

Maintenance and Records Policy

1. Purpose

Inala Community House (ICH) National Disability Insurance Scheme (NDIS) is committed to ensuring good record keeping as it helps:

- Participants achieve better outcomes
- Decision makers make informed decisions
- Protect the organisation from risk
- Meet legislative requirements

2. Scope

This policy applies to all ICH NDIS representatives including key management personnel, Directors, full time workers, part time workers, casual workers, contractors, volunteers, students. For the purpose of this policy, these persons shall be referred to as workers.

3. Definition

Evidence of supports delivered to NDIS participants is documented using the below evidence types, depending on the type of support delivered.

Case notes: Documentation of activities engaged in and how they relate to the specific support item and participant goals.

Rosters: The activities engaged in, staff to participant ratios and record that a participant attended as scheduled.

Service agreements: The schedule, cost, nature and quality of supports to be provided and expected outcomes.

Support logs: The support type (including ratio/intensity? Delivered and a participant, nominee or carer signature confirming receipt of each instance of support.

4. Policy

4.1 Types of records to maintain

At a minimum, the organisation will keep full and accurate accounts and financial records of:

- Participant service agreements containing the schedule, cost, type and quality of supports to be delivered; as well as the expected outcomes for the participant, and any regulated restrictive practices in place for the participant
- Approved quotes as appropriate
- Evidence of support quantity and type delivered.

The accounts and financial records are maintained on a regular basis with accurate details on the quantity, type and duration of support delivered (refer to definitions for evidence types). These records must be kept for at least 7 years from the date of the document.

Financial records and accounts are retained for 7 years from the date of issue in line with relevant legislation.

4.2 Terms of business

ICH NDIS are committed to the NDIS Terms of Business and will renew this commitment annually on the Provider Portal (myplace). It is understood that failing to renew the Terms of Business will result in delayed or missed payments until renewal.

If requested by the NDIA, in 30 days the program will provide from the date of the request or within the time specified in the request, any of the following documents:

- A copy of the organisation's most recent financial statements
- A copy of the organisation's most recent insurance certificate, and
- Any document that would reasonably be connected with the organisation's provision of supports.

The programs will maintain accurate contact details with the NDIA and advise the NDIA of any changes to the information contained within the application for registration as soon as is practicable.

4.3 Inspection of records

The organisation may be reviewed by the NDIA in relation to supports funded for a NDIS participant. The organisation will cooperate fully with NDIA officers undertaking review activities.

As part of any review, or as otherwise reasonable request by the NDIA to carry out its rights and obligations under law, the organisation must give the NDIA or persons authorised by the NDIA ('those permitted') access to premises where accounts and records associated with the provision of services to participants are stored and allow

those permitted to inspect and copy all records associated with the provision of services to participants.

Workers will provide reasonable assistance requested by those permitted including making available all accounts and records relating to the provision of services to participants subject to:

- Reasonable prior notice by those permitted (except where those permitted believe there is an actual or apprehended breach of the law)
- The organisation's reasonable security procedures.

The requirement for access as specified above does not in any way reduce the organisation's responsibility to perform its obligations in accordance with any agreement related to the provision of services to participants.

ICH NDIS will ensure that any subcontract entered into for the purposes of providing services to participants allows those permitted to have access to accounts and records associated with the provision of services to participants.

Where a decision by the NDIA is the subject of a merits review or complaint, we will cooperate in providing any documents or other information requested. Pursuant to section 6C of the Freedom of Information Act 1982 (Cth) (FOI Act), we will provide all documents to the NDIS that are relevant to a request made under the FOI Act within 7 days receipt of a request from the NDIA.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

This policy will be reviewed every two years or sooner as required.

6. Related Documents

Policies

ICH NDIS Information Security Policy
ICH Document Development Policy

References

CentroAssist Policy Portal
NDIS (Quality Indicators) Guidelines (Cth)
National Disability Insurance Scheme Act (Cth)
Freedom of Information Act 1982 (Cth)