

## Identifying Services in Scope of Third Party Verification (TPV)

NSW Government, the Commonwealth Government and national Disability Insurance Agency have released the “New South Wales Transitional Quality Assurance and Safeguards Working Arrangements” (June 2015).

The following information has been prepared by HDAA Australia Pty Ltd, an Approved Third Party Verifier, to assist service providers identify if TPV assessment and certification is required, and if so, which Standards may be used.

- **ADHC funded Specialist Disability Providers** with ADHC funding contract for 2015 – 2018 are required to undertake Third Party Verification (TPV). This rule applies whether a service is registering for NDIS or not, and also applies to ADHC funded Community Care Service Providers (CCSP).

Table A and Table B below show the specific services in scope for TPV if a service provider is currently ADHC funded. If an ADHC funded service is also registered for NDIS then the NDIS Support Cluster service types will also be included in the TPV.

- **New Specialist Disability Service Providers** who enrol with NDIS and are not funded by ADHC may require TPV. The NDIS Support Clusters (service types) have been split by NDIA into two groups based on risk.

New Specialist Disability Services offering Support Clusters deemed a lower risk do not require TPV (Table A). New Specialist Disability Services offering Support Clusters shown in Table B, or offering supports listed in both Table A and Table B do require TPV.

Use the tables A and B below to identify if your service is required to undertake Third Party Verification (TPV).

Use table C to identify any other standards you have that may provide partial recognition to the TPV requirements.

**Table A**

NDIS SUPPORT CLUSTER	ADHC SERVICE TYPE	IS TPV REQUIRED?
<b>Household tasks</b> enable the participant to maintain their home environment e.g. <ul style="list-style-type: none"> <li>Delivered meals</li> <li>House and / or yard maintenance</li> <li>House cleaning</li> </ul>	In-home accommodation support <ul style="list-style-type: none"> <li>Meals</li> <li>Other food services</li> <li>Domestic assistance</li> <li>Home maintenance</li> <li>Linen service</li> </ul>	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
<b>Therapeutic supports includes:</b> <ul style="list-style-type: none"> <li>Individual and group multidisciplinary interventions</li> <li>Individual therapy (OT, Physio, Psychology, Social Work, Speech and Language pathology) Group therapy (OT, Physio, Psychology, Social Work, Speech and Language pathology) <ul style="list-style-type: none"> <li>Podiatry</li> <li>Therapeutic program delivered by Therapy assistant</li> <li>Individual/group family focussed information and training</li> <li>Counselling for an individual or as part of a group</li> </ul> </li> </ul>	Therapy support for individuals: Allied health care, including Counselling. Counselling provides clients and carers with assistance to understand and manage situations, behaviours and relationships associated with their need for care.	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
<b>Home modifications</b>	Home modifications	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
<b>Vehicle modifications</b>	Provision of goods and equipment	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
<b>Assistive technology and equipment (multiple clusters)</b>	Provision of goods and equipment	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
<b>Plan management:</b> <ul style="list-style-type: none"> <li>financial and service intermediary activities</li> <li>financial intermediary activities.</li> </ul>	Plan management	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.

TABLE A CONT..	NDIS SUPPORT CLUSTER	ADHC SERVICE TYPE	IS TPV REQUIRED?
	<b>Training for independence in travel and transport</b> This includes training in driving, using adapted equipment or vehicle modification, mobility training.	Learning and life skills development	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
	<b>Physical wellbeing</b> Physical wellbeing activities promote and encourage physical well-being, including exercise and healthy diets.	Other community support	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
	<b>Interpreting and translation</b> Interpreting and translation focuses on assistance to the participant to enable independent communication in essential personal, social or community activities where translation is not available from a mainstream service.	Alternative formats of communication	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.
	<b>Accommodation/Tenancy assistance</b> Includes support for a participant to ensure that they obtain or retain appropriate accommodation. This can include guidance or undertaking work on a participant's behalf. <ul style="list-style-type: none"> <li>Assistance with accommodation and tenancy obligations</li> <li>Transitional support</li> </ul>	In-home accommodation support Case management, local coordination and development	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>NO:</b> New non-ADHC funded service providers registering for NDIS.

Table B

NDIS SUPPORT CLUSTER	ADHC SERVICE TYPE	IS TPV REQUIRED?
<b>Assistance with daily life tasks in a group or shared living arrangement</b>	Supported accommodation: <ul style="list-style-type: none"> <li>• Large Residences</li> <li>• Group homes</li> <li>• Emergency accommodation support</li> <li>• Accommodation support for young people with disability to transition from the parental responsibility of the Minister for Community Services and to live as independently as possible.</li> <li>• Accommodation support for young people with intellectual disability who have exited a correctional facility and appropriate community integration along with pre and post release clinical case management services.</li> <li>• Alternative family placement – out-of-home care for children with disability</li> <li>• Flexible respite</li> <li>• Overnight respite</li> <li>• HACC respite</li> </ul>	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>YES:</b> New non-ADHC funded service providers registering for NDIS.
<b>Assistance with daily personal activities includes:</b> <ul style="list-style-type: none"> <li>• assistance from a live-in carer</li> <li>• specialised home based assistance for a child</li> <li>• personal care.</li> </ul>	Intensive personal care: <ul style="list-style-type: none"> <li>• Attendant care, including low level assistance with hygiene and grooming</li> <li>• High complex needs</li> </ul>	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>YES:</b> New non-ADHC funded service providers registering for NDIS.
<b>Behaviour support:</b> <ul style="list-style-type: none"> <li>• interventions including intensive behaviour support / management plan;</li> <li>• training for carers and others in behaviour management strategies.</li> </ul>	Behaviour/specialist intervention	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>YES:</b> New non-ADHC funded service providers registering for NDIS.
<b>Assistance to integrate into school or other educational program</b> This includes: <ul style="list-style-type: none"> <li>• transition to school, and from school to further education.</li> </ul>	Learning and life skills development	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>YES:</b> New non-ADHC funded service providers registering for NDIS.

TABLE B CONT..	NDIS SUPPORT CLUSTER	ADHC SERVICE TYPE	IS TPV REQUIRED?
	<b>Individual or group multidisciplinary early childhood interventions</b>	<p>Early childhood intervention:</p> <ul style="list-style-type: none"> <li>early childhood special education (centre-based, mainstream and in-home);</li> <li>therapy services</li> <li>information and referral; and coordination of early childhood intervention services with other specialist and mainstream services in the local area</li> </ul> <p>Family support places and early interventions:</p> <ul style="list-style-type: none"> <li>enable inclusion of children and young people with disability and their families in mainstream services and in community life</li> <li>support the development of children and young people's skills and their capacities</li> <li>build the resilience and capacities of families caring for a child who has a disability.</li> </ul>	<p><b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract.</p> <p><b>YES:</b> New non-ADHC funded service providers registering for NDIS.</p>
	<p><b>Participation in community, social and civic activities</b></p> <ul style="list-style-type: none"> <li>Group based activities in a centre</li> <li>Group based community activities</li> <li>Community and social activities</li> </ul>	<ul style="list-style-type: none"> <li>Centre-based day programs</li> <li>Recreation/holiday programs</li> <li>Social support</li> </ul>	<p><b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract.</p> <p><b>YES:</b> New non-ADHC funded service providers registering for NDIS.</p>
	<p><b>Assistance in coordinating or managing life stages, transitions and supports:</b></p> <ul style="list-style-type: none"> <li>Life/transition planning</li> <li>Complex supports coordination</li> </ul>	<p>Case management, local coordination and development</p> <p>Client Care Coordination</p> <p>Case Management</p>	<p><b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract.</p> <p><b>YES:</b> New non-ADHC funded service providers registering for NDIS.</p>
	<p><b>Development of daily living and life skills:</b></p> <p>Focuses on training and development activities undertaken by the participant or their carer to increase their ability to live as autonomously as possible. Includes:</p> <ul style="list-style-type: none"> <li>skills development in a group</li> <li>individual life and personal skills development</li> <li>individual social /living skills development</li> <li>training for carers/parents</li> <li>training in planning and plan management</li> <li>skills to increase independence in community, social and recreational participation</li> <li>development of skills in household tasks</li> <li>public transport training and support</li> <li>social skills training</li> <li>training in planning and management; numeracy, literacy, money/financial management training and skills development</li> </ul>	<p>Learning and Life Skills development:</p> <ul style="list-style-type: none"> <li>ongoing support</li> </ul>	<p><b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract.</p> <p><b>YES:</b> New non-ADHC funded service providers registering for NDIS.</p>

TABLE B CONT..	NDIS SUPPORT CLUSTER	ADHC SERVICE TYPE	IS TPV REQUIRED?
<b>Assistance to access and maintain employment</b> Workplace assistance enables a participant to successfully obtain and/or retain employment in the open or supported labour market. Includes: <ul style="list-style-type: none"> <li>• employment related assessment and counselling</li> <li>• assistance in specialised supported employment</li> </ul> employment preparation and support individually or in a group.		Transition to Work	<b>YES:</b> ADHC funded service providers with a 2015 – 2018 contract. <b>YES:</b> New non-ADHC funded service providers registering for NDIS.

## Choice of Standards for TPV

Services Providers in scope for TPV can choose the Standards for their TPV to fit with their organisation and other regulatory requirements. The Standards currently mapped as equivalent to achieve TPV are;

- the NSW Disability Service Standards (**NSW DSS**),
- the National Disability Services Standards (**NDIS**),
- or for service providers with sites or offices in Victoria or Queensland the following may be used, the Human Services Standards (**HSS**) in Victoria or the Human Services Quality Standards (**HSQS**) in Queensland;
- or if the service holds the Attendant Care Industry Standards (**ACIS**) or the Home Care Standards (**HCS**) these may be used for TPV.

In addition there are a number of other standards that have partial equivalence and have been mapped to the NSW DSS to reduce duplication. Service providers should advise HDAA of any existing certification or accreditation held to the following:

**Table C**

STANDARDS	total % equivalence to NSW DSS
Attendant Care Industry Standard (ACIS)	92%
Australian Children's Education & Care Authority National Quality Standard (NQS)	54%
National Standards for Mental Health Services (NSMHS)	48%
Home Care Standards (formally Community Care Common Standards - CCCS) (HCS)	80%
NSW Children's Guardian Out of Home care Standards (NSW CG)	39%
National Community Housing Standards (NCHS)	76%
International Organization for Standardization 9001 (ISO 9001)	28%
National Safety & Quality in Health Service Standards (NSQHSS)	128%
Australian Council on Healthcare Standards Evaluation and Quality Improvement Program (EQuIP)	67%
Quality Improvement Council Health and Community Service Standards (QIC)	53%
Aged Care Standards and Accreditation Agency (ACSA)	19%
Council on Quality and Leadership Accreditation (CQL)	64%