

Purpose

The NDIS LWB 904 Evidencing Consent – Procedure will provide Life Without Barriers (LWB) staff with guidance on how to record evidence in CIRTS of a person's consent to plans, protocols or assessments. Refer to the [NDIS LWB 905 Evidencing Service Agreement Consent – Procedure](#) for information about how to evidence consent to a Service Agreement.

This procedure is written in two parts:

Part 1 - Evidencing Consent with a Signature details how to evidence consent of a signed plan, protocol or assessment by the person or their informal or formal decision maker.

Part 2 - Evidencing Consent without a Signature details how to evidence consent of an unsigned plan, protocol or assessment after discussion with the person or their informal or formal decision maker.

Evidencing Consent with a Signature

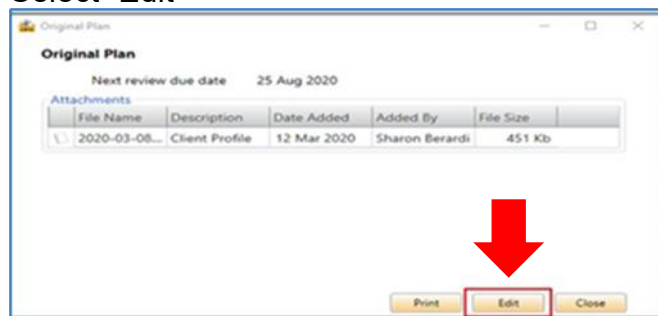
When a signed plan, protocol or assessment is returned to LWB, this needs to be uploaded to the person's CIRTS file and a free text Progress Note recorded.

Upload returned Plan
Protocol or Assessment
in CIRTS



- When the plan, protocol or assessment has been returned and signed by one or all parties, a Progress Note (see below) needs to be entered, and the document needs to be uploaded as an attachment to the original plan already saved in CIRTS.
- To add an attachment to an existing document:

- Open the plan, protocol or assessment
- Double click on the original document
- Select "Edit"




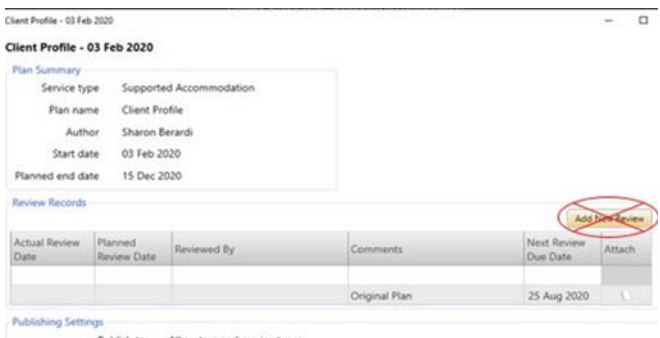
- Select "Add New Attachment."
- Attach the signed document and click "Save".

Evidencing
conversation with
the person we
support and
uploading a signed
plan, protocol or
assessment in your
Progress Note



- Do not attach the document using the "Add New Review" button.




- When the plan, protocol or assessment has been signed and returned, a Progress Note needs to be entered.
- Ensure the Progress Note is recorded with the Subject Category> Case Discussion. The subject title should include the plan or protocol name and the date (for example, signed Diabetes Management Plan 31/02/2022). Also, try to keep consistency with the "subject" text. This will make the process easier when searching for Progress Notes in CIRTIS.
- Record how you explained to the person we support that the signed document will be uploaded to their CIRTIS file and how you spoke to them about their consent to do so.
- What questions did you ask to clarify their understanding or concerns about consent?
- Describe the person's facial and personal expressions, body language or behavioural cues, words and vocalisations used in giving their consent to upload to CIRTIS.
- Record in the Progress Note your conversation with the person we support to inform them that you have received the signed copy of a specific plan, protocol or assessment and are uploading it to their CIRTIS file.


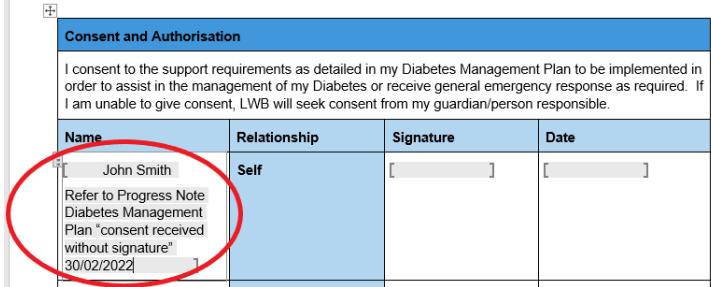

	<ul style="list-style-type: none"> Email/Letter/SMS correspondence is to be attached to your Progress Note (for example, emails from person we support, or their formal or informal decision maker) If an email/letter/SMS needs to be attached, attach it as: <ul style="list-style-type: none"> a. an Outlook item; or b. a PDF file <p>Note: For an SMS message, take a screenshot of the SMS message and email the screenshot to the service email, then attach the email to your Progress Note.</p>
<p>Complete Staff Declaration Section on Document:</p> 	<ul style="list-style-type: none"> The Disability Support Leader will ensure that ALL staff who work with anyone requiring plans, protocols or assessments have signed the Staff Declaration section of the document. The document <u>should not</u> be uploaded to CIRTS as complete without the staff's signatures. The staff signature page should not be uploaded as a single sheet but as a whole document. <p>Any additional documents with signature pages should be added in the same way as above by double-clicking on the original plan and adding another attachment – not using the "Add New Review" button</p> 




Evidencing Consent Without a Signature

The best practice is for the people we support and decision-makers to sign plans, protocols, and agreements, but it can be hard to get them signed for many reasons. If you cannot get a signature on the documentation, you can record your conversations with the person and/or their decision-maker in a free text Progress Note to evidence consent without a signature.

Showing how you consulted with a person demonstrates your great practice. It is essential when people have not physically signed plans, protocols, or assessments.

<p>Requesting consent from a person we support</p> 	<ul style="list-style-type: none"> • Use person-centred communication to have a conversation with the person and provide them with specific information about the plan, protocol or assessment. • Check with them to make sure they understand the information shared with them. • Informed consent means the person must understand the information provided and they must freely give consent.
<p>Evidence conversation with and consent of the person we support in your Progress Note</p> 	<ul style="list-style-type: none"> • Write a Progress Note with the Subject Category> Case Discussion. The subject title should include the plan or protocol name and the date (for example, signed Diabetes Management Plan 31/02/2022 "consent received without signature."). Also, try to keep consistency with the "subject" text. This will make the process easier when searching for Progress Notes in CIRTS. • Record all details of the discussion/s with the person including when it happened, and who was there. • Detail the person-centred communication used, including any style or aids, speech, augmentative and alternative communication strategies, visual cues, objects, pictures, or diagrams. Resources used can be attached to the Progress Note as additional evidence of the support provided. • Detail things like informed consent, information sharing, confidentiality, and privacy. • How did you explain the plan, protocol, or assessment? • What questions did you ask to clarify their understanding or concerns about consent? • Describe the person's facial and personal expressions, body language or behavioural cues, words and vocalisations used in giving their consent.
<p>Requesting consent to the plan, protocol or assessment from a formal or informal decision maker</p> 	<ul style="list-style-type: none"> • Telephone or message the person and inform them that you are sending an email with a specific plan, protocol or assessment as an attachment for them to read and consent to. • The email subject line should be "Signature request" • In the body of the email, include the text below (this can be copied and pasted into the email). Please ensure you insert the correct names.

	<p><i>Please find attached <u>[insert person's name]</u> <u>[insert Plan or document name]</u> dated <u>[insert start and end date]</u>.</i></p> <p><i>Life Without Barriers has discussed this document with <u>[insert person's name]</u> and informed them of this request to sign. As a <u>formal or informal</u> decision maker for <u>[insert person's name]</u>, Life Without Barriers requests your consent to this plan. We appreciate that it is not always convenient to sign documentation, and a reply email noting receipt of and agreement to this plan would be sufficient.</i></p> <p><i>If no response is received within 2 weeks of the date of this email, LWB will consider this plan as approved and will implement it as detailed in the plan.</i></p> <p><i>We would be very happy to discuss any plan details or documents. If you wish to discuss this, please contact <u>[insert Disability Support Leader name]</u> on <u>[insert Disability Support Leader email and phone number]</u>.</i></p> <p><i>Kind regards. <u>[insert your name]</u></i></p> <ul style="list-style-type: none"> • Send the email.
<p>Evidence "consent received without signature" on a plan, protocol or assessment</p> 	<ul style="list-style-type: none"> • Record and date clearly on the document in the consent section "consent received without signature" and link the document to the Progress Note. • See example below 
<p>Evidencing request to a formal or informal decision maker in a Progress Note</p> 	<ul style="list-style-type: none"> • Write a Progress Note with the Subject Category> Case Discussion. The subject title should include the plan or protocol name and the date (for example, signed Diabetes Management Plan 31/02/2022 "consent received without signature."). Also, try to keep consistency with the "subject" text. This will make the process easier when searching for Progress Notes in CIRTS. • Complete Contact Type by choosing from the drop-down box, for example, face to face. Add the time spent on the conversation and details of the consultation process.

	<ul style="list-style-type: none">• Email/Letter/SMS correspondence is to be attached to a Progress Note record (for example, emails from the person we support or their formal or informal decision maker)• If an email/letter/SMS needs to be attached, attach it as:<ul style="list-style-type: none">a. an Outlook item; orb. a PDF file <p>Note: For an SMS message, take a screenshot of the SMS message and email the screenshot to the service email, then attach the email to your Progress Note. Progress Note.</p>																																												
Evidence "request to sign" on the plan, protocol or assessment 	<ul style="list-style-type: none">• In the signatures section of the document, record the Progress Note details– (see example in the image below of an ISP). <div><div>NDIS LWB NDIS LWB 5201 Shared and Supported Living - Individual Support Plan Key People</div><div>LIFE WITHOUT BARRIERS VE</div><p>This Plan reflects the names of the key people involved in developing it. The LWB Key Worker has responsibility for recording the names of those stakeholders below, and where possible obtains their signatures.</p><table><tr><th colspan="4">Stakeholders in this Plan</th></tr><tr><th>Name</th><th>Relationship to Client</th><th>Signature</th><th>Date</th></tr><tr><td>[redacted]</td><td>"Client using LWB services"</td><td></td><td>[redacted]</td></tr><tr><td>John Long (OPG) - Refer to Progress Note: Subject - Date Occurred</td><td>Guardian / Authorised Decision Maker</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>LWB Supervisor or Manager</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>NDIS Support Coordinator</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>Disability Support Worker</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>Disability Support Worker</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>Disability Support Worker</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>Other</td><td></td><td>[redacted]</td></tr><tr><td>[redacted]</td><td>Other</td><td></td><td>[redacted]</td></tr></table></div>	Stakeholders in this Plan				Name	Relationship to Client	Signature	Date	[redacted]	"Client using LWB services"		[redacted]	John Long (OPG) - Refer to Progress Note: Subject - Date Occurred	Guardian / Authorised Decision Maker		[redacted]	[redacted]	LWB Supervisor or Manager		[redacted]	[redacted]	NDIS Support Coordinator		[redacted]	[redacted]	Disability Support Worker		[redacted]	[redacted]	Disability Support Worker		[redacted]	[redacted]	Disability Support Worker		[redacted]	[redacted]	Other		[redacted]	[redacted]	Other		[redacted]
Stakeholders in this Plan																																													
Name	Relationship to Client	Signature	Date																																										
[redacted]	"Client using LWB services"		[redacted]																																										
John Long (OPG) - Refer to Progress Note: Subject - Date Occurred	Guardian / Authorised Decision Maker		[redacted]																																										
[redacted]	LWB Supervisor or Manager		[redacted]																																										
[redacted]	NDIS Support Coordinator		[redacted]																																										
[redacted]	Disability Support Worker		[redacted]																																										
[redacted]	Disability Support Worker		[redacted]																																										
[redacted]	Disability Support Worker		[redacted]																																										
[redacted]	Other		[redacted]																																										
[redacted]	Other		[redacted]																																										
Evidence "assumed consent" on the plan, protocol or assessment 	<ul style="list-style-type: none">• Record and date clearly on the document in the consent section “assumed consent” and link to the Progress Note. <div><div><div>Consent and Authorisation</div><p>I consent to the support requirements as detailed in my Diabetes Management Plan to be implemented in order to assist in the management of my Diabetes or receive general emergency response as required. If I am unable to give consent, LWB will seek consent from my guardian/person responsible.</p><table><tr><th>Name</th><th>Relationship</th><th>Signature</th><th>Date</th></tr><tr><td>[redacted]</td><td>Self</td><td>[redacted]</td><td>[redacted]</td></tr><tr><td>John Smith Refer to Progress Note Diabetes Management Plan "assumed consent" 30/02/2022</td><td>Authorised Decision Maker</td><td>[redacted]</td><td>[redacted]</td></tr></table></div></div>	Name	Relationship	Signature	Date	[redacted]	Self	[redacted]	[redacted]	John Smith Refer to Progress Note Diabetes Management Plan "assumed consent" 30/02/2022	Authorised Decision Maker	[redacted]	[redacted]																																
Name	Relationship	Signature	Date																																										
[redacted]	Self	[redacted]	[redacted]																																										
John Smith Refer to Progress Note Diabetes Management Plan "assumed consent" 30/02/2022	Authorised Decision Maker	[redacted]	[redacted]																																										
Complete Staff Declaration Section 	<ul style="list-style-type: none">• The Disability Support Leader will ensure that ALL staff who work with any person requiring plans/protocol or assessments have signed the Staff Declaration section of the required plan/protocol/assessment.• The document should not be uploaded to CIRTIS as complete without the staff's signatures.• Any additional documents with signature pages should be added in the same way as above by double-clicking																																												

Linking Progress
Notes to Plans,
Protocols and
Assessments



on the original plan and adding another attachment. Do not use the "Add New Review" button

- Below are examples of circumstances where linking a Progress Note is required to evidence certain situations or activities:
 - A person may decline to participate in completing the plan/protocol or assessment.
 - A person may decline to answer a particular question.
 - Evidencing a person's consent has been received without a signature
 - A person may choose to complete the NDIS LWB 936 Statement of Informed Choice related to a specific plan/s.
 - Waiting on an AQHP to complete a plan section (per the relevant NDIS procedure).
- The AQHP has declined to complete a plan/protocol or assessment.
- Note:** In the Plans window of CIRT, it does not provide an area to make comments regarding Progress Notes. Do not add comments using the "Add New Review" button. This method can affect the CIRT reporting data and the Disability Service Tracker data. This function is only used when a formal plan review has been completed.

- It is important to make sure you either:
 1. Record clearly in the plan, protocol, or assessment the circumstance or why a section/question(s) has not been answered or completed.
 2. Document the Progress Note details in the plan, protocol, or assessment section.
 3. Ensure that the "Subject - Date Occurred" is documented in the plan, and matches the details entered for the Progress Note. Doing so will make the search process easier and quicker.

Example - NDIS LWB 5514 Oral Health Care _ Plan

Section 2b. Daily Oral Health Care Plan – To be completed by GP		<input type="checkbox"/> N/A client has teeth
Instructions for cleaning my gums and mouth:	[Please refer to Progress Note: Subject – Date Occurred]	
Recommended product(s) / equipment:	[]	
Client's medication causes dry mouth?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A	
Recommended product for dry mouth:	[]	

Document is Considered Uncontrolled Once Printed
Date of last review: 14/03/2020
NDIS LWB 5514 Oral Health Care Plan

Page 2 of 4

Example - NDIS LWB 5512 Comprehensive Health Assessment Program

25). SUMMARY OF HEALTH CONCERNS - List your concerns about the person's health.

[Please refer to Progress Note: Subject - Date Occurred]

[]

Who completed: [Jaime Laing]

Date completed: [14/03/2020]