



# Documentation Policy and Procedure

## Purpose and Scope

The aim of this policy and procedure is to ensure that staff members understand the importance of completing documentation in relation to their work with participants.

There are two participant-related documents which must be completed on a regular basis as a part of employment with All About You – Disability Services. These documents are as follows:

- Participant Program Plan
- Support Activities Record Sheet

This policy and procedure will outline the procedure and purpose for each document. Each employee is responsible for completing this documentation for each of the participants they are working with.

Employees are responsible for either scanning, posting or emailing the completed Participant Program Plan to the Managing Director at the end of every three months.

Employees are responsible for scanning (photographs are not acceptable) the Support Activities Record Sheet at the end of every fortnight. These are required to be returned along with completed timesheets.

An administration allowance of \$35 will be paid each fortnight to enable staff to complete this required documentation. This is based on one hour of pay and is required to be recorded on the employee's timesheet for payment to occur.

## Participant Program Plan

All About You – Disability Services is committed to providing high quality support programs for participants whilst assisting participants to reach their goal/s.

The Program Plan is a tool that assists All About You – Disability Services to track the progress of an individual's goals, ensuring outcomes are being reached and goals are being achieved.

Employees are responsible for:

- Inputting the participants personal goal from their NDIS Plan into the Program Plan. The Managing Director will advise staff of their participant's goal.
- Planning activities with the participant in advance of five weeks (no less than). In the case of some participants this may not be possible, and if so the activity should be recorded each week as it is completed.
- Sourcing appropriate activities for the participant; making contact with relevant organisations to link the participant with the activity; seeking appropriate volunteering or employment opportunities; and ensuring the activities are discussed with the Managing Director prior to implementation.

- Completing the Comment section by providing details about how the activity has related to the participants goal, and any suggestions as to what could be done to further progress towards the goal. For example:

*‘Today we cooked scrambled eggs. Fred Flintstone was able to complete most of the task but needed support to crack eggs. Work on learning to crack eggs next week.’*

- Scanning and submitting the completed document within two business days of completion. The Program Plan is required at the end of every three months.

This document is completed to ensure that All About You – Disability Services can track participant progress toward their goal, and demonstrate that employees are providing high quality support services. This will assist participants to continue to receive NDIS funding to achieve further goals. It is also a way for employees to identify further learning, or opportunities to help the participant reach their goal.

### **Support Activities Record Sheet**

All About You – Disability Services is responsible for supplying employees with a copy of the Support Activities Record Sheet. Instructions around the use of this document are as follows:

- All employees are expected to print the Support Activities Record Sheet template provided and ensure they have adequate copies at all times.
- All employees are expected to complete an individual Support Activities Record Sheet for each participant at the end of each shift. This can be a simplified description of what occurred on the shift.
- If an incident or emergency occurs during a shift, the Managing Director must be contacted immediately and a separate File Note must be completed and must contain a description of every event that occurred during the shift. An Incident Report Form must also be completed. The employee is responsible for either emailing or posting the Incident Report Form and File Note to the Managing Director or Support Lead.
- Employees are to ensure that each File Note, Incident Report Form and Support Activities Record Sheet is dated and signed.