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# National Disability Insurance Scheme (NDIS) Operations



**Angel House Australia (AHA) Basic Policies & Procedures**

**January 2024**

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## About the Business

**Angel House Australia** is a mental health and disability support services provider based in Dural, New South Wales.

## Mission and Value Statement

Angel House Australia prides itself on delivering valuable support services with a holistic approach, emphasising consideration and respect. We strive for the highest quality of client-based outcomes, ensuring the overall well-being of each individual. Our values reflect these qualities, ensuring that we listen to our clients and establish partnerships through which they successfully achieve their personal and other goals.

## Our Services

Angel House Australia's services include:

- **Assistance with Travel/Transport:** Providing travel arrangements and support for people to access essential, reasonable, and necessary services.
- **Early Intervention Supports for Early Childhood:** A mix of therapies to support children aged 6-18 with autism spectrum disorder (ASD), ADHD, developmental delay, behavioural issues, bullying, and other emotional and mental health challenges.
- **Specialist Positive Behaviour Support:** This includes assessing and developing a plan to limit the likelihood of behaviours of concern developing or increasing by working within the Positive Behaviour Support framework.
- **Therapeutic Supports:** Supports to build people's physical and mental health, enhancing their mobility and interpersonal skills.
- **Psychosocial Recovery Coaching:** Coordinating supports and assisting participants in obtaining ideal services and supports for their recovery, combined with motivation to achieve self-identified goals.
- **Equine-Assisted Psychotherapy and Horsemanship Training:** This is for social engagement and learning valuable life skills.

Angel House Australia complies with all NDIS Provider State and Commonwealth Government requirements for delivering quality and safe disability support services.

## Angel House Australia and the National Disability Insurance Scheme (NDIS)

### About This Document

This Policy and Procedure Document outlines the policies and procedures that govern Angel House Australia's NDIS operations, ensuring the provision of support to the disabled in a safe, legal, efficient, and systematic manner.

All policies and procedures within the document comply with relevant Commonwealth and State Government Legislation, Regulations, and Standards applicable to Angel House Australia's NDIS service business. This document complements all State and Commonwealth Legislation and does not override any Acts of Parliament or other legal requirements; it serves as a guide to compliance.

Angel House Australia Management is required to comply with the policies and procedures in this document. Failure to follow these policies and procedures will be treated seriously and may result in disciplinary action from participants, service providers, government bodies, and others.

Angel House Australia Management will have a hard copy of this document. Management is expected to refer to it regularly and update it with any changes.

## Definitions

For the purposes of this document:

**Workers** are defined as:

- Any Angel House Australia employee, whether permanent, temporary, full-time, part-time, or casual.
- Any volunteer, student, contractor, consultant, or anyone who works in any other capacity for Angel House Australia.

## Delegation of Roles

Roles assigned to the CEO/Owner or Management can be delegated to other workers, provided that:

- The delegation is made in writing.
- The delegation clearly states the position delegated to.
- The date of delegation is recorded.
- The delegation is signed by the CEO/Owner.

This document also meets multi-state requirements, allowing Angel House Australia to apply for services in other states if needed in the future.

## Policy Review

Angel House Australia may update this policy and its procedures from time to time to improve operational effectiveness. Generally, this entire policy will be reviewed annually in consultation with service users, their families, carers, and workers. All service planning, delivery, and evaluation activities will include input from workers, participants, and other stakeholders.

By signing this document, I acknowledge that I have read and understood this Policy and Procedure. I agree to comply with this policy and procedure, and I understand that Angel House Australia can change or update the policy at any time.

Signed: \_\_\_\_\_

## Version Endorsed Endorsee Reason/Section Update Next Review

1.0      M Mardon      Initial Release      1/09/2024

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## **1. Introduction**

Welcome to Angel House Australia. Our organisation provides exceptional mental health and disability services under the National Disability Insurance Scheme (NDIS). We integrate best practices and adhere to all relevant state, national, and federal legislation to ensure the highest standards of care. Our multidisciplinary team is committed to supporting participants in achieving their goals through tailored, evidence-based services.

## **2. Mission Statement**

Our mission at Angel House Australia is to empower individuals with disabilities to achieve their personal goals and improve their quality of life. We aim to create a supportive and inclusive environment that promotes independence, dignity, and respect for all participants. Our services are guided by the principles of person-centred care, focusing on each individual's unique needs and aspirations.

## **3. NDIS Compliance and Participant Rights**

Angel House Australia adheres to the NDIS Practice Standards and guidelines to ensure the delivery of high-quality services. We are committed to upholding the rights of participants as outlined in the NDIS Code of Conduct. This includes the right to be treated with respect, to have their privacy protected, to receive culturally appropriate services, and to participate fully in decision-making processes regarding their care. Our policies ensure compliance with all relevant legislation, including the Disability Discrimination Act 1992 (Cth) and the Disability Services Act 1986 (Cth).

## **4. Confidentiality and Privacy**

Protecting the confidentiality and privacy of our clients is paramount. Angel House Australia manages all personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We have robust data protection measures in place and ensure that all staff are trained in privacy protocols. Clients are informed about how their information will be used, stored, and protected, and they have the right to access their personal records upon request.

## **5. Equine-Assisted Psychotherapy Policies**

Our equine-assisted psychotherapy (EAP) services are designed to support therapeutic outcomes through interaction with horses. These services are delivered by qualified professionals in a safe and controlled environment. We follow strict ethical guidelines and safety protocols to ensure the well-being of both participants and animals. EAP sessions are structured to address specific therapeutic goals, such as improving emotional regulation, building self-confidence, and enhancing communication skills.

## **6. Behaviour Support Policies**

Angel House Australia provides behaviour support services tailored to each participant's individual needs. Our approach is person-centred, focusing on understanding the reasons behind behaviours of concern and developing positive strategies to address them. We adhere to the NDIS Positive Behaviour Support Framework, ensure all interventions are evidence-based,

and uphold the dignity and rights of participants. Our behaviour support plans are regularly reviewed and updated in consultation with participants, their families, and other stakeholders.

## **7. Client Rights and Responsibilities**

Clients at Angel House Australia have the right to receive services that respect their individual needs and preferences. They are also responsible for participating actively in their care plans and providing accurate information to our staff. Our policies ensure that clients are fully informed of their rights and responsibilities at the commencement of service delivery. This includes the right to informed consent, the right to provide feedback or make complaints, and the responsibility to treat staff and other clients with respect.

## **8. Appointment Scheduling and Cancellations**

Angel House Australia offers flexible scheduling options to accommodate the diverse needs of our clients. Appointments can be made via phone, email, or our online booking system. We require a minimum of 24 hours' notice for cancellations to avoid cancellation fees under NDIS pricing arrangements and guidelines. We understand that unforeseen circumstances may arise, and we strive to reschedule appointments as promptly as possible to minimise disruption to services.

## **9. Emergency and Crisis Intervention**

Our organization has established protocols for managing emergencies and crises to ensure our clients' and staff's safety and well-being. Our staff are trained in crisis intervention and de-escalation techniques. We collaborate with local emergency services and adhere to NDIS Critical Incident Management requirements. In the event of a crisis, immediate support is provided, and follow-up actions are taken to address the underlying issues and prevent recurrence.

## **10. Clinical Documentation and Record Keeping**

Accurate and comprehensive documentation is essential for effective service delivery and compliance with legal and regulatory requirements. Angel House Australia maintains detailed records of all client interactions, including assessment reports, care plans, progress notes, and incident reports. Our documentation practices comply with the Health Records Act 2001 (Vic) and the NDIS Practice Standards. We use secure electronic health record systems to ensure the confidentiality and integrity of client information.

## **11. Billing and Payment Policies**

Our billing practices are transparent and align with NDIS pricing arrangements. Clients receive detailed invoices and statements outlining the services provided and associated costs. We offer various payment methods, including direct debit, credit card, and NDIS plan-managed payments. Our staff are available to assist clients in understanding their financial responsibilities and navigating the NDIS funding process.

## **12. Staff Roles and Responsibilities**

Angel House Australia employs a multidisciplinary team of professionals, each with clearly defined roles and responsibilities. We ensure that all team members possess the necessary qualifications, skills, and experience to deliver high-quality services. Our staff roles are aligned with the NDIS Workforce Capability Framework, and ongoing training is provided to support professional development and ensure compliance with best practice standards.

## **13. Continuing Education and Professional Development**

We are committed to the continuous professional development of our staff. Regular training and education sessions are conducted to ensure our team remains current with best practices and legislative changes. This includes training in areas such as NDIS practice standards, disability awareness, mental health interventions, and ethical conduct. Our commitment to professional development supports the delivery of high-quality, compliant services.

## **14. Ethical Standards and Conduct**

Angel House Australia upholds the highest ethical standards in all our practices. Staff are expected to adhere to the NDIS Code of Conduct, which includes principles of integrity, professionalism, and respect. We have a zero-tolerance policy for misconduct and ensure that all interactions with clients and colleagues are conducted honestly and transparently. Our ethical guidelines are regularly reviewed and updated to reflect current best practices and regulatory requirements.

## **15. Complaints and Grievances**

We take all complaints and grievances seriously and address them promptly through a fair and transparent process. Our complaints management system complies with NDIS guidelines and ensures that clients can voice their concerns without fear of retribution. Clients are informed of the complaints process at the commencement of services, and we strive to resolve issues quickly and effectively to maintain trust and confidence in our services.

## **16. Safety and Security**

The safety and security of our clients and staff are paramount. Angel House Australia implements rigorous safety protocols and regularly reviews our practices to ensure compliance with occupational health and safety legislation and NDIS requirements. This includes conducting risk assessments, providing safety training to staff, and maintaining safe facilities and equipment. We are committed to creating a safe and secure environment for everyone involved in our services.

## **17. Technology Use and Telehealth**

We utilize technology to enhance service delivery and provide flexible options for our clients, including telehealth services. Our use of technology complies with the NDIS Practice Standards and relevant privacy legislation, ensuring secure and effective communication. Telehealth services are conducted via secure platforms, and clients are provided with clear instructions on how to access and use these services safely and effectively.

## **18. Quality Assurance and Improvement**

Angel House Australia is dedicated to continuous quality improvement. We regularly review and evaluate our services to ensure they meet the highest standards of care. Feedback from clients and stakeholders is integral to our quality assurance processes, guiding improvements and innovations in service delivery. We utilise various quality improvement methodologies, including audits, surveys, and performance reviews, to identify areas for enhancement and implement effective solutions.

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By following these comprehensive policies and procedures, Angel House Australia ensures the delivery of exceptional care and support in full compliance with all relevant legislation and NDIS standards.