

POLICY TITLE:	BUSINESS PRACTICES FOR NDIS POLICY		
VERSION:	005	DATE EFFECTIVE:	01/05/2017
AUTHORISED BY:	Chairperson	DATE REVIEWED:	14/03/2023

INTRODUCTION

ARC Disability Services Inc. (ARC) is a not-for-profit association registered as a Provider of Supports, Supports Coordination and Plan Management under the National Disability Insurance Scheme (NDIS). It is the policy of ARC to ensure all members of the Board, Managers, Staff and Participants are made aware of their responsibility to adhere to the *National Disability Insurance Scheme Act 2013* and subsequent Rules and Terms of Business in the delivery of supports claimable by ARC through the scheme. This includes to act in good faith, in the interest of the Participant at all times and to provide the Participant (or their nominated decision-maker if they're unable to make their own decisions) with the maximum choice and control available to them. Additionally, any existing or potential conflict of interest that may arise through the delivery of the Participant's plan are declared and managed through appropriate governance and operational processes.

PURPOSE

This policy is an expressed commitment to the mission and values of ARC and observing the General Principles of the National Disability Insurance Agency, as a Provider of Supports, Support Coordination and Plan Management services. All Participants will be treated equally, and no one Participant will be given preferential treatment above another in the receipt or provision of supports from ARC.

IMPLEMENTATION

For the purpose of this policy, a participant includes but is not limited to, service users and their support networks. This policy will give guidance and direction to the organisation regarding suitable business practices at ARC, clarity of intent and with transparency and openness in all transactions. This policy applies to all members of the Board, Management and Staff.

ESTABLISH A WRITTEN SERVICE AGREEMENT

- ARC will meet with the Participant and/or their nominated decision-makers to explain the details of the proposed services and establish a written agreement, that utilises the participant's preferred terms and forms of communication.
- ARC will ensure the participant and/or their nominated decision-makers have the opportunity to freely review and seek consultation or advocacy support in understanding ARC's service agreement. If requested, ARC will ensure this opportunity is supported by access to interpreter services.
- The agreement will detail the nature, quality, price of supports to be provided, expected outcomes and any agreed terms and conditions. All supports must be delivered in accordance with that agreement.
- ARC will ensure that the Participant and/or their nominated decision-makers have access to details of services delivered, and the amount charged for those services either through monthly statements by ARC; or access to the MyPlace portal, including the provision of invoices showing sufficient details of the services provided.
- Service agreements will be consistent with the NDIS's pricing arrangements, guidelines and the appropriate tax treatment of NDIS charges.
- If ARC intends to withdraw or terminate its services to a participant, notice must be given in accordance with the service agreement, and *Cancellation of Service Delivery under NDIS Policy*.

CONFLICTS OF INTEREST

- ARC will act in the best interests of the Participant, ensuring that they are well informed, empowered and able to maximise choice and control over the implementation of their NDIS approved plan in terms of their own capacity, and the availability of supports and services.
- ARC will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family so as to limit that person's access to information, opportunities and choice and control.

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- The Conflict of Interest Policy and Freedom of Choice Policy are to be observed at all times.

GOVERNANCE PROCESSES TO MANAGE ACTUAL OR PERCEIVED CONFLICT

To support the core governance processes, the following applies:

- Staff and Volunteers education and induction – educate all current and new staff on the Participant's legislative rights to choice and control under the NDIS, beyond our own organisational or ethical values.
- All staff and volunteers are prompted as part of on boarding to declare any actual, perceived or potential conflicts of interest.
- Participant awareness – ARC will ensure participants are informed about their right to choice and control under the NDIS and are provided information on ARC's conflicts of interest and Freedom of Choice policies.
- Conflict of Interest Documentation – the establishment and management of the organisations Conflict of Interest Register.

Support Coordination Advice and Options

All advice to a Participant about supports will include at least two options provided by other services within the Region. If ARC is the only provider of supports within the Region, the Participant will be given the option of sourcing supports from neighbouring regions.

Participant under Plan Management

- In accordance with the *National Disability Insurance Scheme Rules 2013*, it is the policy of ARC to provide the Participant with either Plan Management OR Support Services. Where the Participant has chosen ARC to provide both, the Provider will put in place two independent processes to manage the potential conflict of interest and maintain full choice and control of the Participant.
- A Participant under Plan Management by ARC will only be offered supports through ARC if there are no other Providers OR at the expressed interest of the Participant under their own choice and control of preferred provider of supports.
- Plan Management will be undertaken by a professional financial management and planning team, separate to the service delivery section of the organisation.
- This team will report to the CFO and will report quarterly to the Finance Committee.

Payments and Pricing

- ARC will adhere to the NDIA Price Guide or any other Agency pricing arrangements and guidelines as in force from time to time and ensure that the Claims and Finance team are up to date with the NDIA requirements.
- In accordance with the *National Disability Insurance Scheme Act 2013* ARC will only make a claim request once a support has been satisfactorily delivered.

Maintaining Records

- ARC will keep the financial records of the supports delivered to NDIS Participants, along with records of the Participant's Service Agreements.
- Financial records/accounts are to be retained for the required statutory period from the date of issue.

REFERENCES

NDIS Act 2013

NDIS Rules 2013

AUTHORISATION

This Policy is approved and issued by:

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Elizabeth Brown

Chairperson

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