POLICY NUMBER: NDIS GOV 22

INTENT

This policy outlines our commitment to ethical, transparent, and accountable business practices in accordance with the National Disability Insurance Scheme (NDIS) Practice Standards, Code of Conduct, and applicable laws.

It provides guidance for decision-making, financial and service integrity, and continuous improvement in the delivery of supports and services.

DEFINITION

Business practices under NDIS: *A method, procedure, process, or rule employed or followed in the pursuit of its objectives including protocols and processes that are binding on a Registered Provider of Supports under the National Disability Insurance Scheme (NDIS).*

POLICY STATEMENTS

Real Living Options Association Inc. is committed to the Principles of the NDIS, and acceptance of registration as a Provider of Supports under the NDIS.

Real Living Options Association Inc. will always act in good faith and in the interest of the Participant.

All Members of the Management Committee and Staff will service the interests of the Organisation with clarity of intent and with transparency and openness in all transactions. All Participants will be treated equally, and no one Participant will be given preferential treatment above another in the receipt or provision of supports

Real Living Options Association Inc. is a registered Provider of Supports under the NDIS. It is the policy of Real Living Options Association Inc. to ensure all Management Committee Members and Staff are made aware of their responsibility to adhere to the NDIS Act and subsequent Rules in the delivery of all supports claimable by Real Living Options Association Inc.

Real Living Options Association Inc. will comply with relevant Commonwealth, State and Territory quality and safeguarding arrangements regardless of whether they are bound by such requirements under the applicable law. The relevant State and/or Territory arrangements will be those that are in force in the jurisdiction(s) in which the Registered Provider delivers supports.

Real Living Options Association Inc. will ensure as far as practicable that it is always:

- acting in accordance with Australian Consumer Law
- charging within the price limits and pricing arrangements where specified in the NDIS Pricing Arrangements and Price Limits
- declaring prices to Participants before delivering a service
- providing a receipt to participants to acquit against their plan
- making a payment request only after that support has been delivered or provided
- submitting payment requests for NDIA-managed participants within a reasonable time (and no later than 90 days from the end of the service booking)
- keeping full and accurate records of supports delivered

- proactively managing perceived and actual conflicts of interest.

PROCEDURES

Establish a Written Service Agreement

- Real Living Options Association Inc. will work with a Participant to establish a written Agreement, in the preferred form of communication of the Participant, about the expected outcomes and the nature, quality and price of supports to be provided, and any agreed terms and conditions. All supports must be delivered in accordance with that Agreement.
- If the Participant or their Representative/Nominee requests access to details of services delivered, and the amount charged for those services, it will be provided either through monthly statements by Real Living Options Association Inc. or access to the myplace portal, including the provision of receipts and itemised bills as required.
- Service Agreements will be consistent with the NDIS's pricing arrangements, guidelines and the requirements of the *A New Tax System*.
- If Real Living Options Association Inc. intends to withdraw or terminate its services to a Participant, notice must be given in accordance with the Service Agreement, and the Cancellation of Services Under NDIS Policy.

Insurance

- Real Living Options Association Inc. will maintain an adequate level of insurance, including Public Liability Insurance, Professional Indemnity Insurance and Workers Compensation Insurance. All insurance will be taken out with an insurer who is recognised by the Australian Prudential Regulation Authority or regulated by a State Auditor-General.

Conflicts of Interest

- Real Living Options Association Inc. will act in the best interests of the Participant, ensuring that they are well informed, empowered and able to maximise choice and control over the implementation of their NDIS approved plan in terms of their own capacity, and the availability of supports and services within the Cairns region.
- Real Living Options Association Inc. will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family so as to limit access to the person. information, opportunities and choice and control.

Complaints

- Real Living Options Association Inc. will have a clear and accessible complaints handling and dispute resolution process.

Governance Processes to Manage Actual or Perceived Conflicts

- Real Living Options Association Inc. will ensure that the Service proactively manages perceived and actual conflict of interest, including through development and maintenance of this policy, and the following governance processes:
    - Staff education and induction – education of all current and new staff on the Participant's legislative rights to choice and control under the NDIS, beyond our own organisational or ethical values
    - Conflict of Interest documentation – the establishment and management of the Conflict of Interest Register.

Payments and Pricing

- Real Living Options Association Inc. will adhere to the NDIS Price Guide or any other Agency pricing arrangements and guidelines as in force from time to time and ensure that all staff conducting claims and financially related tasks are up to date with the NDIS requirements.
- In accordance with the NDIS Act 2013 the Service will only make a claim request once a support has been satisfactorily delivered.
- Claims for reimbursement from the National Disability Insurance Agency will be undertaken on a regular weekly basis.

Maintaining Records

- Real Living Options Association Inc. will keep full and accurate accounts and financial records of the supports delivered to NDIS Participants, along with records of the Participant's Service Agreements.
- Financial records and accounts are to be retained for a period of no less than 7 years from the date of issue.
- In addition to these requirements, the retention of all records must also comply with all relevant statutes, regulations, by-laws and requirements of any Commonwealth, State, Territory or Local Authority.

DELEGATIONS

Management Committee

- Ensure as far as practicable the operation of the Association under the NDIS

General Manager

- Oversee the operation of the Service and provision of services under the NDIS
- Ensure as far as practicable the requirements of the NDIS are met by all Staff

All Staff

This policy applies to all Management, Staff and Volunteers of Real Living Options Association Inc.

RELATED DOCUMENTATION

GOV 18 Conflict of Interest Policy
GOV 15 Code of Conduct Policy
GOV 12 Code of Ethics Policy
GOV 19 Quality System Policy

REFERENCES

Constitution of Real Living Options Association Inc.
NDIS Pricing Arrangements and Price Limits
National Disability Insurance Scheme Terms of Business (within Pricing Guide)
Corporations Act 2001 (Cth)
National Disability Insurance Scheme Act 2013

NDIS Practice Standards and Quality Indicators
NDIS Code of Conduct

AMENDMENTS/REVIEWS

Amended 09.08.12, Amended 25.09.14, Amended 28.09.17, Amended 23.06.22
Amended 04.09.25