



SERVICE DELIVERY POLICY

1. INTRODUCTION

The Disability Services Act (1993) identifies that each person has the right to receive services which respect and promote their legal and human rights and which place them at the centre of decision making on all aspects of the way they live their life.

The National Disability Insurance Scheme has established a consistent approach to quality assurance to ensure that service providers deliver supports and services to a standard of quality that meets the expectations of participants, their families/carers and the community. Together with the NDIS Code of Conduct, the NDIS Practice Standards and Quality Indicators will measure the continued performance and quality of services at Lift Up Voices to ensure the delivery of a person-centred service system that enables its participants, their families/carers to exercise choice and flexibility in accessing their supports and services.

Lift Up Voices (L.U.V) is a registered NDIS provider based in Kent Town, South Australia, offering individual mentoring, group programs and music therapy to people living with disability. Our approach is creative, strengths-based and highly individualised, promoting confidence, communication, social connection and emotional regulation.

2. PURPOSE

The purpose of this policy is to outline how participants will be provided services from Lift Up Voices that are consistent with the NDIS Practice Standards and Quality Indicators. For Lift Up Voices to deliver high-quality services and supports to our participants, their families and carers, we must be attentive to their needs and strengths, their limitations and to the needs of their families and their communities.

Our service delivery includes:

- Individual mentoring tailored to participant goals and interests
- Group workshops designed to foster inclusion, skill development and community participation
- Registered music therapy provided by qualified therapists
- School Leaver Employment Supports (SLES) with a focus on micro-enterprises and creative employment pathways
- Live events that build confidence and celebrate participant achievement
- Complimentary meet and greets to support smooth onboarding
- Collaborative planning, supervision and professional oversight to ensure quality and consistency across all services

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3. DEFINITIONS

Confidential: to keep your information private and safe.

Decision-making: to have a say about the things that are important to you.

Dignity: you do not agree with something a person says or does.

Independent: to do something by yourself.

Integration: to bring all people together.

Participation: to join in with other people, or to join in community events.

Privacy: to have time and space by yourself.

Service provider: a business that does work to help people with a disability.

Valued status: you know what you do and what you think is important. The community also knows that you are important.

4. SCOPE

This policy applies to all stakeholders of Lift Up Voices including: participants, families, staff, support personnel, contractors, other service providers and members of the community.

5. POLICY STATEMENT

Lift Up Voices aims to provide participants and their key stakeholders quality supports and services in line with the NDIS Practice Standards and Quality Indicators. Lift Up Voices recognises its participants at the centre of decision-making processes, service delivery and offers maximum choice and control in all interactions in relation to service delivery. It is committed to delivering services and activities that respond to the needs and strengths of those people who use our service, their families, carers and their communities.

The objectives for Lift Up Voices in its delivery of supports and services is to adhere to the following practice requirements:

- Each participant of Lift Up Voices is aware of their rights
- Facilitate the planning and provision of services, supports and other initiatives for participants, their families and supports
- Promote and protect the rights of Lift Up Voices participants
- Support the provision of high-quality personalised and person centred services
- Be accountable to participants accessing supports and services provided by Lift Up Voices
- Ensure the efficient and effective use of participants' support packages in the day-to-day provision of person-centred supports and services

Lift Up Voices' structured service offerings are grounded in person-centred planning, professional supervision, and clear documentation practices. Program planning is responsive and flexible, with active involvement from our qualified team including social workers, mentors and therapists. Our programs are creative, collaborative, and designed to help each individual reach their potential.

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6. PRINCIPLES

This policy outlines three sets of principles that, wherever possible, should be given effect to in the delivery of supports and services. These principles relate to the participants, their families/supports and Lift Up Voices. The principles relating to participants are:

1. People with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities.
2. People with a disability have the same rights as other members of the community to:
 - Respect for their human worth and dignity as individuals
 - Live free from abuse, neglect or exploitation
 - Realise their individual capacity for physical, social, emotional and intellectual development
 - Exercise control over their own lives
 - Participate actively in the decisions that affect their lives and have information and be supported, where necessary, to enable this to occur
 - Access information and communicate in a manner appropriate to their communication and cultural needs
 - Services that support their quality of life

6.1 NDIS Practice Standards

The NDIS Practice Standards create an important benchmark for Lift Up Voices to assess and demonstrate how we provide high quality and safe supports to NDIS participants. The outcomes of the NDIS Practice Standards are included within the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2021*.

The standards will guide Lift Up Voices to implement a person-centred service system and ensure that person-centred approaches are embedded in its practice requirements and procedures. The four Core Module, NDIS Practice Standards are:

1. Rights and Responsibilities
2. Provider Governance and Operational Management
3. Provision of Supports
4. Support Environment

6.1.1 Rights and Responsibilities

These NDIS Practice Standards set out the rights of participants and the responsibilities of Lift Up Voices.

What does this standard mean for participants?

- **Person-centred supports:** Lift Up Voices will promote, uphold and respect participants' legal and human rights to exercise informed choice and control. Lift Up Voices supports, promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

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- **Individual values and beliefs:** Lift Up Voices will respect participants' culture, diversity, values and beliefs.
- **Privacy and dignity:** Lift Up Voices will respect and protect participants' dignity and their right to privacy.
- **Independence and informed choice:** Lift Up Voices will support participants to make informed choices, exercise control and maximise their independence relating to the supports provided.
- **Violence, abuse, neglect, exploitation and discrimination:** Lift Up Voices will provide an environment that is free from violence, abuse, neglect, exploitation or discrimination.

6.1.2 Provider Government and Operational Management

These NDIS Practice Standards set out the governance and operational management responsibilities for Lift Up Voices.

What does this standard mean for participants?

- **Governance and operational management:** Lift Up Voices will maintain robust governance and operational management systems relevant to size, scale, scope and complexity of supports delivered.
- **Risk management:** Lift Up Voices will ensure any risk to participants and workers are identified and managed.
- **Quality management:** Lift Up Voices will maintain a quality management system, which promotes continuous improvement of support delivery.
- **Information management:** Participant's information will be identifiable, accurately recorded, current and confidential. Lift Up Voices will ensure participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
- **Feedback and complaints management:** Lift Up Voices will ensure that each participant has knowledge of and access to our complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well managed.
- **Incident management:** Each participant is safeguarded by Lift Up Voices' incident management system, ensuring that incidents are acknowledged, responded to, well managed and learned from.
- **Human resource management:** Lift Up Voices will ensure each participant's support needs are met by staff who are competent in relation to their role, hold relevant qualifications and who have relevant expertise and experience to provide person-centred support.
- **Continuity of supports:** Each participant has access to timely and appropriate support without interruption.
- **Emergency disaster management:** Lift Up Voices will ensure the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports and safety and wellbeing of participants in an emergency or disaster.

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6.1.3 Provision of Supports

These NDIS Practice Standards set out the responsibilities for Lift Up Voices when providing supports to participants.

What does this standard mean for participants?

- **Access to supports:** Each participant is able to access the most appropriate supports that meet their needs, goals and preferences.
- **Support planning:** Lift Up Voices will ensure that each participant is actively involved in the development of their support plans, the establishment of needs, requirements, preferences, strengths and goals in their consultation.
- **Service agreement with participants:** Lift Up Voices will ensure each participant has a clear understanding of the supports they have chosen and how they will be provided. Easy English versions of all documents is available upon request or on the Lift Up Voices website.
- **Responsive support provision:** Lift Up Voices will provide responsive, timely, competent and appropriate supports that meet participant's needs, desired outcomes and goals.
- **Transfers to and from the provider:** Lift Up Voices will ensure planned and coordinated transitions for participants.

6.1.4 Support Environment

These NDIS Practice Standards set out the environment in which supports are provided to participants.

What does this standard mean for participants?

- **Safe environment:** Lift Up Voices will provide supports in a safe environment that is appropriate to the needs of participants.
- **Participant money and property:** Lift Up Voices will ensure participant's money and property is secure and that each participant uses their own money and property as they determine.

6.1.5 Delivery Settings

Lift Up Voices primarily delivers programs and services at our studio premises located at 14–18 College Road, Kent Town, South Australia. All group programs and the majority of individual sessions are conducted onsite in our purpose-designed creative space.

An exception to this is a small number of individual Music Therapy sessions, which are delivered in participants' homes. These offsite sessions are conducted on a fortnightly basis and only occur in registered Supported Independent Living (SIL) settings, where SIL staff are present at all times. A risk assessment is completed prior to service commencement, and participant health and safety information is obtained in advance. Therapists follow infection control and lone worker safety procedures and hold appropriate professional and vehicle insurance.

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6.2 NDIS Funding Principles

In line with the NDIS Act and current legislative requirements, all NDIS-funded supports provided by Lift Up Voices must meet the following criteria:

- Be directly related to the participant's disability
- Not be more appropriately funded or provided through another service system, such as the health, education, or housing systems
- Not include day-to-day living costs, such as groceries, rent or utilities, unless these expenses are specifically related to the participant's disability support needs
- Be effective and beneficial in helping the participant achieve their goals
- Represent value for money in relation to benefits achieved
- Be safe and not likely to cause harm to the participant or others

Lift Up Voices staff are trained to understand and apply these principles when planning, delivering and reviewing supports and services, ensuring ongoing compliance with NDIS requirements.

7. COMMUNICATION

This policy will be:

- Communicated to the key internal and external stakeholders of Lift Up Voices;
- Communicated to Lift Up Voices staff through professional development opportunities;
- Accessible through Lift Up Voices' website

8. TRAINING

Lift Up Voices Directors will identify staff responsible to implement the policy and /or who will be affected by the policy and provide information and training as necessary to enable staff to comply with all areas described within this policy.

9. REVIEW

This policy will be regularly reviewed as contextual drivers within the disability services sector continue to evolve. If at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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RELATED POLICIES

Compliments, Complaints and Feedback Policy
COVID-19 and Emergency and Disaster Management Policy
Participation and Integration Policy
Privacy and Confidentiality Policy
Quality Assurance Policy
Service Access Policy
Withdrawal or Termination of Services Policy
Staff Induction & Performance Review Policies

SUPPORTING DOCUMENTS

NDIS Service Agreement and Support Plan
Complaints Register
Continuous Improvement Plan & Register
2025 L.U.V Mentoring Program Handbook & Staff Training and Orientation Slides
Incident Management Report Form

RELEVANT LEGISLATION OR STANDARDS

Disability Discrimination Act
National Disability Insurance Scheme Act (2013)
National Standards for Disability Services, Standard 5: Service Access
NDIS Practice Standards and Quality Indicators (2021)
United Nations' Convention on the Rights of Persons with Disabilities (2006)
NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024
Disability Inclusion Act 2014 (SA)

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