



Darling Downs THERAPY SERVICES

Client Handbook

Welcome to Darling Downs Therapy Services.

This handbook is designed to give our clients a general overview of our business, what to expect from our service and some of our key policies and procedures.

If you need access to this information in a different format or language please let us know. If you have any questions about our service please don't hesitate to ask one of our team.

You can contact our reception on 0419 777 086 (Monday to Friday, 9am – 12pm)
You can contact our director, Kym Lawson on 0427 385 956

Or email us at: admin@darlingdownstherapyservice.com.au

We look forward to working with you!

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About Darling Downs Therapy Services

Darling Downs Therapy Services (DDTS) provides Occupational Therapy services, Psychology Services, Support Coordination and Positive Behaviour Support services primarily to individuals living in the Toowoomba area and surrounds. We are a small local business with staff and contractors local to the region. We started operating in August 2017 as we saw a need for our services following the commencement of the NDIS in the Darling Downs region.

Our Vision:

Our vision is to provide high quality services to empower our clients and their support networks (family, friends, carers) to reach the goals the clients want to achieve in their day to day life.

We aim to meet this Vision by:

- listening to, and working with, our clients and their support networks
- providing support that puts the client at the centre of what we do
- being creative to find a solution that works
- keeping in touch with our clients and following up with what we've promised to do

Service Delivery Model

At DDTS our clinical services are provided under the guiding principles of:

- evidence-based approach including:
 - o the best available research and literature
 - o our experience
 - o the values, goals and knowledge of the client, their family and support network
 - o the context of the service we provide

[source: Evidence-Based Medicine. How to Practice and Teach EBM, 2nd ed. David L. Sackett, Sharon E. Straus, W. Scott Richardson, William Rosenberg, and R. Brian Haynes. Edinburgh: Churchill Livingstone, 2000]
- person-centred practice: putting the person and their goals and choices at the centre of our support
- strengths-based approach: using the person's skills, interests, abilities, and the resources around them as a key focus of our interventions
- principles of positive behaviour support
- reflective practice: ensuring an environment that encourages reflecting on practice to encourage ongoing learning and development to provide best outcomes for our clients

At DDTS our Support Coordination services are provided in line with person centred practice and the definition of support coordination as set down by the NDIS. The Support Coordinator will work with clients and/or their representatives

- To focus on strengthening a client's ability to design and build their supports and to link their supports across a complex service delivery environment
- To work together with the client to understand their funding, identify their expectations from the services they receive and design their supports accordingly
- To build the capacity of clients to have choice and control in their lives.

In all our interactions with our clients and their nominated support people we acknowledge and uphold the principles within the United Nations Convention on the Rights of Persons with Disabilities:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/345108/easy-read-un-convention.pdf

We aim to do this by:

- providing information and communicating with you in the way that you prefer
- treating you in a non-discriminatory manner with proper regard for your rights and dignity. We don't tolerate discrimination, victimisation or harassment based on a person's race, colour, religion, disability, national origin, citizenship, age, sex, sexual orientation or any other classification protected by law
- providing a service that is respectful of the person's individual culture, values and beliefs

- we encourage you to make your own choices and we work with the goals you have outlined in your NDIS plan
- working with any advocates or people you nominate to be involved in your interactions with us
- we follow a DDTS code of conduct (see below) and the NDIS code of conduct as well as all relevant legislation to ensure we are working to a high standard for you
- keeping up to date with the latest knowledge and best practice in the areas of work we do
- tailoring the support we provide to your individual needs (e.g. having visits at a venue that you prefer, making resources in the format you prefer etc.)

Our Services

Occupational Therapy Services focus on:

- assisting clients to learn and/or improve a range of skills to support them to participate in their chosen daily activities (e.g. dressing skills, learning to cook, learning to catch a bus, household skills, employment support, money skills, self-care skills, self-regulation etc.)
- adapting tasks that the client wants to do to help them achieve greater independence (e.g. providing adaptive equipment, changing the steps in a task, providing a visual guide to prompt them)
- adapting the environment to help achieve a desired goal (e.g. physical changes to environment such as changing the lighting or seating, changing sensory environment such as reducing noise to assist with focusing on the task)

Positive Behaviour Support (PBS) focuses on:

- working with the client to develop a range of proactive strategies and strategies for the client and others to use when a behaviour is about to occur or occurring. The aim is to prevent the behaviour from happening or to reduce the impact of behaviour to ensure the client and other's safety. PBS aims to improve quality of life, community participation and engagement in daily life. Support may include assessment of the situation (reviewing available information, looking at behavioural recordings, talking with the client and those providing support, formal assessment, observations of day to day to day life etc.); development of a positive behaviour support plan; support to put the plan into action (including training) and reviewing the plan.

Psychology Services aim to:

- support the client to develop skills and improve their overall well-being. We assist by helping the client learn how to cope with life stressors, manage difficult feelings such as anxiety, depression and anger and to develop skills in problem solving and social interaction.

Support Coordination services aim to:

- assist clients to connect with service providers, explore mainstream options for service provision and maximise their potential to live an ordinary life. Support Coordination aims to assist people to get the most out of their NDIS Plan and the funding available.

Developmental Education services aim to:

- fostering the skills, independence and quality of life of individuals with developmental and/or acquired disabilities. Developmental Educators (also referred to as DE's) have a practical approach and work holistically across the life span to address issues which may affect the function, independence and social inclusion of individuals with disability, their families and carers.

Our Clients – who do we provide support to?

Based on the skills and expertise of our current team we specialise in providing services to older teenagers and adults. Our primary areas of expertise are intellectual disability and autism-related diagnoses, and dual diagnosis (i.e. mental health and intellectual disability, or dementia and intellectual disability). We would consider working with clients with other support needs if we determined that our skills and experience were transferable to the client and situation presenting. Otherwise, we may suggest other services and supports that would better meet the person's need and also encourage them to seek further assistance from their support coordinator (if appointed). We primarily work with clients funded under the National Disability Insurance Scheme. As demand and capacity allow, our services focus on supporting clients within the Darling Downs, primarily Toowoomba and surrounding towns.

Our Team

At DDTS we seek to engage employees and contractors that are committed to working with clients with a disability, have an approach that fits with our vision, have experience working with people with a disability and/or people with complex needs and bring a range skills and experiences to the overall team.

Our current team members are:

- Kym Lawson, Occupational Therapist and Behaviour Support Practitioner, Director of DDTS
- Maria Mazzanti, Administration Officer
- Tim Connolly, Behaviour Support Practitioner and Developmental Educator (Contractor)
- Jaclyn Bodt, Psychologist and Behaviour Support Practitioner (Contractor)
- Madonna Nielsen, Behaviour Support Practitioner (Contractor)
- Andrew Nielsen, Behaviour Support Practitioner (Contractor)
- Jenny Keys, Support Coordinator (Contractor)

Find out more about our team members and their experience on our website: www.darlingdownstherapyservices.com.au

DDTS Code of Conduct

DDTS has a Code of Conduct in place that all employees and contractors are to abide by. It describes the standards of behaviour and conduct expected from employees and contractors in their dealings with clients, co-employees/contractors, management, other stakeholders and the general public.

The Code

All employees and contractors of DDTS are expected to observe the highest standards of ethics, integrity and behaviour. As representatives of DDTS all employees and contractors are expected to conduct themselves in a professional and courteous manner. The following are standards from our code of conduct which relate to our client services:

- Comply with all laws, policies, procedures, rules, regulations and contracts.
- Comply with all lawful and reasonable directions from the Company.
- Be honest and fair in dealings with customers, clients, suppliers, co-employees, contractors, management and the general public.
- Display the appropriate image of professionalism at your workplace. Wear the required attire, safety equipment or work clothes, and ensure your appearance is neat and tidy.
- Treat clients, suppliers, co-employees, other contractors, company management, other stakeholders and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, disability, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, or any other classification protected by law will not be tolerated.
- Promptly report any violations of law, ethical principles, policies and this Code.
- Maintain punctuality. If an employee/contractor is late or cannot report to a work commitment (e.g. client appointment, meeting) , they must telephone and let the appropriate person (client/client's contact person) know as soon as possible.
- Employees are not to use work time for private gain. If an employee is required to leave work for personal reasons they should advise their immediate supervisor/manager well in advance. Contractors are not to conduct non-work activities while providing a billable support for a client.
- Maintain and develop the knowledge and skills necessary to carry out your duties and responsibilities.
- Observe workplace health and safety policies and obligations and co-operate with all procedures and initiatives taken by DDTS in the interests of workplace health and safety.
- Be truthful in all dealings with persons encountered at the workplace.
- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Not act for an improper or ulterior purpose or on irrelevant grounds.
- Never demand or request any gift or benefit in connection with your employment or engagement.

- Respect at all times the Company's and client's property.
- Maintain during employment with the Company or contract with the Company and after the termination of employment/contract, the confidentiality of any confidential information, records or other materials acquired during the employment/contract with the Company.
- Swearing in the workplace must not be used in an aggressive manner and must not be directed at another employee/contractor and under no circumstances a client.
- Never report for work and/or provide services under the influence of illicit drugs or alcohol.
- Do not smoke during working hours unless during prescribed breaks and within designated areas.

DDTS also adheres to the NDIS Code of Conduct in all our practices

Please refer to the follow section outlining details of the NDIS Code of Conduct.

Our Services within the NDIS context

DDTS primarily work with clients funded through the National Disability Insurance Scheme (NDIS).

What is the NDIS?: <https://www.ndis.gov.au/understanding/what-ndis>

DDTS are registered to provide the following supports to participants of the NDIS:

- Therapeutic Supports: this relates to our Occupational Therapy and Psychology services; and
- Improved Relationships: this refers to the provision of positive behaviour support services under the line items of: specialist behaviour intervention and behaviour management plan including training
- Support Coordination: this refers to the provision of support coordination services as set down in the NDIS Price Guide.

DDTS maintain NDIS registration and the requirements of registration on behalf of its employees and contractors. Employees and contractors are responsible for undertaking any tasks and requirements requested by DDTS in order for DDTS to meet its obligations as an NDIS provider.

The details of the services we provide to a client are contained in individual service agreements and are negotiated with the client (or their representative) based on:

- funding allocated to the participant by the NDIS
- referral request and outcomes sought by the participant
- helping the participant to meet their NDIS goals
- the services we are able to provide based on our availability, capacity and skills

NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. They regulate NDIS providers, provide national consistency, promote safety and quality, resolve problems and identify areas for improvement. source: www.ndiscommission.gov.au

As a provider of services to NDIS participants DDTS, our employees and contractors are aware of and adhere to requirements of the Commission contained within the following documents:

- Code of Conduct
- NDIS practice standards
- Positive Behaviour Support and Capability Framework

NDIS Code of Conduct

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability

- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.
[source: <https://www.ndiscommission.gov.au/providers/ndis-code-conduct>]

All DDTS employees and contractors are familiar with the code of conduct which is found via the following link:

<https://www.ndiscommission.gov.au/about/legislation-rules-policies>

All DDTS employees and contractors also complete the training module: 'Worker Orientation Module: Quality, Safety and You': <https://www.ndiscommission.gov.au/workers/training-course>

NDIS practice standards

As an NDIS provider DDTS are committed to meeting the NDIS practice standards which, along with the NDIS code of conduct, set the benchmark for service delivery under the NDIS.

DDTS are required to meet the standards of:

- the core module which covers:
 - o Rights and Responsibilities
 - o Person – centred supports
 - o Individual values and beliefs
 - o Privacy and Dignity
 - o Independence and informed choice
 - o Violence, Abuse, Neglect, Exploitation and Discrimination
- module 2 which covers:
 - o Provider Governance and Operational Management
 - o Governance and Operational Management
 - o Risk Management
 - o Quality Management
 - o Information Management
 - o Feedback and Complaints Management
 - o Incident Management
 - o Human Resource Management
 - o Continuity of Supports
- and modules relating to the provision of specialist behaviour support

All DDTS staff familiarise themselves with the practice standards and participate in all activities required by DDTS to meet these standards including an independent audit process.

Positive Behaviour Support and Capability Framework

DDTS, as a provider of positive behaviour support under the NDIS, is committed to the delivery of high-quality behaviour support services that aim to improve our clients' quality of life, while reducing occurrence of behaviours of concern and the need for use of restrictive practices (RP) in accordance with the National Disability Insurance Scheme Act (2013) and the requirements of the NDIS Quality and Safeguards Commission (NDIS-QSC).

DDTS work within:

- the NDIS Positive Behaviour Support – Capability Framework
- the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018: <https://www.legislation.gov.au/Details/F2018L00632>
- Queensland legislative requirements for positive behaviour support and restrictive practices which apply:
 - o <https://www.communities.qld.gov.au/disability-connect-queensland/disability-services-act-2006/key-impacts-legislation/positive-behaviour-support>
 - o <https://www.communities.qld.gov.au/disability-connect-queensland/national-disability-insurance-scheme/ndis-quality-safeguard-requirements-providers/restrictive-practices/publications-resources>

Service Delivery Outline

The following table outlines key points in our interactions with you and the general steps you can anticipate when working with us. This process may however differ slightly depending on your individual situation and support needs.

Phase	Steps
Initial Enquiry	<ul style="list-style-type: none"> Initial enquiry is received by phone / email / website etc. This may be an enquiry directly from a client, family member, advocate, or support coordinator. Our administration officer will usually receive the enquiry and will ask some initial questions about your situation to see if we are the right service for you. Information may include what town you live in, what supports you are looking for, your age (as we currently don't provide services to younger children) etc. If we might be the right service for you our team considers our skills and capacity for providing the support requested and gives the referrer feedback on whether we can provide support and the likely timeframe for starting.
Referral accepted	<ul style="list-style-type: none"> If you/referrer wish to proceed we will send a referral form to get further details about your situation. Once referral form is returned our administration officer may follow up on any essential details missing from form as required (e.g. NDIS plan dates, contact details, funding information). We then complete a service agreement outlining the supports we have agreed to provide and send this to you along with a consent form for your consideration and signature. If your funds are NDIA managed we will complete a service booking to hold those funds (for the amount agreed in the service agreement).
Wait list	<ul style="list-style-type: none"> If support is not commencing immediately we will have let you know the anticipated starting timeframe and will keep you updated if anything changes before that time. Please let us know as well if your situation changes during this time. For example if you no longer need our service, or if your situation becomes more critical in any way.
Service delivery	<ul style="list-style-type: none"> When supports commence we will book an initial visit with you (and any person you would like to have present to support you) We will advise any relevant representative / support coordinator once initial visit is booked At the first visit we will talk with you about your NDIS goals, the supports you would like from us and how you would like the supports to happen (wherever options are possible). This may include: where visits will happen, who you would like to be there, who you would like us to link with around your supports, days and times that suit you best for visits. We will talk with you what our support will include We will review the terms of the service agreement and any timeframes or deadlines for completion of our supports (e.g. if you need a report completed by a certain date) We then provide the support as agreed in the service agreement and through discussions with you
Ending support	<p>There are a number of reasons why our support with you may end, these include:</p> <ul style="list-style-type: none"> Supports have been provided / outcomes achieved as per the service agreement developed with you Your support needs change and we are no longer the most appropriate service for you Your support needs change and you no longer require the supports outlined in the service agreement You no longer wish to receive support from us The supports we provide are no longer included in your NDIS plan We are no longer able to provide the services you require If our support for you is ending, we will discuss the situation with you and give you the agreed notice stated in our service agreement unless renegotiated with you Where possible we aim to ensure outcomes are achieved as per the service agreement developed with you prior to support ending We will provide a progress report for your NDIS review where required and possible within timeframes We have a client feedback form which you can complete to provide feedback (which can be anonymous) on the supports we provided, what worked well and what can be improved. You can also give feedback at any time during our supports (see feedback and complaints policy section for contact details) If you require ongoing supports that we are not able to provide, we will work with you to provide information on alternative options and/or ensure you are linked with a service that can assist you to find these supports (e.g. support coordinator)

Privacy and Information Management Policy and Procedure

Privacy and Information Management Policy and Procedure	
Date	17/2/2021
Proposed review date	17/2/2022

As outlined in the 'NDIS Code of Conduct – Guidance for Service Providers' document, DDTS seeks to at all times respect the privacy of people with disability. DDTS acknowledges that privacy is a human right, and our clients have a right to privacy in terms of the collection, use and disclosure of information concerning them and the services they receive.

DDTS aims to uphold the relevant requirements set out in the following legislation:

- Commonwealth Privacy Act 1988
- Queensland Information Privacy Act 2009

Based on the 'NDIS Code of Conduct – Guidance for Service Providers' document, DDTS, seeks to adhere to the following:

- *Individuals have the right not to have personal information disclosed to others without their informed consent. Personal information is information or an opinion about a person whose identity can be determined from that information or opinion. Examples of personal information include a person's name, address, date of birth and details about their health or disability.*
- *NDIS providers should respect and protect the privacy of everyone that receives supports and services from them or provides those supports and services.*
- *NDIS providers should also ensure that they manage health information about any people they support or about their workers in accordance with privacy laws related to the management of health information.*
- *There are certain circumstances where NDIS providers should disclose information about a person without consent from the person involved. This might include mandatory reporting requirements on child protection matters, and obligations to report incidences of violence, exploitation, neglect and abuse, and sexual misconduct to the NDIS Commission and police.*

In order to achieve these outcomes DDTS:

- Ensures all active clients have a consent form completed and on their electronic file
- The consent form outlines:
 - o The purpose of the consent
 - o What information may be collected in relation to the person
 - o Why information is collected
 - o The format of information (including media [photos, video, audio])
 - o Disclosure of information where we have a legal obligation
 - o Consent declaration
 - o Time period of consent if applicable
 - o Statement that the consent may be withdrawn at any time

DDTS employees and contractors are to ensure client information is kept securely by:

- storing paper copy information in locked filing cabinets and locked filing cases
- using security protection (e.g. passwords, pin codes) on our computers, phones and other electronic devices
- disposing of any personal information securely
- using databases that meet Australian privacy standards (e.g. Halaxy client database)
- returning closed client files to DDTS administration officer to be secured in a locked filing cabinet

DDTS employees and contractors are to only record, collect and store client information where it relates to the purposes outlined in our consent form:

- administrative purposes (e.g. organising payment for services, contacting you or others to arrange appointments and meetings);
- clinical purposes (e.g. to be able to complete a thorough assessment of your situation, develop intervention strategies, monitor progress towards your goals, collaborate with others involved with your support, report outcomes to funding bodies e.g. NDIA, develop resources such as social stories or visual schedules);
- education/training purposes (e.g. train/educate staff, teachers, carers etc. who will be carrying out interventions with you);
- and legal purposes (e.g. disclosing information to relevant government departments and/or emergency services where we have a legal obligation or duty of care to do so).
- de-identified information may also be used for research purposes by DDTS.

Clients are able to make complaints about how DDTS handles their privacy and/or personal information. Details on how clients can make a complaint are located in our client service agreement document and in the policies section on our website.

DDTS employees and contractors are to ensure records are kept within the timeframes outlined below:

Type of record	Minimum timeframe
Client records – for adults	7 years from the most recent record (i.e. most recent client contact)
Client records – children	Until the client reaches 25 years of age
HR – payroll, employee records	7 years from end of the financial year
Australian Taxation Office records	5 years from the end of accounting period
Accounting financial records	7 years

Prioritisation and Waitlist Management Policy and Procedure

DDTS= Darling Downs Therapy Services

DDTS Team includes employees, director and contractors

Clinician= person working with client in clinical capacity

Policy

Darling Downs Therapy Services aims to provide NDIS participants (who may or may not become clients of DDTS) with timely and accurate information to assist in their decision making around their individual service provision. Where an NDIS participant is offered a service through DDTS we endeavour to provide a fair and timely service delivery response whilst managing the demands of a complex caseload.

We aim to meet this vision by:

- having daily administration support to respond to enquiries
- having multiple avenues by which a potential client can contact our service (phone, email, letter, website)
- providing timely and accurate information about our services and the availability of services (e.g. estimated waiting times for service commencement)
- providing information on the DDTS website about our services and staff skills
- responding to enquiries even if we are unable to assist the participant
- maintaining a spreadsheet to track enquiries and ensure each is responded to

Prioritisation of Enquiries/Referrals

An enquiry checklist/form has been developed to assist our Administration Officer in screening initial enquiries. The aim is to provide a timely response, particularly in situations where DDTS is unable to provide a service, so that the NDIS participants supports are not delayed by waiting on a response from DDTS.

The following factors are taken into account (where relevant) when DDTS considers whether we are best placed to offer the services requested:

- funding source: DDTS are primarily set up to provide NDIS funded services
- whether we are registered through NDIS to provide the service requested
- geographic location: DDTS primarily services the Darling Downs region, however the capacity to service areas more than 45 minutes from our base (Toowoomba) would depend on:
 - availability of funding for travel
 - number of clients in that location
 - whether local services are more appropriate to access
 - clinicians' capacity and caseloads
- timeframes / deadlines for providing the service (e.g. NDIS plan end dates, PBSP due dates)
- age of person being referred: our core client group are older teenagers and adults; however, we also consider support for the 12-18-year age group depending on other prioritisation factors listed in this document
- service requested: DDTS provide Occupational Therapy, Psychology, Support Coordination, Developmental Education and Positive Behaviour Support services
- skills and experience required: our primary areas of expertise are intellectual disability and autism-related diagnoses, dual diagnosis (i.e. mental health and intellectual disability, or dementia and intellectual disability). We would consider other areas if we assessed that our skills and experience were transferrable to the client and situation presenting
- capacity of clinicians and best 'fit' between clinician and client. Capacity is determined on an individual clinician basis and includes the principals outlined below in the caseload management section. Best fit between clinician and client is also determined on a case by case basis and may include considerations such as
 - whether the client has requested a male or female clinician for a valid reason, experiences of the clinician with similar clients/services required, clinician's prior engagement with the client (rapport already developed) etc.

- if a DDTS service is not able to be offered, *suggestions* of other potential services will be made where appropriate to do so and/or the referrer will be encouraged to seek further options from the NDIS service provider list or to seek support from an LAC planner or support coordinator (if appointed)
- if a DDTS service is able to be offered a referral form is sent to the referrer for completion of further details to assist determining the supports required and in developing a service agreement
- if a DDTS service is able to be offered, services will generally commence on a first come first serve basis unless other factors are present such as:
 - High urgency / risk component (e.g. behavioural risk, safety risk [e.g. equipment, pressure care])
 - Service delivery is short term and can be completed quickly without significantly affecting the waiting time of clients already on the waitlist (e.g. brief assessment and report, one-off visit)

Waiting list management

- if, due to capacity, a referral has been accepted, however is not commencing immediately, the estimated starting date (e.g. late February 2020) is to be communicated to the client/referrer/representative and this date is to be listed on the client spreadsheet
- if there are identified risks in the client situation (unrelated to the supports DDTS can provide) and a support coordinator is not in place for the person, DDTS will seek to link the person with other appropriate services
- the waiting list spreadsheet is to be reviewed at each monthly administration team meeting with upcoming start dates for the following month flagged with the respective clinician
- the clinician is then responsible for commencing within that timeframe or, if unable to, for communicating and re-negotiating the starting time with the client/referrer/representative
- clients are able to seek alternate services at any time whilst on the waitlist
- if a person's support needs change whilst on the waiting list (i.e. risk in situation increases), DDTS will reprioritise the timeframe for commencement as able and/or advise of any alternate supports and services to assist the person

Complaints / Feedback Policy and Procedure

Complaints / Feedback Policy and Procedure	
Date	12/10/2020
Proposed review date	12/10/2021

Policy

At Darling Downs Therapy Services (DDTS) our vision is to provide high quality services to empower our clients and their support networks (family, friends, carers) to reach the goals they want to achieve in their day to day life.

We aim to meet this vision by:

- listening to, and working with, our clients and their support networks
- providing support that puts the client at the centre of what we do
- being creative to find a solution that works
- keeping in touch with our clients and following up with what we've agreed to do

DDTS encourages clients (and/or their guardians) to provide feedback, including complaints, to ensure we meet the Vision outlined above.

DDTS is committed to listening to client feedback and resolving any issues raised in a fair and efficient manner. DDTS will endeavour to resolve the issue internally where possible and/or refer the client on to appropriate external agencies where an issue is not able to be resolved by DDTS.

Procedure

- **DDTS employees and contractors will listen to the complaint / feedback**
Actively listen to the feedback or issue raised. Acknowledge any distress the issue has caused and ensure the client is aware of the steps DDTS will take to resolve any issues.
- **Record details of the complaint / feedback**
Use the complaint / feedback form to record information. Clarify the information provided as required with the client. If the complainant is not the client, ensure the client is aware of the complaint and/or the complainant has authority to speak on the client's behalf.
- **Discuss options for resolving any issues**
Ask the client what outcome they are seeking. Discuss options for achieving the outcome. Advise if this requires discussion with DDTS director or other parties.
- **Be responsive**
Aim to resolve the complaint quickly. Keep the client informed of progress towards an outcome.
- **Escalate the feedback / complaint as needed**
If the complaint is not able to be fully resolved by the person taking the complaint details, advise DDTS director and request assistance. Advise client that this will occur. DDTS director will then follow up on the complaint. Should DDTS director be unable to assist or resolve the complaint, DDTS director to provide details of the NDIS complaints process to the client
- **Follow up**
Contact the complainant to find out if they were satisfied with how their complaint was handled and the outcome. Finalise and file records of complaint / feedback. DDTS director to review any complaints / feedback annually to identify any patterns and changes required to practice
- **Be Proactive**
DDTS will also seek feedback on our service proactively by providing clients with an opportunity to give feedback at key times in our engagement with them (e.g. at end of service delivery, at annual review periods). Feedback forms will be sent via online link (which can be anonymous) or forms can be sent via email or a hardcopy provided. DDTS will review any feedback returned and make any changes to service delivery as needed based on this feedback.

Training

DDTS director to ensure employees / contractors are provided with information about the complaints / feedback policy and procedure

Quality and Continuous Improvement Policy

Quality and Continuous Improvement Policy	
Date	14/1/2021
Proposed review date	14/1/2022

Policy

At Darling Downs Therapy Services (DDTS) our vision is to provide high quality, clinical services to empower our clients and their support networks (family, friends, carers) to reach the goals the clients want to achieve in their day to day life.

We aim to meet this Vision by:

- listening to, and working with, our clients and their support networks
- providing support that puts the client at the centre of what we do
- being creative to find a solution that works
- maintaining our clinical skills and expertise
- looking for ways to continue to improve our service delivery to meet client needs
- engaging actively in quality and continuous improvement practices

Procedure

- **DDTS employees and contractors will listen to feedback from clients and their representatives**
 - actively listen to the feedback, share feedback with the team as applicable, make changes to individual services or broader service delivery processes as needed in response to client feedback
 - seek feedback on our service delivery throughout our engagement with clients (through regular informal discussion with clients and their representatives)
 - seek feedback at key points in service delivery (e.g. at end of service agreement period or the end of service delivery) via a client satisfaction survey
 - adhere to the DDTS complaints/feedback policy and procedures where this process applies
- **DDTS employees and contractors will actively engage in professional development and supervision activities as relevant to their role including:**
 - attendance and participation at monthly clinical team meetings
 - informal peer supervision
 - formal supervision where required (a supervision contract will be in place for formal supervision arrangements)
 - adherence to supervision and professional development requirements of external agencies (e.g. NDIS commission, AHPRA, Occupational Therapy Australia, Developmental Educators Australia Inc.) and the DDTS Clinical Team Continuing Professional Development and Supervision Policy and Procedure
- **DDTS will actively engage in relevant audit and quality improvement processes**
 - DDTS is committed to active and open engagement with all relevant parties to ensure audit requirements under the NDIS Commission are met
 - DDTS will ensure regular review of its policies and procedures
 - 'Quality' will be a standing agenda item in our administrative team meetings to provide regular opportunity to discuss relevant issues relating to continuous improvement in our service delivery

Prevention of Abuse and Neglect Policy and Procedure

Prevention of Abuse and Neglect Policy and Procedure	
Date	14/1/2021
Proposed review date	14/1/2022

Policy

Darling Downs Therapy Services (DDTS) is committed to ensuring our clients are free from abuse and neglect and their human rights are upheld in all circumstances.

We aim to meet this commitment by:

- listening to, and working with, our clients and their support networks
- providing support that puts the client at the centre of what we do
- being committed to ongoing professional development to ensure our services are evidenced-based, best practice
- being aware of NDIS legislation, policies and procedures in relation to incident reporting, and abuse and neglect prevention
- having a client feedback system in place
- having an incident management system in place

Procedure

- DDTS ensures employees and contractors have the necessary qualifications and mandatory checks (e.g. blue card, yellow card, worker screening checks) in place
- DDTS ensures employees and contractors are registered with the required governing bodies (e.g. AHPRA, DEAI)
- DDTS maintains its NDIS registration requirements and DDTS team actively participates in quality and continuous improvement including ongoing professional development, peer and formal supervision arrangements and auditing requirements
- DDTS ensure employees and contractors are aware of, and have access to, the following information as relevant to their role:
 - National Disability Insurance Scheme Act 2013 <https://www.ndis.gov.au/about-us/governance/legislation>
 - Queensland Disability Services Act 2006, and updated regulations <https://www.communities.qld.gov.au/disability-connect-queensland/disability-services-act-2006/publications-resources>
 - NDIS incident management system and reportable incidents information <https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents#02>
 - NDIS code of conduct <https://www.ndiscommission.gov.au/providers/ndis-code-conduct>
 - NDIS Commission behaviour support requirements <https://www.ndiscommission.gov.au/providers/behaviour-support>
 - NDIS practice standards <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/ndis-practice-standards-and-quality-indicators.pdf>
 - NDS zero tolerance framework <https://www.nds.org.au/zero-tolerance-framework/understanding-abuse>
 - Child protection guide: <https://www.cyjma.qld.gov.au/child-family/protecting-children/about-child-protection/reporting-referring-concerns>
- Within the first 2 weeks of commencement, DDTS employees and contractors will complete the training module <https://www.ndiscommission.gov.au/workers/training-course>

Client-related Incident Management Policy

Client-related Incident Management Policy	
Date	17/2/2021
Proposed review date	17/2/2022

Policy

Darling Downs Therapy Services (DDTS) is committed to an approach underpinned by the UN Convention on the Rights of Persons with Disabilities and to ensuring its obligations under the NDIS Code of Conduct including:

- Providing supports and services in a safe and competent manner, with care and skill
- Promptly taking steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided for people with a disability
- Taking all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with a disability
- Taking all reasonable steps to prevent and respond to sexual misconduct

A key aspect of these obligations is to ensure an incident management system is in place that prevents, identifies, responds to, manages and resolves incidents that occur in connection with providing supports and services for people with a disability and mechanisms are in place to report incidents to the relevant authority (e.g. NDIS Commission) in the timeframes required and keep required documentation.

Definitions

An **incident** is defined as:

- 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. Harm may include physical, emotional or psychological impacts
- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability

A **reportable incident** is defined as serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services. Specific types include:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- 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.

Responsibilities

- All employees (including contractors) are responsible for implementing this procedure and having awareness of the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018: <https://www.legislation.gov.au/Details/F2018L00633>
- DDTS Director will ensure DDTS employees and contractors receive training in this policy and procedure via DDTS team meetings and via induction processes (i.e. this Policy included in the DDTS Staff Handbook).

Procedure Overview:

