue alternating between 5 back blows and 5 chest thrusts until medical help arrives.



5. If the person becomes blue, limp, or unconscious, initiate CPR immediately.

25.5.4 - Worker responsibility for providing mealtime management and managing risks for the participant

Each worker responsible for providing mealtime management to clients understands the mealtime management needs of those clients and the steps to take if safety incidents occur during meals, such as coughing or choking on food or fluids.

In the NDIS Training Module 'supporting safe and enjoyable meals', Mealtime Management course workers will learn why mealtime management is important for clients who experience difficulty swallowing. They will learn about the NDIS Mealtime Management Practice Standard and Quality Indicators. The course will give the worker a sound understanding of how this practice standard impacts their role and responsibilities providing mealtime support. Workers will learn how a mealtime management plan is developed and how they can implement a client's mealtime management plan to support safe and enjoyable mealtimes.

25.5.5 - Food Storage

At Pair Ability, we prioritise the safe and hygienic storage of meals that are intended for participants requiring mealtime management. Our practices adhere to the highest health and safety standards to ensure the well-being of our participants. Meals designated for specific participants are stored in a manner that allows for easy identification and differentiation from other meals. This includes clear labelling and separation to prevent any confusion, ensuring that participants receive the appropriate meals tailored to their specific dietary and nutritional requirements. We maintain strict adherence to these practices to guarantee the health and satisfaction of our participants

Labelling and Identification:

- Every meal prepared for a participant must be properly labelled and identified to ensure easy recognition. The labelling process should include:
 - Participant's Name: Write the participant's full name on the meal container.
 - Dietary Requirements: Include any specific dietary needs or restrictions, such as allergens or special preferences.
 - Date and Time: Label the date and time of meal preparation to monitor freshness.

Storage and Placement:

- Meals must be stored in a manner that allows for differentiation and prevents mix-ups. Follow these guidelines:
 - Allocate a designated storage area for participant-specific meals, separate from general meals.



- Ensure that the designated area is clearly marked and easily accessible to staff.
- Store meals for participants requiring mealtime management in a way that they can be quickly identified and retrieved.

25.5.6 - Reporting

Reporting All mealtime management incidents must be documented in the Incident Management register.

25.5.7 -Review and evaluation

Mealtime

management incidents will be closely monitored through incident reports to identify recurring incidents and support the enhancement of practices related to mealtime management and the reduction of incidents.