



NDIS PRACTICE STANDARDS

Rights and Responsibilities

Person Centred Supports

Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

Individual Values and Beliefs

Each participant accesses supports that respect their culture, diversity, values and beliefs.

Privacy and Dignity

Each participant accesses supports that respect and protect their dignity and right to privacy.

Independence and Informed Choice

Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

Violence, Abuse Neglect, Exploitation and Discrimination

Each participant is able to access supports free from violence, abuse, neglect, exploitation or discrimination.

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1800 466 046

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Provider Governance and Operational Management

Governance and Operational Management

Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.

Risk Management

Risks to participants, workers and the provider are identified and managed.

Quality Management

Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

Information Management

Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

Feedback and Complaints Management

Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

Incident Management

Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

Human Resource Management

Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.

Continuity of Supports

Each participant has access to timely and appropriate support without interruption.

Emergency and Disaster Management

Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

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Provision of Supports

Access to Supports

Each participant accesses the most appropriate supports that meet their needs, goals and preferences.

Support Planning

Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

Service Agreements with Participants

Each participant has a clear understanding of the supports they have chosen and how they will be provided.

Responsive Support Provision

Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

Transitions to or from the Provider

Each participant experiences a planned and coordinated transition to or from the provider.

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Provisions of Support Environment

Safe Environment

Each participant accesses supports in a safe environment that is appropriate to their needs.

Participant Money and Property

Participant money and property is secure and each participant uses their own money and property as they determine.

Management of Medication

Each participant requiring medication is confident their provider administers, stores and monitors the effects of their medication and works to prevent errors or incidents.

Mealtime Management

Each participant requiring mealtime management receives meals that are nutritious, and of a texture that is appropriate to their individual needs, and appropriately planned, and prepared in an environment and manner that meets their individual needs and preferences, and delivered in a way that is appropriate to their individual needs and ensures that the meals are enjoyable.

Management of Waste

Each participant, each worker, and any other person in the home is protected from harm as a result of exposure to waste, infectious or hazardous substances generated during the delivery of supports.

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