

# Guidelines to assist completion of Provider Registration form for Disability Providers

# 1. INTRODUCTION

The Guidelines are to assist Service Providers to complete the registration form for disability providers. This document covers detailed information relating to items required in order to complete registration form successfully. It will also guide providers in the development and submission of organisational policies.

## 2. ITEMS REQUIRED TO BE SUBMITTED IN ORDER TO COMPLETE REGISTRATION:

- 2.1 - Care OnLine Access Form:** This form is only required if applying to register for attendant care services. Care Online is a system that records clients' attendant care and allied health assistance services, and enables TAC officers to approve attendant care programs for clients online. It also allows the providers to view approvals and invoice against the approvals each billing period. Submitting invoices using this system avoids the delays and issues with administering a paper based account system.
- 2.2 - Accreditation Report:** Service Provider to provide details of accreditation against standards for Disability Services in the form of an audit report or evidence of membership with relevant government body for like services and the self-assessment report.
- 2.3 - Staff Qualifications:** Service Provider to include detail of the skills, knowledge and capacity that make staff eligible for all relevant roles and whether these are essential requirements
- 2.4 - Written References:** Service Provider to provide two written references from community based health professional's independent from your organisation E.g. Occupational Therapist, Medical Practitioner, Community Access Provider, etc.
- 2.5 - Organisation chart:** The Service Provider to present the structure of our organisation, in the form of a diagram. This includes positions/title, relationships between departments or one function from another.
- 2.6 - Current Public Liability Insurance Policy:** Service Provider to provide a copy of current public liability insurance policy certificate that has a cover of minimum \$5 million.
- 2.7 - Current Professional Indemnity Insurance Policy:** Service Provider to make available a copy of current professional indemnity insurance policy certificate that has a cover of minimum \$5 million.
- 2.8 - If applying for Client Independence Skills Service (CISS)** Service Provider to provide the following supporting documents:
- Evidence that the CISS worker/s are an employee of a Disability Service Provider or ABI support organisation and
  - Evidence that the CISS worker/s possess either an Associate Diploma or Certificate IV qualification in disability, community services or equivalent.

### 3. PROVIDER DETAILS

In this section the Service Provider is to detail information relating to organisation/s and services they are intending to register for. Business information including contact details and financial details to be included in this section of the form.

**3.1 - Organisation the provider is to be registered with:** Service Provider to tick the relevant box to indicate if you wish to be registered with the TAC, WorkSafe or for both TAC and WorkSafe.

**3.2 Services you wish to be registered for:**

- **Attendant Care:** Attendant care services include providing assistance with tasks such as showering or dressing, lifting, toileting, meal preparation or accessing the community, for tasks like shopping and banking.
- **Shared Support Accommodation (SSA):** Supported accommodation services may provide personal care, domestic and community services, supervision, nursing care, or a combination of all of these. Please note there is an additional form for providers for registration of supported accommodation facilities.
- **Attendant Care: OnCall services:** The OnCall service is an alternative to an attendant carer providing attendant care services in a client's home. It can provide remote 24-hour monitoring of a person who may require assistance with emergency services or non-emergency medical or personal care needs. The client is provided with a pendant or device to trigger a phone call to a monitoring service, which then initiates contact with the client to assess appropriate support. Once an assessment is made, the monitoring service will then contact one or more of the following services:
  - (a) emergency services,
  - (b) the client's nominated contact person (i.e. family/friend), and/or
  - (c) an on-call attendant care agency (during the day and/or night)
- **Day time OnCall services:** A daytime on-call attendant care services can be provided from 7am to 11pm, 7 days a week.
- **Night time OnCall services:** An overnight on-call monitoring service to clients/workers in order to:
  - support their ability to live independently in their own home, or
  - to provide for intermittent support needs.
- **Client Independence Skills Service (CISS):** The Client Independence Skills Service (CISS) is a time limited and goal directed skill development service. The aim of the service is to increase clients/workers independence and reduce their reliance on formal supports, by providing targeted input to learn or relearn a skill. Support is holistic and based on the needs and circumstances of the client/worker.  
CISS could be a suitable service for clients/workers if they have:
  - Identified goals relating to Personal Activities of Daily Living (PADL), Domestic Activities of Daily Living (DADL), Community Access, or finance and budgeting
  - The ability to achieve goals, but would benefit from one-on-one or group-based skill development.

**3.3 - Financial Details:** Service Provider to include accurate financial information including banking details in this section.

## 4. PROVISION OF SERVICES

In this section Service Provider to detail information in relation to length of experience, service expertise, registration with other Governments, organisational philosophy, provider structure and declaration.

**4.1 Length of experience:** Specify number of years of providing disability services.

**4.2 Service Expertise:** Indicate in which areas Service Provider specialises and what formal qualifications or training has been taken to gain this expertise.

**4.3 Registration with other Governments:** Service Provider to detail information if currently funded, registered or on a supplier directory. Also detail information if you are accredited or self-report against applicable standards for disability services.

## 5. ORGANISATIONAL INFORMATION

**5.1 Organisational Philosophy:** Service Provider provides mission statement that demonstrates organisation's purpose and process of making decisions.

**5.2 Provider Structure:** In this section Service Provider to detail facts if sub-contacting to other agencies, if employing family members/ friends of clients, staff turnover and plan to retain staff.

## 6. PROVIDER REGISTRATION REQUIREMENTS FOR PROVISION OF DISABILITY SERVICES

**6.1 Training requirements:** The following training requirements to be undertaken within time intervals as listed below:

- CPR - refresher to be undertaken annually
- First aid - training to be renewed every three years
- Manual lifting - refresher to be taken every 12 months
- Fire safety training - basic/standard fire safety training to be renewed every two years . List of some providers that offer fire safety training is as follows:
  - Australasian Fire and Emergency Service Authorities Council (AFAC Ltd). Information relating to basic (in house) home fire safety training can be found here: <http://www.afac.com.au/auxiliary/publications/newsletter/article/basic-home-fire-safety-materials>
  - Metropolitan Fire Brigade (MFB). Information in relation to initial emergency response and extinguisher training is at: <http://www.mfb.vic.gov.au/Workplace/Courses/Course-90011.html>
  - Department of Human Services (DHS): Fire safety induction program is available for all new DHS and Community Service Organisations (CSO) staff to complete. Further information is located at <http://www.dhs.vic.gov.au/for-service-providers/workforce,-careers-and-training/workforce-training/fire-safety/fire-safety-induction-program>

**6.2 Serious Incident Reporting:** All serious or alleged incidents to be reported to the TAC, WorkSafe, or both if a Provider is dual – funded, within one business day of becoming aware of the serious incident through the serious incident form. The serious incident form and guidelines to assist completion of this form is available at both WorkSafe and TAC's websites.

**6.3 Consent and Declaration by Provider:**

By completing this section the Provider agrees to accept the Registration Requirements. Please ensure you complete this section by providing business name, name and position held by authorised person. **Declaration:** Business name, name and position of authorised individual to sign the declaration and date to be filled in this part of the registration form.

## 7. ATTESTATION

There will be an attestation process that will occur every two years. Providers will be notified of the process in advance in order to prepare the information. The attestation will involve the provider to updating and resubmitting some information to prove that the registration requirements are continuing to be met to the standard that is expected from TAC and WorkSafe; to inform TAC and WorkSafe of any changes that may have occurred, and to update any changes within the organisation.

## 8. ZERO TOLERANCE

Both WorkSafe and the TAC have a zero tolerance towards abuse, neglect and violence towards clients with disability. National Disability Services (NDS) has developed a zero tolerance framework for disability providers to understand, implement and improve practices which safeguard the clients with disability. (link to NDS website for the framework: <http://www.nds.org.au/projects/article/194>)

This framework also includes practical resource and tool for front-line disability staff, managers, CEO's and boards. Both WorkSafe and the TAC encourage disability providers to adopt NDS zero tolerance framework.

## 9. INFORMATION TO ASSIST PROVIDER WITH THE DEVELOPMENT AND SUBMISSION OF POLICIES

### I. Organisations Code of Conduct, Code of Ethics and/or Service Charter

The Service Provider has a documented statement clearly detailing that their service offerings align with their values ideally including:

- Delivering Client Centred Practice (Individualised support ensuring clients can exercise choice in decision making)
- Maintaining professional boundaries
- What values underpin the organisation
- The service aims including how the organisation ensures it upholds it's values
- Reference to the Human Rights Charter

### II. Policy: Training programs

The Service Provider has a documented policy with regard to training for new and existing staff including individual, client specific training where relevant. The policy ideally details:

- Minimum qualifications required for all support staff (Certificate III in Disability Work or equivalent)
- What training programs are available to staff (Including mandatory training)
- Frequency of mandatory training (CPR, first aid, food safety, anaphylaxis, manual handling, infection control, occupational health and safety and emergency management procedure)
- How training is continually evaluated and modified to ensure it meets the needs of clients, staff and adheres to best practice within the sector
- How completion of training by staff is monitored by the organisation
- How modified training programs are communicated to staff and assessed by the organisation

## 9. (cont)

### III. Policy: Recruitment & Induction Program (including recruitment of family /friends)

The Service Provider will have a detailed and documented recruitment and induction program which is available to the funding body and person receiving support. The induction process is the organisations opportunity to reinforce its values and expectations of staff members. The recruitment and induction program should meet industry standards and ideally will:

- Detail frequency of Police checks and how the organisations manages staff who have a Police Record
- Note a respect for diversity, ethical decision making, selecting staff according to merit, equal treatment for all and procedural fairness
- Detail an induction program and what is provided to new staff
- Detail if and how family and or friends are recruited and ensures family/friends are held to the same employment standards as all staff
- Detail training related to identifying and reporting abuse

### IV. Confidentiality and Privacy Policy

The Service Provider will have a publicly available Confidentiality and Privacy Policy which details the types of information collected, how personal client information is managed (electronic and hard copy) including how the information is stored and used. The policy should be reflective of relevant legislation. The organisation should be able to evidence:

- How staff and clients are made aware of the organisations policy
- What processes are in place in the event of a breach

### V. Conflict of Interest

The Service Provider will have a documented strategy to identify, manage and prevent conflicts of interest including how it educates support staff to maintain professional boundaries with the people they support. The Service Provider will document and when required submit to the funder a list of potential or actual conflicts of interest as they arise. The organisations conflict of interest practice will:

- Detail how conflicts are identified
- Detail how conflicts are managed e.g. documentation, measures to manage the staff member involved

### VI. Policy : Staff Expenses

The Service Provider has a documented policy detailing the management of staff expenses and the handling of client money. This policy will include:

- Staff handling of client money and process by which this is reviewed and managed. This will include how any discrepancies are managed and reviewed
- Process for client reimbursement and timelines for payment
- Procedures by which consent is obtained from clients to pay for staff expenses

### VII. Policy: Continuous improvement planning

The Service Provider Policy has a documented policy that articulates how improvement opportunities are captured and integrated to continually improve service quality. This policy will include:

- The capture, review and assessment of improvement opportunities/lessons and successes into actionable plans to improve service quality

## 9. (cont)

- How actions plans for continuous improvements are monitored, managed and reviewed
- The frequency by which operational activities and policies are reviewed and monitored to ensure that they remain relevant and effective

### **VIII. Policy : Complaints process**

The Service Provider has a documented policy that details its complaints handling system to ensure the safety and support of those directly or indirectly affected by the complaint.

This would include details regarding;

- How the complaints management process is communicated to clients and how they become aware of the complaints process by which they can make a complaint
- Clear process, by which complaints are reported, investigated and resolved
- How clients are protected from any risk of harm to ensure they are not adversely affected because a complaint has been made by them, or on their behalf
- Advises of the role of the Office of the Disability Services Commissioner
- The process by which complaints are integrated into the Service provider's continuous improvement activities
- Notification process of the complaint to the funding body

### **IX. Policy: Serious Incident Reporting**

The Service Provider has a documented policy that clearly articulates how the incidents of a serious nature are handled and its approach to ensure the safety of those involved in the incident.

This would include details regarding:

- Adherence to the industry standards for serious incident reporting, such as the Department of Health and Human Services Incident Reporting guidelines
- The process by which the funding body, client family and appropriate authorities are notified
- The process by which the immediate needs of the client are managed to ensure that they are safe and protected from harm
- The follow up management plan to prevent the incident from reoccurring

### **X. POLICY: CLIENTS AT RISK MANAGEMENT PLAN**

The Service Provider has a documented policy that explains the approach and processes by which clients are proactively identified against risk factors, managed and reviewed.

This should include details regarding:

- Process by which clients at risk of harm (financial, emotional, verbal, physical , psychological and sexual abuse or neglect) are identified and reviewed
- How clients, risk factors and situations of risk are managed, mitigated and reviewed
- Process by which the funding body, families and relevant authorities are notified of the potential risk

## SERVICE PROVIDER RESOURCES:

### NATIONAL DISABILITY SERVICES (NDS)

Australian Peak Body for non-government disability service providers.

[www.nds.org.au](http://www.nds.org.au)

### DISABILITY SERVICES COMMISSIONER (DSC)

Independent service providing free confidential and supportive complaints resolution process to clients and disability service providers.

[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

Good practice guide and self-audit tool.

<http://odsc.vic.gov.au/good-practice-guide>

Complaints System and Practice Self Audit – Quick Checklist.

<http://www.odsc.vic.gov.au/complaints-systems>

### NATIONAL DISABILITY SERVICES (NDS)

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### DEPARTMENT OF HEALTH AND HUMAN SERVICES

<http://www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/incident-reporting>