

## 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, s 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, 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 or assessment after discussion with the person or their informal or formal decision maker.

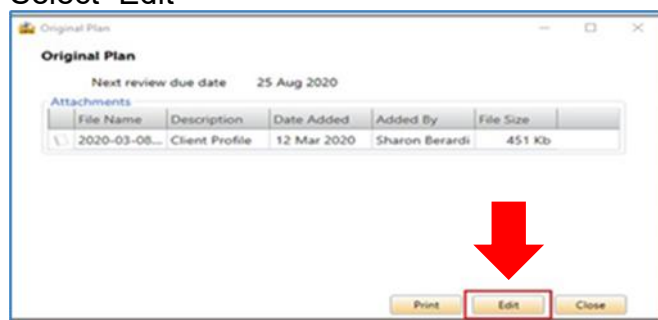
## Evidencing Consent with a Signature

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

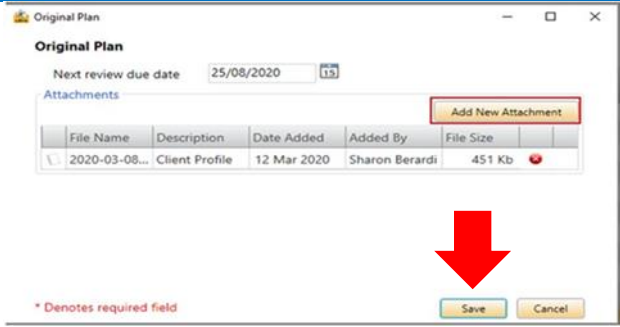

Upload returned Plan  
or Assessment in  
CIRTS




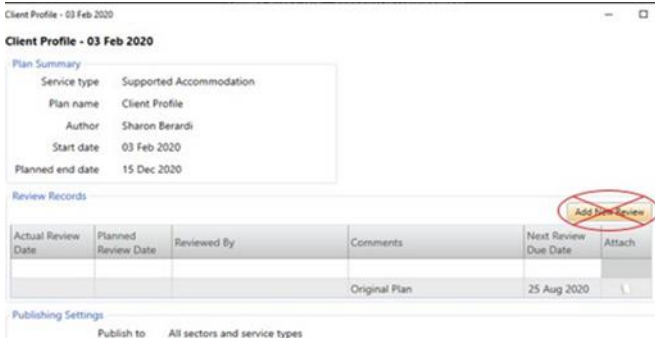
- Once everyone involved has signed the plan or assessment, a Progress Note needs to be written and uploaded as an attachment to the original plan saved in CIRTS.
- To add an attachment to an existing document:
  - Open the plan or assessment
  - Double-click on the original document
  - Select “Edit”



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

	 <ul style="list-style-type: none"> <li>Do not attach the document using the "Add New Review" button.</li> </ul>
<p>Evidencing conversation with the person we support and uploading a signed plan, or assessment in your Progress</p>  <p>Note</p>	<ul style="list-style-type: none"> <li>A progress note must be entered when the plan or assessment has been signed and returned.</li> <li>Make sure to write the Progress Note under the "Case Discussion" category. The title should include the plan or name and the date (for example, signed Diabetes Management Plan 31/02/2022). Also, try to keep the "subject" text consistent. This will make it easier to find the Progress Notes in CIRT</li> <li>Explain how you told the person that the signed document would be put on their CIRT's file and how you talked to them about their permission to do that.</li> <li>.What questions did you ask to clarify their understanding or concerns about consent?</li> <li>Describe the person's facial and personal expressions, body language or behavioural cues, words and vocalisations used in giving their consent to upload to CIRT's.</li> <li>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, or assessment and are uploading it to their CIRT's file.</li> </ul>



	<ul style="list-style-type: none"> <li>• 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)</li> <li>• If an email/letter/SMS needs to be attached, attach it as:             <ol style="list-style-type: none"> <li>a. an Outlook item; or</li> <li>b. a PDF file</li> </ol> </li> </ul> <p><b>Note:</b> 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"> <li>• The Disability Support Leader will ensure that ALL staff who work with anyone requiring plans, s or assessments have signed the Staff Declaration section of the document.</li> <li>• The document <u>should not</u> be uploaded to CIRTS as complete without the staff's signatures.</li> <li>• The staff signature page should not be uploaded as a single sheet but as a whole document.</li> </ul> <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 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 and is essential when people have not physically signed plans or assessments.

If a person hasn't replied to our email correspondence but still wants to receive services from Life Without Barriers, We can imply that they have given permission for us to continue providing these supports where the following conditions are met.

- The person freely cooperates in the ongoing delivery of support.
- We haven't received any complaints or concerns about the support the person has been provided.
- We have told the person that if we don't hear from them within two weeks, this will imply they are okay with us continuing to support them.

<p>Requesting consent from a person we support</p> 	<ul style="list-style-type: none"> <li>• Use person-centred communication to have a conversation with the person and provide them with specific information about the plan, or assessment.</li> <li>• Check with them to make sure they understand the information shared with them.</li> <li>• Informed consent means the person must understand the information provided and must freely give consent.</li> </ul>
<p>Evidence conversation with and consent of the person we support in your Progress Note</p> 	<ul style="list-style-type: none"> <li>• Write a Progress Note with the Subject Category&gt; Case Discussion. The subject title should include the plan or 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.</li> <li>• Record all details of the discussion/s with the person, including when it happened, who was there and how you explained the things that we would use to determine implied consent if no returned consent is received.</li> <li>• 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.</li> <li>• Detail things like informed consent, information sharing, confidentiality, and privacy.</li> <li>• How did you explain the plan, or assessment?</li> <li>• What questions did you ask to clarify their understanding or concerns about consent?</li> <li>• Describe the person's facial and personal expressions, body language or behavioural cues, words and vocalisations used in giving their consent.</li> </ul>

Requesting consent to the plan, or assessment from a formal or informal decision maker



- Telephone or message the person and inform them that you are sending an email with a specific plan, 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.

*Please find attached [insert person's name] [insert Plan or document name] dated [insert start and end date].*

*Life Without Barriers has discussed this document with [insert person's name] and informed them of this request to sign. As a formal or informal decision maker for [insert person's name], 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.*

*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.*

*We would be very happy to discuss any details of the plan or documents. If you wish to discuss this, please contact [insert Disability Support Leader name] on [insert Disability Support Leader email and phone number]. Kind regards. [insert your name]*

- Send the email.

Evidence "consent received without signature" on a plan, or assessment



- 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

Consent and Authorisation			
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.			
Name	Relationship	Signature	Date
[ John Smith Refer to Progress Note Diabetes Management Plan "consent received without signature" 30/02/2022 ]	Self	[ ]	[ ]

Evidencing request to a formal or informal decision maker in a Progress Note



- Write a Progress Note with the Subject Category> Case Discussion. The subject title should include the plan or 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 the 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.
- 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:
  - a. an Outlook item; or
  - b. a PDF file

**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.

Evidence "request to sign" on the plan, or



assessment

- In the signatures section of the document, record the Progress Note details– (see example in the image below of an ISP).

NDIS LWB  
NDIS LWB 5201 Shared and Supported Living - Individual Support Plan  
Key People

LIFE WITHOUT BARRIERS  
VE

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.

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 "implied consent" on the plan, or assessment



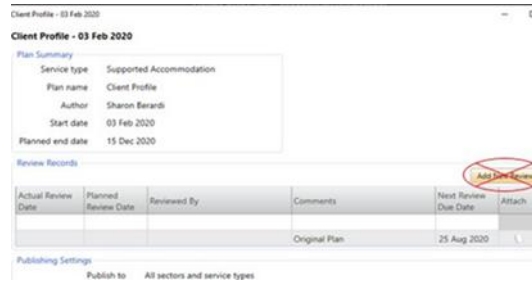
- Record and date clearly on the document in the consent section "implied consent" and link to the Progress Note.

Consent and Authorisation			
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.			
Name	Relationship	Signature	Date
[Redacted]	Self	[Redacted]	[Redacted]
John Smith	Authorised Decision Maker	[Redacted]	[Redacted]
Refer to Progress Note Diabetes Management Plan "assumed consent" 30/02/2022			

Complete Staff Declaration Section



- The Disability Support Leader will ensure that ALL staff who work with anyone requiring plans or assessments have signed the [NDIS LWB 5450 Support Plan - Staff Declaration](#) for the required plans
- The document should not be uploaded to CIRTSS 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 on the original plan and adding another attachment. Do not use the "Add New Review" button



Linking Progress Notes to Plans, s and Assessments



- 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/ 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 regarding a specific plan or plans.
  - Waiting on an AQHP to complete a plan section (per the relevant NDIS procedure).
- The AQHP has declined to complete a plan/ or assessment.
- **Note:** In the Plans window of CIRTSS, 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 CIRTSS reporting data and the Disability Service Tracker data. This function is only used when a formal plan review has been completed.

Client Profile - 03 Feb 2020

**Client Profile - 03 Feb 2020**

Plan Summary

Service type	Supported Accommodation
Plan name	Client Profile
Author	Sharon Berardi
Start date	03 Feb 2020
Planned end date	15 Dec 2020

Review Records

Actual Review Date	Planned Review Date	Reviewed By	Comments	Next Review Due Date	Attach
			Original Plan	25 Aug 2020	

Publishing Settings

Publish to: All sectors and service types

- It is important to make sure you either:
  1. Record clearly in the plan, , 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, , 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.**  N/A client has teeth

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

Instructions for cleaning my gums and mouth:

Recommended product(s) / equipment: [ ]

Client's medication causes dry mouth?  Yes  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