

## Service Standards



### Standard 1

#### Your Rights and Intelife's Responsibilities

Intelife promotes your legal and human rights  
Your rights are upheld and protected



### Standard 2

#### Intelife Governance and Management

Intelife is managed well & keeps people safe  
You have a say about Intelife's services



### Standard 3

#### Support Delivery

Intelife meets your needs, goals and preferences  
You are involved in your plan  
You can choose what you want



### Standard 4

#### Support Environment

Intelife keeps your service environment safe  
Your money and property is protected

## NDIS Practice Standards

The NDIS Practice Standards are new national quality and safety standards for NDIS providers.

Like the previous standards, the NDIS Standards set out the rights of participants and what outcomes and safeguards should be in place.

### Our Service Standards

There is an important law called the **NDIS Act** which is supported by other legislation called the **NDIS Rules**. These laws enable the **NDIS Quality & Safeguarding Commission** to make sure people with disability get good quality and safe services.

The Government wants to make sure service providers like Intelife are doing a good job and are doing what people with disability need and want.

To make sure people with disability get a good quality and safe services, the Government (with the help of people with disability) made rules that say how you should be treated when you use disability services. The rules are call the **NDIS Practice Standards**.

Every 18 months, Intelife will have a Quality & Safety Assurance audit. This audit checks how Intelife is meeting the **NDIS Practice Standards**.

The audit involves a visit from an independent audit team who will talk to Intelife's participants who would like to take part in the audit.

If you choose to take part, you can tell the auditors what you think about Intelife. Ways to take part include talking to an audit team member and allowing them to see your file.

You can have assistance from an independent person (for example, a family member, friend, an advocate, or other independent support person) to make the decision about whether or not to take part, and to assist you while talking to the audit team, if needed.

During the audit, Intelife will need to show – among other things – that staff are providing effective support, managing their operation effectively, avoiding conflicts of interest, employing skilled staff, and managing complaints and incident in the right way.

At the end of the audit, the audit team makes a recommendation to the **NDIS Quality & Safeguarding Commission** about whether Intelife can be certified. The audit team may make requirements about improvements that need to be made before the certificate can be issued.



Everyone can have a say on Intelife's services and come up with ideas for improvement so it's important everyone knows about the **NDIS Practice Standards**





## Standard 1

### Your Rights and Intelife's Responsibilities

Intelife promotes your legal and human rights

Your legal and human rights are upheld and protected.

### What are my rights under Standard 1?

When you use a NDIS provider, you have the right to:

- receive services that are arranged around what you need and want
- have information in the way you can best understand
- make your own choices and have control over your life and the supports you use
- be safe – no one is allowed to hurt or neglect you
- try new things and take risks sometimes
- speak up for what's right for you
- get help if you need it to make important decisions
- have access to an independent advocate
- have your information kept private and your dignity protected.

### What should providers do?

Your service provider should:

- treat you well and keep you safe
- let you make choices and take control of your own life
- include your family and support network if you want them to be included
- provide information in a way that's right for you
- respect your culture, values and beliefs
- respect your privacy and protect your dignity
- let you speak up and listen to you carefully
- offer you support to speak up if you need it and support you to get an advocate.

### What Intelife will do:

Intelife will promote legal and human rights, self-determination, decision-making and actively work to prevent any violence, abuse, neglect, exploitation or discrimination.

Intelife will keep the information privacy rules and protect each person's dignity.

Intelife will respect each person's culture, values and beliefs and give information or help so each person can make their own choices and have control of their lives.



## Standard 2

### Intelife Governance and Management

Intelife's services are managed well & keep people safe

You have a say about Intelife's services

## What are my rights under Standard 2: Governance & Management?

You have the right to use a service that is governed and managed well.

Good management includes things like:

- making sure staff are trained and know how to support people with disability
- having good processes and ways of working
- communicating well and listening to people
- asking people for feedback on the services they get and then acting to fix problems:
  - ✓ Your feedback can be good or bad. You can tell someone if there is a problem anytime and you can get support to do this
  - ✓ You have the right to get advice and help from a support person, lawyer or an advocate
  - ✓ You have the right to make a complaint about Intelife to the NDIS Commission
- always having plans and actions to improve services based on what people with disability say and what the auditors say

## What should my service do?

Your service provider should:

- have a good management team who makes sure the right processes are working well
- think about risks and have plans in place so people can stay safe and know what to do if there is an emergency or disaster; like COVID-19
- have staff who are trained and who are good at their jobs
- obey all the laws and have good processes in place to manage finances, people and safety
- ask you and your support network for feedback on their policies and ways of doing things and ask if the service is working well
- learn from feedback they receive and make improvements
- talk to me about health and safety risks and help me plan for emergencies and disasters

## What Intelife will do

Intelife will have strong governance and operational management systems in place.

Intelife will ask for and use regular feedback to make improvements for participants and also to the organisation.



## Standard 3

### Provision of Supports

Intelife's supports and services meet your needs, goals and preferences

You are involved in your plan and choose what you want

### What are my rights under Standard 3: Provision of Supports?

You have the right to get the supports and services you need.

When you are planning your supports and services, you have the right to:

- be treated respectfully, equally and fairly
- get information in a way you can understand
- make your own choices and decisions
- get the right safeguards and protections for your needs and choices
- get a copy of your support plan and agreement and have them reviewed when you need

### What should my service do?

Your service provider should:

- explain who can use the service, how to join and how to leave
- offer to help you find other options if you need to wait or can't use their services
- get to know you and with your permission, work with your support network
- work with you and your other service providers and be quick to help when things change
- help you get support from other providers, family, friends, or an advocate – if you want
- give you choices and ways to help you reach your goals
- let you make decisions and provide the protections you need. This includes:
  - ✓ what you want to do and how you will reach your goals
  - ✓ which communities you want to be part of
  - ✓ how and when you have contact with your family and friends

### What Intelife will do:

Access to Intelife's services will be managed in a transparent, fair and responsive way.

Each participant's support plans will:

- be based on their needs, support requirements, preferences, strengths and goals
- include safeguards (protections) based on assessment of potential risks and vulnerabilities
- be regularly reviewed to build on strengths and make changes if progress is different from expected outcomes and goals.



## Standard 4

### Provision of Supports Environment

Intelife keeps your service environment is safe

Your money and property is protected

### What are my rights under Standard 4: Supports Environment?

You have a right to supports and services that are safe.

When you are receiving your supports and services, you have a right to:

- know who your support worker is and if they know how to keep you safe and protected
- have your medication, money and property kept secure and dealt with correctly
- a safe environment free from infectious and hazardous things
- a mealtime management plan and the correct support if you have swallowing difficulties
- a medication assistance plan if you need help to take your prescribed medications

### What should my service do?

Your service provider should:

- think about how you can be kept safe and how your environment is kept free from hazards
- have procedures to make sure medication, money and property is dealt with correctly
- provide you with support to access and spend your own money, if you need this
- make sure their support workers wear an ID badge and:
  - ✓ can understand your communication needs
  - ✓ know when and how to use personal protective equipment (PPE)
  - ✓ know when and how to wash their hands correctly
  - ✓ know how to deal with waste and infectious or hazardous substances
  - ✓ know how to provide medication assistance correctly
  - ✓ know how to follow mealtime management plans
  - ✓ understand a participant's money and property is only used with their consent

### What Intelife will do:

Intelife will work hard to make sure participants:

- get their supports in a safe environment that is free from infections and hazards
- medication, money and property is protected from mis-use and loss
- with swallowing difficulties have a mealtime plan and are supported correctly