



PIA POLICIES AND PROCEDURES AND THE NDIS PRACTICE STANDARDS

[C] = Core NDIS Practice Standards [S] Specialist NDIS Practice Standards [E] = Extra / Value Add

CORE MODULE

NDIS Practice Standard	PIA Policy and Procedure
RIGHTS AND RESPONSIBILITIES	
1. Person-Centred Supports	<ul style="list-style-type: none"> • Participant Rights and Responsibilities [C] • Supporting Participants’ Sexual Expression [E] • Service Delivery and Participation [C] • Delivering Telehealth Sessions [E] • Participants’ Use of Alcohol, Cigarettes and Other Drugs [E] • End of Life Care [E] • Support Coordination [C] [S] • Therapeutic Supports Services [E] • Recovery Coach Services [E] • Plan Management [E]
2. Individual Values and Beliefs	<ul style="list-style-type: none"> • Inclusion, Diversity and Culturally Safe Service Delivery [C] • Service Delivery and Participation [C] • End of Life Care [E] • Support Coordination [C] [S] • Therapeutic Supports Services [E] • Recovery Coach Services [E]
3. Privacy and Dignity	<ul style="list-style-type: none"> • Privacy and Confidentiality [C]
4. Independence and Informed Choice	<ul style="list-style-type: none"> • Supporting Participants’ Sexual Expression [E] • Decision Making and Choice [C] • Service Access [C] • Participants’ Use of Alcohol, Cigarettes and Other Drugs [E] • Plan Management [E]
5. Violence, Abuse, Neglect, Exploitation and Discrimination	<ul style="list-style-type: none"> • Protecting Participants from Harm [C] • Participant Incident Management [C] • Child Safety and Wellbeing [C] • Specialist Disability Accommodation [S]





NDIS Practice Standard	PIA Policy and Procedure
PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT	
6. Governance and Operational Management	<ul style="list-style-type: none">• Governance [C]• Succession Planning [C]• Conflict of Interest [C]• Strategic and Operational Planning [C]
7. Risk Management	<ul style="list-style-type: none">• Financial Management [C]• Risk Management [C]• Work Health and Safety [C]• Emergency and Disaster Management [C]• Chemical Use and Storage [C]• Safety and Security [C]• Physical Accessibility [C]• Infection Control [C]• Vehicle Safety [C]• Workplace Incident Management [C]• Food Storage and Preparation [C]• Mealtime Management and Providing Meals [C]
8. Quality Management	<ul style="list-style-type: none">• Continuous Improvement [C]• Compliance [C]
9. Information Management	<ul style="list-style-type: none">• Records and Information Management [C]• Privacy and Confidentiality [C]• Participant Case Notes [C]
10. Feedback and Complaints Management	<ul style="list-style-type: none">• Feedback and Complaints [C]
11. Incident Management	<ul style="list-style-type: none">• Vehicle Safety [C]• Workplace Incident Management [C]• Participant Incident Management [C]• Participants that do not Respond to a Scheduled Visit or Who Live Alone [C]
12. Human Resource Management	<ul style="list-style-type: none">• Emergency and Disaster Management [C]• Infection Control [C]• Human Resources [C]• Disputes and Grievances [C]• Equity, Anti-Discrimination and Workplace Harassment [C]
13. Continuity of Supports	<ul style="list-style-type: none">• Succession Planning [C]• Emergency and Disaster Management [C]• Staffing [C]• Service Delivery and Participation [C]





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	<ul style="list-style-type: none">• Personal Care [E]• Delivering Telehealth Sessions [E]• End of Life Care [E]• Support Coordination [E]• Therapeutic Supports Services [E]• Recovery Coach Services [E]
14. Emergency and Disaster Management	<ul style="list-style-type: none">• Emergency and Disaster Management [C]
PROVISION OF SUPPORTS	
15. Access to Supports	<ul style="list-style-type: none">• Service Access [C]
16. Support Planning	<ul style="list-style-type: none">• Risk Management [C]• Inclusion, Diversity and Culturally Safe Service Delivery [C]• Assessment, Planning and Review [C]• Early Childhood Assessment, Planning and Review [S]
17. Service Agreements with Participants	<ul style="list-style-type: none">• Assessment, Planning and Review [C]• Early Childhood Assessment, Planning and Review [S]
18. Responsive Support Provision	<ul style="list-style-type: none">• Assessment, Planning and Review [C]• Early Childhood Assessment, Planning and Review [S]• Service Delivery and Participation [C]• Providing Information, Advice and Referrals [C]• Personal Care [E]• Support Coordination [E]• Therapeutic Supports Services [E]• Recovery Coach Services [E]
19. Transitions to and from the Provider	<ul style="list-style-type: none">• Risk Management [C]• Assessment, Planning and Review [C]• Service Exit [C]• Early Childhood Assessment, Planning and Review [S]
SUPPORT PROVISION ENVIRONMENT	
20. Safe Environment	<ul style="list-style-type: none">• Work Health and Safety [C]• Chemical Use and Storage [C]• Infection Control [C]• Human Resources [C]• Assessment, Planning and Review [C]• Service Delivery and Participation [C]• Personal Care [E]• Delivering Telehealth Sessions [E]





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	<ul style="list-style-type: none">• Participants' Use of Alcohol, Cigarettes and Other Drugs [E]• End of Life Care [E]• Early Childhood Assessment, Planning and Review [S]• Support Coordination [E]• Therapeutic Supports Services [E]• Recovery Coach Services [E]
21. Participant Money and Property	<ul style="list-style-type: none">• Participant Money and Property [C]
22. Management of Medication	<ul style="list-style-type: none">• Medication Management [C]
23. Mealtime Management	<ul style="list-style-type: none">• Assessment, Planning and Review [C]• Food Storage and Preparation [C]• Mealtime Management and Providing Meals [C]• Early Childhood Assessment, Planning and Review [S]
24. Management of Waste	<ul style="list-style-type: none">• Waste Management [C]

MODULE 1: HIGH INTENSITY DAILY PERSONAL ACTIVITIES

NDIS Practice Standard	PIA Policy and Procedure
25. Complex Bowel Care	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Complex Bowel Care Policy and Procedure [S]
26. Enteral (Naso-Gastric Tube – Jejunum or Duodenum) Feeding and Management	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Enteral Feeding Support Policy and Procedure [S]
27. Severe Dysphagia Management	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Severe Dysphagia Support Policy and Procedure [S]
28. Tracheostomy Management	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Tracheostomy Support Policy and Procedure [S]
29. Urinary Catheter Management (In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter)	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Urinary Catheter Support Policy and Procedure [S]
30. Ventilator Management	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Ventilator Support Policy and Procedure [S]
31. Subcutaneous Injections	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Subcutaneous Injections Policy and Procedure[S]
32. Complex Wound Management	<ul style="list-style-type: none">• Clinical Governance Framework [S]• Complex Wound Support Policy and Procedure [S]





MODULE 2: SPECIALIST BEHAVIOUR SUPPORT

NDIS Practice Standard	PIA Policy and Procedure
33. Behaviour Support in the NDIS	<ul style="list-style-type: none">• Positive Behaviour Support [S]• The Use of Restrictive Practices (per State/Territory) [S]
34. Restrictive Practices	
35. Functional Behaviour Assessments and Behaviour Support Plans	
36. Supporting the Implementation of the Behaviour Support Plan	
37. Behaviour Support Plan Monitoring and Review	
38. Reportable Incidents involving the Use of a Restrictive Practice	
39. Interim Behaviour Support Plans	

MODULE 2A: IMPLEMENTING BEHAVIOUR SUPPORT PLANS

NDIS Practice Standard	PIA Policy and Procedure
40. Behaviour Support in the NDIS	<ul style="list-style-type: none">• Positive Behaviour Support [S]• The Use of Restrictive Practices (per State/Territory) [S]
41. Regulated Restrictive Practices	
42. Supporting the Assessment and Development of Behaviour Support Plans	
43. Behaviour Support Plan Implementation	
44. Monitoring and Reporting the Use of Regulated Restrictive Practices	
45. Behaviour Support Plan Review	
46. Reportable Incidents involving the Use of a Restrictive Practice	
47. Interim Behaviour Support Plans	





MODULE 3: EARLY CHILDHOOD SUPPORTS

NDIS Practice Standard	PIA Policy and Procedure
48. The Child	<ul style="list-style-type: none"> • Early Childhood Assessment, Planning and Review [S] • Service Delivery and Participation (with ECA inclusions) [C]
49. The Family	
50. Inclusion	
51. Collaboration	
52. Capacity Building	
53. Evidence Informed Practice	
54. Outcome Based Approach	

MODULE 4: SPECIALIST SUPPORT COORDINATION

NDIS Practice Standard	PIA Policy and Procedure
55. Specialised Support Coordination	<ul style="list-style-type: none"> • Support Coordination (with Specialist Support Coordination inclusions) [S] • Conflict of Interest (with Support Coordination inclusions) [C]
56. Management of a Participant’s NDIS Supports	
57. Conflict of Interest	

MODULE 5: SPECIALIST DISABILITY ACCOMMODATION

NDIS Practice Standard	PIA Policy and Procedure
58. Rights and Responsibilities	<ul style="list-style-type: none"> • Specialist Support Coordination [S] • Compliance (with SDA inclusions) [C] • Conflict of Interest (with SDA inclusions) [C] • Participant Rights and Responsibilities (with SDA inclusions) [C] • Feedback and Complaints [C] • Participant Incident Management [C]
59. Conflict of Interest	
60. Service Agreements with Participants	
61. Enrolment of SDA Properties	
62. Tenancy Management	

