

Provision of Supports Policy

The Little Sanctuary Support Services PTY LTD

The Little Sanctuary Support Services Pty Ltd (“the Organisation”) is committed to providing a safe, respectful, and inclusive environment for all participants, families, carers, staff, and volunteers.

The purpose of this policy is to ensure that all supports provided by The Little Sanctuary Support Services are safe, respectful, and compliant with the **NDIS Practice Standards, Queensland and National legislation**, and the organisation’s commitment to safeguarding participant rights and wellbeing.

This policy sets out procedures for:

- Managing participant money and property.
- Safe administration and documentation of medication.
- Supporting participants during mealtimes.
- Safe and hygienic management of waste.

This policy is directly linked to our Code of Conduct and reflects our values of respect, integrity, empowerment, and empathy.

1. Scope and applicability

This policy applies to:

- All permanent, part-time, and casual employees.
- Contractors and agency staff engaged by The Little Sanctuary Support Services.
- Volunteers and student placements.

2. Principles

Rights and Dignity: Participants have the right to independence, choice, and control in managing their personal property, health, and daily living activities.

Safety and Accountability: Supports must be delivered in a manner that prioritises safety, transparency, and accountability.

Compliance: All provisions of supports must align with NDIS Practice Standards, the Disability Services Act 2006 (QLD), Human Rights Act 2019 (QLD), and relevant national health and safety laws.

Person-Centred Practice: Supports will be tailored to the needs, preferences, and cultural considerations of each participant.

3. Participant Money and Property

Principles

- Participants have the right to manage their own money and property wherever possible.
- Staff must not borrow, use, or take possession of participant money or belongings for personal use.
- Clear records must be kept whenever staff are required to assist with managing participant funds or property.

Procedures

- Written consent must be obtained from the participant (or guardian/nominee) before assisting with money or property.
- All financial transactions managed by staff must be recorded in a **Participant Money Record Form** and signed by both the staff member and the participant (or their representative).
- Receipts must be kept for all purchases made on behalf of participants.
- Participant property held in service locations (e.g., personal items, equipment) must be clearly labelled and stored securely.

4. Management of Medication

Principles

- Participants have the right to manage their own medications whenever safe and appropriate.
- Medication must be managed according to **medical instructions, NDIS Practice Standards**, and relevant state and federal health legislation.

5.2 Procedures

- Only staff trained in medication management may administer medications.
- Medication must be:
 - Stored securely in a locked cabinet or safe container.
 - Clearly labelled with participant's name, dosage, and administration instructions.
 - Checked against the participant's medication chart before administration.
- Staff must document:
 - Medication administered, including date, time, dosage, and staff initials.
 - Any missed, refused, or incorrect doses, which must also be reported as an **incident**.
- Medication errors must be reported immediately to a supervisor, documented in the incident reporting system, and managed according to health and safety guidelines.

5. Mealtime Management

Principles

- Participants have the right to independence, dignity, and choice regarding food and mealtime supports.

- Staff must support safe eating and drinking practices, particularly for participants with additional health or dietary needs.

Procedures

- Mealtime supports must reflect each participant's **support plan** (including dietary requirements, allergies, cultural or religious considerations).
- Staff must:
 - Provide assistance only as outlined in the participant's plan (e.g., prompting, feeding, modified textures).
 - Follow all food safety and hygiene practices.
 - Encourage independence in food preparation and eating wherever possible.
- Risks such as choking must be managed by following appropriate safety procedures and staff training.

6. Management of Waste

Principles

- Waste must be managed in a way that ensures safety, hygiene, and environmental responsibility.
- Clinical or hazardous waste must be disposed of according to **Queensland Health guidelines**.

Procedures

- General waste and recyclables must be separated and disposed of in designated bins.
- Clinical waste (e.g., used dressings, sharps, contaminated PPE) must be:
 - Placed immediately into approved containers (e.g., sharps bins, biohazard bags).
 - Stored securely until collected by an authorised waste contractor.
- Staff must wear appropriate PPE when handling waste.
- Waste disposal areas must be cleaned and disinfected regularly.
- Risks such as choking must be managed by following appropriate safety procedures and staff training.

7. Roles and Responsibilities

Director: Ensures organisational compliance with this policy and all legislative requirements.

Senior Practitioners: Provide oversight and specialist input into support planning (medication, mealtime management, behaviour supports). The Director will assist in collaboration with client's support team for individualised support planning.

All Staff: Adhere to this policy, maintain accurate records, and report any incidents, risks, or breaches immediately.

8. Related Documents

NDIS Practice Standards and Quality Indicators

Disability Services Act 2006 (QLD)

Human Rights Act 2019 (QLD)

Public Health Act 2005 (QLD)

The Little Sanctuary Support Services:

- Incident Reporting Policy
- Risk Management Strategy
- Child Safety and Wellbeing Policy
- Infection Prevention and Control Policy
- Privacy and Confidentiality Policy

6. Policy Status and Review

This policy will be reviewed **annually**, or earlier if required by changes in legislation, NDIS requirements, or organisational needs.

Approved by:
Elizabeth Spash – Director
Date: 8th September 2025
Next Review Date: 8th September 2026