



Good Life Education
NDIS Service Providers

Reg: 4-4331-4689

3/194 St Georges Road, Shepparton VIC 3630 | 0411 499 750

kanderson.edu.au@gmail.com

NDIS Policies & Procedures Manual

Verification

Legal name:

K.Anderson & S.Jenkins

Business/trading name:

Good Life Education

ABN: 23102683919

ACN:

Primary address / head office: 3/194 St Georges Road Shepparton, 3630

Contact us:

Phone: 0411 499 750

Email: kanderson.edu.au@gmail.com

Address: 3/194 St Georges Road Shepparton, 3630

Website: www.good-life-edu.com.au

Table of Contents

Work health & safety Management System.....	3
Policy	3
Procedure	3
Resource	4
Related Documents.....	4
Risk Management Policy	5
Policy	5
Procedure	5
Resource	8
Related Documents.....	8
Human Resource Policy.....	9
Policy	9
Procedure	9
Related Documents.....	11
Incident Management Policy.....	12
Policy	12
Procedure	12
Resource	15
Related Documents.....	15
Complaints Management Policy.....	16
Policy	16
Procedure	16
Resource	18
Related Documents.....	18
Consultation & Sign-Off	19

Work health & safety Management System

Policy

Good Life Education recognises its moral and legal responsibility to provide a safe and healthy work environment for all employees, workers, participants and their family/support network. This commitment extends to ensuring that our operations do not expose the local community to any risk of injury and illness.

Good Life Education has established 'Work Health and Safety Management Process' to ensure that all personnel work together to provide a safe and healthy workplace, whilst complying with Good Life Education's safety requirements as documented in this Manual and other supportive documents in line with legal and other requirements.

Good Life Education ensures:

- ongoing compliance with all relevant statutory and other obligations, standards, specifications and codes of practice is in place
- a safe and healthy workplaces and activities, as well as prevention of work-related injury and ill health to eliminate hazards and reduce WHS risks is provided
- the resources needed to maintain and improve the WHS management system are available
- reasonable directions and supports are provided to persons to contribute to the effectiveness of the WHS management system
- a culture in the organization that supports the intended outcomes of the WHS management system is developed, led and promoted
- the workers are protected from reprisals when reporting incidents, hazards, risks and opportunities
- the consultations and communications are made with employees and other relevant interested parties in matters relating to the quality, health and safety
- the capability of the company is enhanced by competent, empowered and engaged employees at all levels throughout the organisation
- all non-conformances and incidents are identified, reported, investigated and resolved and also appropriate actions are taken and new controls to prevent recurrence are placed
- professional insurances such as Professional Indemnity and Public Liability are maintained

Procedure

Good Life Education has developed the following policies and procedures to support its Work Health and Safety Process:

- Risk Management Policy & Procedure
- Human Resource Policy & Procedure

Work health & safety Management System

- Incident Management Policy & Procedure
- Complaints Management Policy & Procedure

The Senior Leadership Team (SLT) at Good Life Education has the overall responsibility for overseeing and governing the entire management system in line with the legislative requirements, organisational policies, procedures, risks and other requirements related to operating under the NDIS, participants' and workers' needs.

SLT also has the responsibility to manage all feedback, complaints, incidents as well as the opportunities for improvement. Please refer to the ['Complaints Management Policy & Procedure'](#) and ['Incident Management Policy & Procedure'](#).

['NDIS Policies & Procedures Manual - Verification'](#) has been developed to provide Good Life Education polices to all workers that are necessary to deliver quality services and supports in a safe and sound manner.

This manual will be inducted to workers, and they will acknowledge and sign the ['Consultation & Sig-Off'](#) section of the ['NDIS Policies & Procedures Manual - Verification'](#).

Resource

- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)
- [Work Health and Safety \(How to Manage Work Health and Safety Risks\) Code of Practice 2015](#)
- [Work Health and Safety Act \(2011\)](#)

Related Documents

- [Risk Management Policy & Procedure'](#)
- [Human Resource Policy & Procedure'](#)
- [Incident Management Policy & Procedure'](#)
- [Complaints Management Policy & Procedure'](#)
- [Consultation & Sig-Off](#)

Risk Management Policy

Policy

This policy provides direction to all employees regarding the implementation of effective risk management in the provision of our services and understanding and fulfilling their risk management responsibilities.

Good Life Education ensures:

- risk management is implemented in all our services, process and activities
- ongoing compliance with all relevant legal and other requirements is in place
- a proactive approach for identifying risks is developed, led and promoted
- identified risks are analysed and evaluated
- treatment and control measures are planned and implemented
- the efficiency and effectiveness of the risk management process is monitored and reviewed
- identified risks and control measures are consulted and communicated with employees and other relevant interested parties
- the risk register and related processes are reviewed and updated after each incident or complaint
- relevant records and information are maintained appropriately

Procedure

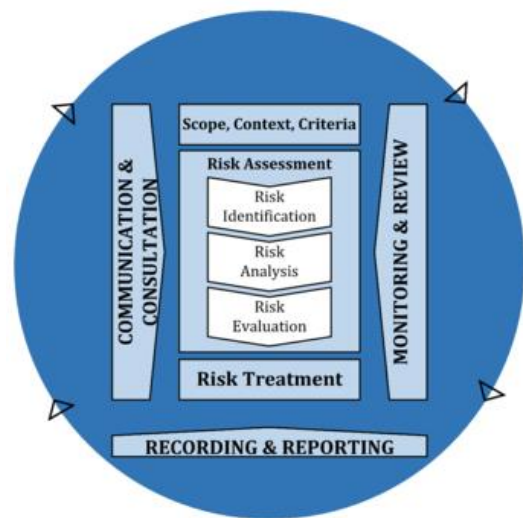
To manage and control the risks that are relevant to the intended outcomes of the WHS management system, Good Life Education uses [ISO 31000:2018](#) Risk Management Model.

Good Life Education will identify and record the potential hazards, assess the level of risk associated with each of the potential hazards and define the controls necessary to manage the hazards.

Control measures are established for identified hazards in accordance with the hierarchy of control and applicable legal and other requirements.

Risk management process will be evaluated at least once a year to verify that all processes remain effective.

Good Life Education will make sure that all employees, workers, participants and their family/support network are consulted and communicated, and also relevant reports and information are maintained appropriately.



Risk Management Policy

A hazard is a situation with the potential to cause injury or harm or otherwise affect the health, and/or safety of persons at the worksite.

Hazard identification process takes into account the sources of risks and hazards via evaluation of tasks, activities, work practices and environments which may present a risk. This process includes all identifiable and potential risks, but not be limited to:

- Consultation with the participants and their family/support network
- Incident reports
- Complaints and feedback
- Hazard identification reports
- Workplace inspections and audits
- Changes in operations, processes, activities, knowledge and information about hazards

A risk is a chance, however big or small, of a hazard causing harm.

Risk information will be maintained through '[Risk Assessment Register](#)'.

Once hazards have been identified, it is essential to determine which of the hazards are the most serious and implement controls to mitigate the risks for these hazards first.

It is necessary to determine the worst possible risks from the hazard in terms of:

- Death
- Injury
- Illness
- Damage
- Cost
- Public safety
- Prosecution
- Worker's Compensation

Then it is considered how likely these risks are to happen, particularly in relation to:

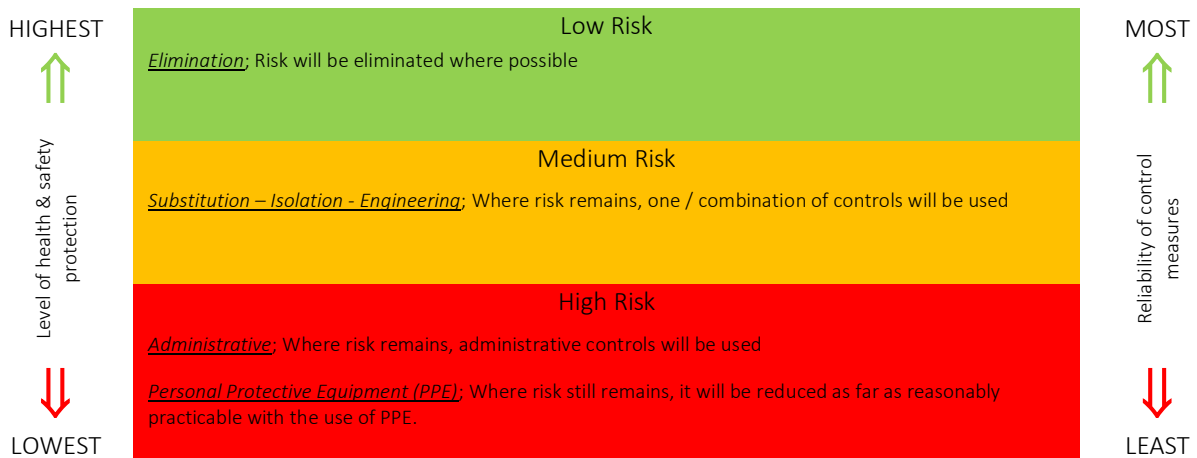
- How often you do the task
- How often people are near the hazard
- Whether the hazard has occurred before (either on this site or otherwise in your experience, personal or otherwise)
- Whether there have been near-misses

Risk Assessment Matrix:

Risk Management Policy

Likelihood		Consequence		Risk Rating				
				C1	C2	C3	C4	
L1	Rare: Conceivable but only in extreme circumstances	C1	Insignificant: No treatment required, only minor first aid	L1	1	2	3	4
L2	Unlikely: Could occur at some time in limited circumstances	C2	Minor: Minor injury requiring First Aid or Medical treatment (e.g. minor cuts, bruises, bumps)	L2	2	4	6	8
L3	Likely: Might occur in some circumstances, but infrequently	C3	Moderate: Serious injury requiring specialist medical treatment or hospitalisation	L3	3	6	9	12
L4	Very Likely: Will probably occur in many circumstances	C4	Major: Death, permanent disability	L4	4	8	12	16

Hierarchy of Controls:



Evaluation of risks involves determining whether the level of risk is acceptable or needs to be attended to.

An informed decision to accept risk with either no management or existing management strategies in place is based on acceptance of the likelihood and consequences of the particular risk.

If a risk is determined to be unacceptable (**High Risk**), a management plan will be developed and implemented to manage the risk.

All risks associated with the hazards, risk evaluation, determination of control measures to eliminate or mitigate the hazards and/or risks and residual risk rating are recorded in the [‘Risk Assessment Register’](#).

Good Life Education encourages all workers to report hazards immediately. This can be done through consultation meeting, informal communication with the management team and by completing a [‘Hazard Identification Report Form’](#).

Risk Management Policy

Good Life Education management team will respond to the hazard report immediately and take whatever action is appropriate. Workers will then be consulted about the actions taken, and if any further actions are required.

Monitoring and review of all aspects of the risk management process will be carried out at least once a year or in case of any changes in operations, processes, activities, knowledge and information about hazards occurs throughout the organisation, to:

- minimise the work-related injury and ill-health
- ensure the risk management process is effective and efficient
- ensure the treatment plans and control measures are appropriate and effective
- improve risk assessment process continuously

Risk information will be reported and maintained through appropriate documentation and notification. Hazard/risk reporting is completed through the use of the '[Hazard Identification Report Form](#)'.

'[Risk Assessment Register](#)' will be maintained updated.

Resource

- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)
- [Work Health and Safety \(How to Manage Work Health and Safety Risks\) Code of Practice 2015](#)
- [Work Health and Safety Act \(2011\)](#)
- [ISO 31000:2018](#)

Related Documents

- [Hazard Identification Report Form; NDIS-FORM-004](#)
- [Risk Assessment Register; NDIS-FORM-005](#)

Human Resource Policy

Policy

Management of **Good Life Education** is committed to safely and effectively manage all its employees and workers in line with the NDIS Code of Conduct to provide a safe and high-quality service to the participants and their family/support network.

Good Life Education will:

- 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 safely and competently 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
- take all reasonable steps to prevent sexual misconduct

Also, it ensures:

- the skills and knowledge required of each position are identified
- records of worker pre-employment checks, qualifications and experience are maintained
- an orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program
- timely supervision, support and resources are available to workers
- the performance of workers is reviewed and managed

Procedure

Good Life Education is committed to safely and effectively manage all its employees and workers in line with the NDIS Code of Conduct to provide a safe and high-quality service to the participants and their family/support network. In this regard, a Human Resource Management process has been established against the '[National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)' and '[National Disability Insurance Scheme \(Code of Conduct\) Rules 2018](#)' requirements.

At **Good Life Education**, we aim to ensure that all workers are competent in relation to their role, hold relevant qualifications to safely provide services to each participant and meet their support needs and person-centred support.

Also, **Good Life Education**, will:

Human Resource Policy

- comply with all relevant legal and other requirements
- comply with NDIS Code of Conduct and other relevant policies and procedures
- report and manage all hazards, near misses and incidents accordingly
- manage and resolve all complaints
- maintain a high standard of information security
- provide required training and induction, and maintain relevant qualifications
- maintain Workers Compensation Insurance
- maintain Working with Children Check (WWCC)
- provide personal protective equipment (PPE) as required, and maintain the safety of the workplace environment and facilities
- maintain hand hygiene and infection control compliance

Good Life Education uses [‘NDIS Checklist’](#) to ensure all workers’ records are collected and managed appropriately. These records include but are not limited to:

- Primary and secondary identification documents to meet the 100 points of identification
- Right to work
- Pre-employment (workers Screening)
- Qualifications and or experience
- NDIS worker orientation program

This register is a live document and is updating as an ongoing basis.

An orientation and induction process has been implemented that is required to be undertaken for workers completed, including completion of the mandatory [‘NDIS Worker Orientation Program’](#).

[‘NDIS Policies & Procedures Manual - Verification’](#) has been developed to provide Good Life Education polices to all workers that are necessary to deliver quality services and supports in a safe and sound manner.

This manual will be inducted to workers, and they will acknowledge and sign the [‘Consultation & Sig-Off’](#) section of the [‘NDIS Policies & Procedures Manual - Verification’](#).

Continuity of Supports

Good Life Education has established a continuity of support process to support planning and service delivery. A person-centred support planning is in place for each participant who will be completed during the assessment phase and reviewed regularly.

Human Resource Policy

Participant's preferences such as the same language, same culture or specific criteria will be considered, where possible.

Resource

- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)
- [National Disability Insurance Scheme \(Code of Conduct\) Rules 2018](#)
- [NDIS Worker Orientation Program](#)
- [Work Health and Safety Act \(2011\)](#)

Related Documents

- [NDIS Checklist; NDIS-FORM-001](#)
- [NDIS Policies Manual; NDIS-MAN-001 \(Consultation & Sig-Off\)](#)

Incident Management Policy

Policy

Good Life Education is committed to implement an incident management system to ensure that all participants are safeguarded, and incidents are acknowledged, respond to, well-managed and learned from.

Good Life Education will:

- identifying
- assessing
- managing
- resolving incidents that:
 - have, or could have, caused harm to a person with a disability receiving supports or services; and
 - acts by a person with a disability that happen in connection with the provision of supports or services and that have caused severe harm, or a risk of serious harm, to another person; and
 - reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

Also, it ensures:

- relevant records and information about incidents are maintained appropriately
- the people to whom incidents must be reported are specified
- the system is established to determine how people with disability affected by an incident will be supported and involved in resolving the incident and when an action is required
- copies of the documented system are made available to workers, participants and their family/support network

Procedure

Good Life Education has established an incident management system to be followed in identifying, managing and resolving incidents.

Incidents may be identified through direct observation, discussion with participant and support network, practitioner self-reflection, complaints, audits and reviews. Incidents may be identified at the time they occur or at any time after the event.

All incidents are recorded and reported through the '[Incident Report Form](#)' in a timely manner.

Details of reportable incidents are notified to the Commissioner within **24 hours**, while other incidents are notified within **5 business days**.

Incident Management Policy

Reportable incidents

Certain incidents are notified to the NDIS Commission as reportable incidents.

The following incidents (including allegations) arising in the context of NDIS supports or services will be reported to the NDIS Commission:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to an NDIS participant

Notifying the Commissioner

The Commissioner will be notified of [Reportable Incidents](#) of the following information within **24 hours** (*may be given by telephone or in writing*):

- the name and contact details of **Good Life Education**
- a description of the reportable incident
- a description of the impact on or harm caused to the person with a disability (except for ‘the death of a person’)
- the immediate actions are taken in response to the reportable incident
- the name and contact details of the person making the notification
- if known—the time, date and place at which the reportable incident occurred
- the names and contact details of the persons involved in the reportable incident
- any other information required by the Commissioner

The following information will be provided to the Commissioner within **5 business days** after **Good Life Education** became aware that the incident occurred (*in writing*):

- the names and contact details of any witnesses to the reportable incident
- any further actions proposed to be taken in response to the reportable incident

The Commissioner will be notified of other incidents that are not listed as [Reportable Incidents](#) of the following information within **5 business days** (*in writing*):

- the name and contact details of **Good Life Education**
- a description of the impact on or harm caused to the person with a disability

Incident Management Policy

- if known—the time, date and place at which the incident occurred
- the names and contact details of the persons involved in the incident
- the names and contact details of any witnesses to the incident
- the immediate actions are taken in response to the incident
- any further actions proposed to be taken in response to the incident
- the name and contact details of the person making the notification
- any other information required by the Commissioner

The Commissioner is **NOT** required to be notified if obtaining the information would or could reasonably be expected to:

- prejudice the conduct of a criminal investigation; or
- expose a person with a disability to a risk of harm

The Commissioner will be kept updated and provided with a final report.

Managing the incident

Following actions are considered to reduce the harmful consequences of the incident; includes, but not be limited to:

- provide immediate care to individuals involved in the incident
- make the environment safe to prevent immediate recurrence of the incident
- remove malfunctioning equipment
- notify emergency personnel if required
- complete the '[Incident Report Form](#)' as soon as practical
- notify the Commissioner as per above instruction
- notify the participant and their family/support network with the details of the incident and what actions have been taken as early as possible
- notify other authorities as required

Review and risk assessment

Incident Management Policy

All incidents will be reviewed and investigated. Investigation information is collected in the '[Incident Report Form](#)'.

The root cause of the incident will be analysed to understand how and why the incident occurred, to identify ways of improving the provision of care and preventing a recurrence.

Required actions are determined and implemented as per recommendations from the investigation and review in developing and ensuring improved practice.

A suitable timeframe for the implementation of recommendations will be documented in action plans and the '[Incident Report Form](#)'.

Information also includes who will be accountable for the implementation.

Ongoing monitoring is required to ensure recommendations are addressed in a timely manner and to evaluate the success of any action taken to achieve improvement.

If applicable, risk assessment is undertaken to ensure all aspects of the services and activities are managed and controlled in a safe manner. '[Risk Assessment Register](#)' will be updated accordingly.

Statistics and other information relating to incidents will be collected by **Good Life Education** to review the efficiency and effectiveness of the Incident Management process to make sure that they do not recur or occur elsewhere, and also, identifying and eliminating any systematic issue.

Record keeping

Good Life Education will maintain all records relevant to the incident for 7 years from the day that notification of the reportable incident is given.

Resource

- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)
- [NDIS - Incident Management and Reportable Incidents - Rules 2018](#)
- [Work Health and Safety Act \(2011\)](#)

Related Documents

- [Incident Report Form; NDIS-FORM-002](#)
- [Risk Assessment Register; NDIS-FORM-005](#)

Complaints Management Policy

Policy

Good Life Education is committed to ensuring that all participants have knowledge of and access to our complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

Good Life Education ensures:

- any person can easily make a complaint orally or in writing (including an anonymous complaint)
- appropriate information is provided to the participants about how to make a complaint to the provider and to the Commissioner
- all complaints are dealt with fairly and quickly
- appropriate support and assistance is provided to any person who wishes to make, or has made, a complaint
- a person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint
- information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances
- relevant records and information about complaints are maintained appropriately

This policy provides direction to all **Good Life Education** employees regarding the importance of responding effectively to complaints and defines what constitutes a complaint, and the process for managing a complaint.

Procedure

A complaint can be 'an expression of dissatisfaction with a service provided' or 'a concern that provides feedback regarding any aspect of service that identifies issues requiring a response'.

Good Life Education provides information about how to make a complaint to the participants and their family/support network through ['Participants Welcome Pack'](#) and ['Participants' Rights'](#).

Complaints can be made by a participant, participant's family/support network.

Good Life Education will ensure all complaints are acknowledged, assessed and resolved in a fair, efficient and timely manner.

The complaint will be acknowledged in person, orally or in writing within **5 calendar days** after receiving the complaints.

Managing the complaint

Complaints Management Policy

It is our responsibility to listen to and respond to a complaint. The aim is to manage frontline complaints at the point of contact and to resolve the complaint as soon as possible. This includes, but not be limited to:

- communicate with the person making the complaint
- provide an environment for them to express their concerns
- clarify the concerns and identify their expectation about the results
- explain the process of managing the complaint and resolution system
- express our understanding, empathy and apology
- complete the '[Complaints Management Form](#)' as soon as practical
- communicate the progress and outcome of the investigation with the participant, participant's family/support network
- follow up with the person making the complaint to make sure whether they are satisfied with the resolution process and outcomes

Review and risk assessment

All complaints are reviewed and investigated. All investigation information is collected in the '[Complaints Management Form](#)'. This form also will be shared with participants and their family/support network as a part of the Welcome Pack.

The root cause of the complaint will be analysed to identify what has happened and determined the appropriate action.

Required actions are determined and implemented as per recommendations from the investigation and review in developing and ensuring improved practice.

A suitable timeframe for the implementation of recommendations will be documented in action plans and the '[Complaints Management Form](#)'.

Information also includes who will be accountable for the implementation.

Ongoing monitoring is in place to ensure recommendations are addressed in a timely manner and to evaluate the success of any action taken to achieve improvement.

Feedback regarding the effectiveness of recommendations is discussed with the participant in seeking feedback relating to the implemented suggestions. This feedback can be informal or formal.

If applicable, a risk assessment will be undertaken to ensure all aspects of the services and activities are managed and controlled in a safe manner. '[Risk Assessment Register](#)' to be updated.

Statistics and other information relating to complaints will be collected by **Good Life Education** to review the efficiency and effectiveness of the Complaints Management process to make sure that they all well managed, and also, identifying and eliminating any systematic issue.

Record keeping

Complaints Management Policy

Good Life Education will maintain all records relevant to the complaint for 7 years from the day the record is made.

Resource

- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018](#)
- [NDIS - Complaints Management and Resolution - Rules 2018](#)

Related Documents

- [Complaints Management Form; NDIS-FORM-003](#)
- [Risk Assessment Register; NDIS-FORM-005](#)
- [Participants Welcome Pack](#)
- [Participants' Rights](#)

