Application for IRQS Registration
Disability Providers

General Information and Instructions
Disability Service Providers (Providers) can register with the Transport Accident Commission (TAC) and/or the Victorian WorkCover Authority (WorkSafe) to provide disability services to TAC clients and injured workers under the transport accident and Victorian workers compensation legislations.

This form is for Providers seeking to deliver disability services in the following areas; Attendant Care and/or Client Independence Support Service (CISS). Providers to clients or workers must meet the relevant provider eligibility requirements in this application form.

To be eligible for registration with us:
You must be an accredited provider of disability services with another relevant government organisation, such as NDIA or DHHS to be eligible to provide these services to TAC clients and WorkSafe injured workers.

We will ask you for evidence of your accreditation status as part of your application as it is a mandatory requirement.

NDIA and DHHS providers that submit a current Letter or Certificate of Registration as evidence of their accreditation may fast track their registration.

You must include all supporting documents requested for your submission to be accepted.

All registered providers will be certified for up to three years to provide services, aligned to your NDIA or other relevant accreditation status.
Provider details

Organisation you wish to be registered with:
- TAC
- WorkSafe
- TAC and WorkSafe

Type of registration:
- Renewal
- New applicant

Services you wish to be registered for:
- Attendant Care
- Attendant Care – Night Time On-Call
- Attendant Care – Day Time On-Call
- Client Independence Support Service (CISS)

Provider details:
ABN/ACN:

Registered Business/Company Name:

Trading Name (if applicable):

Provider Numbers (for invoicing if known): TAC WorkSafe

Registered Business Address:

Postal Address (if different from above):

Business Telephone: Business Email:

Web site address:

Service areas i.e. Local Government Area:

Contact Details
Please provide the details of an individual contact for TAC/WorkSafe on behalf of your organisation:

Name:

Position:

Business telephone: Mobile:

Email:
Financial Details:

Are there any events, matters or circumstances that have arisen within the last financial year that may significantly affect the operations of your organisation? ☐ Y ☐ N

If you have marked Y please make comments here:

________________________________________________________________________________________________________________________________________________

Are there any mergers or acquisitions imminent or have taken place within the past 12 months? ☐ Y ☐ N

If you have marked Y please make comments here:

________________________________________________________________________________________________________________________________________________

Are there any legal proceedings (actual or threatened) against your organisation, associated entities or directors within the past five years? ☐ Y ☐ N

If you have marked Y please make comments here:

________________________________________________________________________________________________________________________________________________

Are there any actual or potential insolvency or bankruptcy actions against your organisation, associated entities or directors within the past five years? ☐ Y ☐ N

If you have marked Y please make comments here:

________________________________________________________________________________________________________________________________________________
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Are there any existing or potential de-registration actions against your organisation, associated entities or directors within the past five years?  
☐ Y ☐ N

If you have marked Y please make comments here:


Are there any breaches or defaults under any agreement, contract, order or award that is likely to adversely affect the ability of your organisation to provide the services being registered for?  
☐ Y ☐ N

If you have marked Y please make comments here:


Are there any other factors that could adversely impact the financial viability of your organisation and its ability to provide the services being registered for?  
☐ Y ☐ N

If you have marked Y please make comments here:


Are you registered for GST?  
☐ Y ☐ N
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PROVISION OF SERVICES:

Length of Experience:
Number of years your organisation has been providing Disability Services:

If providing disability services for less than two years, please comment upon the disability specific experience of the business leadership team.

Client Base:
Please tell us how many clients you have per funding stream (for example, 50 DVA, 10 TAC, 20 DHHS and 15 WSV).

Service Expertise:
Does your organisation specialise in any of the following areas?

- [ ] Mental Health
- [ ] Alcohol and Other Drugs
- [ ] Behaviours of Concern
- [ ] Family Violence
- [ ] LGBTQI
- [ ] Acquired Brain Injury (ABI)
- [ ] Spinal Injuries
- [ ] Other, please detail:
Registration with other Government Departments - Mandatory requirement

Is your organisation registered with the following for Disability Services?

☐ DHHS (*please include your current Registration Certificate)
☐ NDIA (*please include your current Letter of Registration)
☐ Other, please detail and include a copy of relevant registration with your application:

* Certificates of registration to be provided to the TAC/WSV upon renewal.

If you do not meet this mandatory requirement please do not continue with your application as you do not meet our eligibility criteria. Please contact dpqa@tac.vic.gov.au for further information.

Length of time registered with NDIA/ DHHS:

Provider Structure:

Does your organisation sub-contract to other agencies?  ☐ Y  ☐ N

If yes, please outline quality/safeguarding management processes (e.g. use of service agreements with specific requirements) to ensure you maintain oversight and responsibility of sub-contracted services:

Does your organisation employ any family members/friends of clients?  ☐ Y  ☐ N

If yes, do you have a policy outlining how you manage potential conflict of interest/ safeguard clients?  ☐ Y  ☐ N

(Please include a copy of relevant documents with your application.)

Non DHHS/ NDIA providers only

• Please include two written references from independent community and/or health professionals, such as an Occupational Therapist, or community access provider who can comment on the quality and consistency of your services.

• Please include your organisation’s Code of Conduct/Ethics and/or Service Charter.

• Please include your Organisational Structure.
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DECLARATIONS

Promoting Safe Lives

The TAC takes a Zero Tolerance approach to the abuse and neglect of our clients.

The TAC:
• considers freedom from abuse and neglect as a fundamental human right
• views abuse as a human rights issue not a disability issue
• recognises our clients have strength and capacity to speak up about abuse
• seeks to empower our clients to express preferences, make choices and decisions
• promotes safer lives through a zero tolerance of abuse, neglect and exploitation of our clients
• supports clients to speak up if they have had a poor experience
• will act on reports that a TAC client is made to be or feel unsafe
• will act on reports that do not support the human rights of a TAC client
• will act on feedback to things we could be doing better.

The TAC and WorkSafe are committed to Zero Tolerance to abuse, neglect and exploitation. In addition to the criteria outlined in the National Standards for Disability Services which form part of the DHHS and NDIS registration requirements, the TAC and WorkSafe also require that organisations confirm they have the following in place:

☑ Provider demonstrates a commitment to promoting and upholding the rights, dignity, wellbeing and safety of Clients/Workers and will not tolerate abuse, neglect or exploitation of any kind. (Please include supporting documents as evidence with your application.)

☑ Provider has clearly documented processes for supporting employees who report abuse. (Please include supporting documents as evidence with your application.)

☑ Provider has documented processes regarding the handling of Clients/Workers’ money, including safeguards to protect clients from financial abuse and processes to manage any discrepancies. (Please include supporting documents as evidence with your application.)

☑ Any staff working directly with a Client/Worker complete induction and/or continuous improvement training that outlines how to identify signs of neglect, abuse and exploitation in addition to the Disability Service Standards which specify responding to and reporting abuse. (Please include supporting documents as evidence with your application.)

☑ Providers will adhere to the TAC and WorkSafe Serious Incident Reporting Process

☑ Any Provider working directly (this includes physical, face-to-face, written, oral or electronic contact) with children must meet the Victorian Child Safe Standards and any staff working directly with a Client/Worker who is under the age of 18 must have a current Working with Children Check (WWCC).

☑ All staff working directly with a Client/Worker must have a cleared National Police Check

☑ All staff working directly with a Client/Worker are to be checked against the DHHS Disability Worker Exclusion Scheme (DWES) and are to be not excluded by the register.
DECLARATION - OTHER

TAC/ WorkSafe Registration Requirements need you to confirm that your organisation meets the following training and induction requirements for all staff working directly with Clients/Workers:

- Current first aid certificate including anaphylaxis
- Current CPR certificate
- Infection control training
- Manual handling training refreshed every two years
- Food safety certificate (if assisting client with food preparation/preparing food for clients)
- AFAC Fire Safety Awareness Training to be completed on induction and every two years thereafter
- Administration of medication (if assisting client with medication) training or competency Disability Workers Learning Video and the Administration of Oral Medication training
- Understanding Abuse e-learning modules (please include your Training Calendar)

If applying for Client Independence Support Service (CISS), you have read the CISS Requirements and confirm that all staff working with CISS clients will have a minimum of Certificate IV in Disability, Community Services or equivalent (this question applies to CISS applicants only)

- Your organisation has a current Professional Indemnity Insurance Policy (minimum of $5 million)
- Your organisation has a current Public Liability Insurance Policy (minimum of $5 million)

Non DHHS/NDIA Providers only

- Your organisation has a Conflict of Interest Policy (please include this document with your application)
- Your organisation has a Confidentiality and Privacy Policy (please include this document with your application)
- Your organisation has a Complaints Policy and information regarding the process is provided to clients (please include this document with your application)

(Insurance certificates required to be provided uploaded to TAC portal)
PROVIDER REGISTRATION REQUIREMENTS FOR THE PROVISION OF DISABILITY SERVICES

1. OBJECTIVE

It is a requirement of registration with the TAC and WorkSafe that Providers of Disability Services comply with the requirements outlined in this document and on TAC and WorkSafe websites. The provision of all Disability Services for TAC and WorkSafe are to be aligned to the National Standards for Disability Services.

2. GENERAL PRINCIPLES

The TAC, WorkSafe and Provider agree to work professionally and cooperate to ensure positive outcomes for Clients/Workers. To do so we agree to adhere to the following principles:

i. **Collaboration** – we will communicate openly and demonstrate mutual trust and good will to each other

ii. **Support Continuous Improvement** – we will undertake ongoing refinement of services in response to feedback from all stakeholders

iii. **Improved Client/Worker Outcomes** – our Clients/Workers will experience improved quality of life as we focus on enhanced independence and community and social participation

iv. **Evaluation** - we will participate in formal processes to evaluate our services to identify and influence future service and system improvements

3. SERVICE FRAMEWORK

There are six National Standards that apply to all Disability Service Providers.

i. **Rights**: The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

ii. **Participation and Inclusion**: The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

iii. **Individual Outcomes**: Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

iv. **Feedback and Complaints**: Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

v. **Service Access**: The service manages access, commencement and leaving a service in a transparent, air, equal and responsive way.

vi. **Service Management**: The service has effective and accountable service management and leadership to maximise outcomes for individuals.

4. DEFINITIONS

i) **Abuse** means neglect, to cause injury and/or exploitation of any kind. Types of abuse include but are not limited to; financial, physical, psychological/ emotional, restraint, deprivation and sexual. Please refer to TAC website and NDS website for the full definitions.

ii) **Authorised Service** means a disability service authorised under section 23 of the Transport Accident Act 1986 and section 224 (1) (b) of the Workplace Injury and Compensation Act 2013 (the Legislation).

iii) **Authority Committee** means an Individual or a group, appointed by an agency or authority.

iv) **Client** means a TAC Client with an accepted claim.

v) **Complaint** means notification by a Client/Worker or other party of dissatisfaction with the quality of the disability service provided or of the action or inaction of the Provider.

vi) **Continuous Improvement** means ongoing identification of opportunities to improve service delivery, to learn from issues as they arise and implement proactive and positive changes to processes as required. The aim is to provide the highest quality of supports to Clients/Workers.

vii) **Cultural competency** describes individuals and organisations with a set of behaviours, attitudes, knowledge, skills, practices and processes which enable effective work in cross-cultural settings, including with Aboriginal and Torres Strait Islander communities, individuals from Culturally and Linguistically Diverse communities and the Deaf community. It is more than cultural awareness. It means that individuals and organisations are proactive, rather than responsive, in regards to cultural diversity to ensure effective and relevant service delivery or supports.

viii) **Dignity of risk** recognises every individual’s right to autonomy and self-determination to make their own choices, including choices that may be perceived as not in an individual’s best interest. This is to be balanced with a person’s capacity to make informed decisions and appropriate risk mitigations.
 ix) **Disability Services** means Attendant Care, Client Independence Skills Services (CISS), also known as Independent Living Skills programs, Shared Supported Accommodation, including post-acute support for Clients/Workers and Community Group Programs.

 x) **Identification and Management of at Risk Clients** means identifying Clients/Workers who may be vulnerable to exploitation and/or risk taking behaviour or have reduced capacity to make informed decisions. It is expected that Providers work with these Clients/Workers and their relevant others as appropriate to develop Risk Management and/or Support Plans (such as Positive Behaviour Support Plans, Complex Communication Support Plans, Welfare checks) to mitigate or reduce these risks.

 xi) **Least restrictive practice** recognises any restrictions on choice and control should be minimal and evidence based. Clear information should be provided to people with disability, their families and staff so that restrictions are transparent and easily understood.

 xii) **Outcomes** mean the impact or result of a service or support, such as an improvement in an individual’s wellbeing. ‘Outcomes’ can be distinguished from ‘outputs’. Outputs describe the delivery of services or supports, such as the provision of training. Outcomes can be short-term (such as an individual being involved in service planning) through to long-term (such as an individual finding employment after completing a course).

 xiii) **Person-centred/directed approaches** describe services and supports that are centred on an individual and their strengths, needs, interests and goals. Person-centred service delivery ensures that people with disability lead and direct the services and supports they use.

 xiv) **Personnel** mean an organisation’s employees, officers, contractors, agents or consultants who provide the services.

 xv) **Provider** means an organisation providing services as registered with the TAC and/or WorkSafe in accordance with the Transport Accident Act 1985, the Accident Compensation Act 1985 and the Workplace Injury Rehabilitation and Compensation Act 2013 (the Legislation).

 xvi) **Serious Incident** means:

• The death of or serious injury to a Client or Worker.

• The death of a person other than the Client/Worker or staff member that involves or impacts upon the Client/Worker.

• The death of a staff member that involves or impacts the client/worker.

• An unforeseen illness that is not described in the Client/Worker’s documented care plan.

• A health, safety, abuse, risk to a client/worker or where there is a failure to meet basic Client/Worker needs.

• Allegations of, or actual sexual, physical, verbal abuse or risk to a Client/Worker due to action or inaction of a Provider or other person.

• Significant damage to property by the Client/Worker.

• Serious injury to another person caused by the Client/Worker.

• Actions that intentionally cause harm or injury to self.

• Actions that intentionally cause harm with the intention to end one’s own life.

• Actions or behaviours that unintentionally cause harm to the Client/Worker which requires medical attention.

• Allegations or conduct which is, or is potentially fraudulent, illegal and/or criminal activity which directly impacts the Client/Worker.

• Deterioration of a known medical condition that was unanticipated and/or disproportionate deterioration of a known medical condition.

• The inappropriate disclosure of confidential Client/Worker information.

• Absent/missing Client/Workers and there are concerns for their safety and welfare or that of others.

• Medication errors: incorrect medication, missed administration or an error in dispensing of medication, for example an error in written instruction or incorrect medication provided by a pharmacist that resulted in the administration of an incorrect medication.

• A Provider experiencing significant organisational disruption, executive mismanagement or concern regarding ongoing financial viability.

 xvi) **Services** are provided to a Client and/or Worker approved by the TAC or WorkSafe and such services are payable by the TAC, WorkSafe or WorkSafe Agents as compensation to Clients and Workers with an accepted claim in accordance to the Legislation.

 xviii) **Worker** means a WorkSafe injured worker with an accepted claim.
5. REGISTRATION REQUIREMENTS

The Provider must at all times meet the registration requirements of the TAC and WorkSafe. Failure to comply with these requirements may result in this registration being refused or revoked. In order to maintain registration:

i) The Provider must maintain documented evidence of proof of all Registration Requirements and make this available to TAC and/or WorkSafe when requested.

ii) The Provider must maintain Public Liability and Professional Indemnity Insurances at a minimum of $5 million each.

iii) The Provider must maintain accreditation against standards for disability services and advise TAC and/or WorkSafe if this accreditation is not continued.

6. PROVIDER CONDUCT

The Provider acknowledges that should:

i) The Provider fail to comply with any of the Registration Requirements; or

ii) The TAC or WorkSafe reasonably allege a Provider has committed an offence against the Legislation, the Workers Compensation Act 1958 or the Crimes Act 1958 in connection with a Client/Worker’s claim for compensation or the Provider is convicted in Court of such an offence; or

iii) The TAC/WorkSafe is concerned about the adequacy, quality and/or frequency of disability services provided under the Legislation; or

iv) the Provider or any of its personnel commits an act or does anything that is contrary to prevailing community standards or is otherwise regarded by the public as unacceptable or which brings the reputation of the Provider into disrepute and as a consequence the TAC/WorkSafe believes its continued association with the Provider will be detrimental to the reputation of the TAC/WorkSafe;

The TAC and WorkSafe may, in accordance with the legislation and as per the Refusal/Revocation Provider Guideline:

• Suspend payment for services delivered, or seek recovery of payments made

• Notify relevant WorkSafe self-insurers, relevant bodies responsible for regulation of Disability Service Providers, Medicare Australia, the Authority Committee, Director or Panel under the Health Insurance Act 1973, a court and/or a tribunal

• Suspend, refuse or revoke the Provider’s registration

• Publish the outcome of any determination or court order with the name and address of the Provider to which the determination or order applies.

7. SERVICE DELIVERY

i) Disability Services are to be delivered in line with the legislation and all relevant TAC and WorkSafe polices, the Provider’s Code of Conduct/ Ethics and/or Service Charter and any other relevant State and Commonwealth authority such as the National Standards for Disability Services.

ii) Disability Services are to be provided according to the principles of person directed approaches and least restrictive practices as outlined in the Disability Act 2006 and the Health Services Act 1988 and are to be aligned with rights-based value of citizenship in the Charter of Human Rights and Responsibilities Act 2006 and the UN Convention on the Rights of Persons with Disabilities.

iii) Providers are accountable for the supports provided to a Client/Worker and are responsible for ensuring their safety, protection from abuse and access to medical and mental health care services.

iv) Despite any sub-contracting arrangements, the Provider is responsible to meet all obligations as outlined under the Registration Requirements, ensure services are delivered to the same high standards as the Provider would and for all costs associated with the sub-contracted arrangements.

v) The Provider indemnifies TAC/WorkSafe against all expenses, damages and costs that are incurred or awarded as a result of any negligent, unlawful, wilful or fraudulent act or omission of any sub-contractor in connection with the Disability Services.

vi) Providers are to ensure that all personnel comply with the Occupational Health and Safety Act 2004 (Victoria) and relevant National and State OHS Acts and OHS Regulations 2017 as required for all Australian workplaces.

vii) Providers must ensure that pre-employment checks are completed including National Police Check and Disability Workers Exclusion Scheme for all personnel working with Clients/Workers and Working with Children Check (WWCC) for services provided to minors.

viii) Providers must maintain their Personnel’s probity and ensure that National Police Checks are conducted and WWCC occur before they expire.
v) The Provider agrees to participate in quality assurance activities such as development and implementation of a Continuous Improvement Plan to demonstrate proactive measures to improve the consistency and quality of services in order to maintain registration.

9. SERVICE EXPECTATIONS

It is expected that all TAC/WorkSafe Disability Services:

- Are individualised to the Client/Worker and are provided in a consistent and outcomes focussed manner
- Are conducted in a manner that promotes the dignity, privacy, well-being, participation and quality of life of the Client/Worker
- Ensure that Support Plans document gender preference for people receiving intimate supports. Where no gender preference can be discerned that support plan documents intimate supports for women with a disability will be provided by female support workers.
- Are focussed on enhancing the independence, capacity and development of the Client/Worker
- Formally incorporate clinical directions and recommendations into support and engagement of Clients/Workers, particularly in relation to Behaviours of Concern and Complex Communication Support
- Identify and provide appropriate support to Clients/Workers who have reduced capacity to make informed decisions and may be vulnerable to risk taking behaviour and/or exploitation. It is expected that Providers work with these Clients/Workers and their relevant others as appropriate to develop Risk Management and/or Support Plans (such as Positive Behaviour Support Plans, Complex Communication Support Plans, Welfare checks) to mitigate or reduce these risks
- Collaborate and interface with other community services with a view to providing holistic, local and stable supports to the Client/Worker.

In line with our stance of Zero Tolerance to abuse, neglect or exploitation against people with a disability, all TAC/WorkSafe Disability Services must:

- Ensure an environment and culture that is free from abuse and that all allegations are followed up promptly
- Ensure Clients/Workers have opportunities to exercise choice and control making is maximised in all areas
- Enhance the Clients/Workers capacity to live as independently as possible within their own home
- Ensure Clients/Workers have access to similar opportunities and experiences as other members of our community
- Implement the person-centred/led goals to meet the outcomes set out in the Client’s Independence Plan (as applicable).

The Provider must monitor and proactively identify any changes to a Client/Worker’s circumstances or behaviour and notify TAC/WorkSafe if these may impact on the nature or frequency of Disability Services or require support from another provider/ organisation.
CLIENT FOCUSED PLANNING – TAC ONLY

The Provider must actively participate in the Client Planning Process if requested to do so by attending Planning meetings, supporting the client in achieving the things that are important to them as required and proactively identifying and notifying the TAC if there is a change in circumstances that may warrant a plan review.

10. SERIOUS INCIDENT REPORTING

i. Providers must report serious incidents in writing to TAC/WorkSafe within one business day of the incident occurring. Incidents are to be documented on the TAC Serious Incident Report Form or the DHHS Client Incident Report form for workers. For TAC clients, if a notification is also to be made to another government body (such as DHHS or the National Quality and Safeguards Commission), their Incident Report form can be accepted instead of the TAC form.

ii. Serious Incident Reports are to be submitted via the TAC online form or emailed to seriousincidents@tac.vic.gov.au. For WorkSafe workers: A copy of the Provider Incident Report form is to be emailed through to siw@worksafe.vic.gov.au.

11. COMPLAINTS AND RESOLUTION PROCESSES

i. Providers must have a Complaint Process that outlines how Clients/Workers or others on their behalf may make a complaint about the quality, effectiveness or frequency of any element of service provision and how the Provider will manage and respond to the complaint.

ii. The Complaint Process must:
   • Ensure that complaints can be made easily and without adverse repercussion to the complainant
   • Allow complaints to be made and dealt with confidentially and these can remain anonymous if preferred
   • Ensure the Provider gives the complainant information about all complaint processes available to them, internally and externally (such as Disability Services Commissioner, TAC, WorkSafe, Office of the Public Advocate, TAC Abuse and Neglect Report Line)
   • Set out the investigation and resolution process and anticipated timeframes
   • Be made available to TAC/WorkSafe or any party who requests it.

iii. Upon request from TAC/WorkSafe, the Provider must:
   • Provide a report containing a summary of any complaints received (subject to de-identification if a request from a complainant to remain anonymous) and how the Provider has managed these complaints
   • Be able to provide evidence that the complaint has been responded to and resolved, advised all relevant parties of the outcome to the complaint and adjusted as appropriate service provision as a result of the complaint.
   • Evidence that it maintains records of the numbers and types of complaints for at least five years.

iv. The Provider must comply with reasonable suggestions from TAC/WorkSafe to resolve the complaint such as appointing a mediator to facilitate a resolution, change the staff providing the Disability Services subject to the complaint or changing the conditions of the services being provided.

v. The costs of the suggestions in the above point (iv) are to be borne by the Provider.

vi. No Client/Worker will be adversely affected because they have made a complaint or one has been made against them.

12. COMPLAINTS TO THE DISABILITY SERVICES COMMISSIONER (DSC) up to 30 June 2019 – TAC ONLY

i. The Provider acknowledges that the TAC or Client may refer complaints to the Disability Services Commissioner (DSC) or other government bodies for investigation.

ii. The Provider agrees to participate in the review and potential investigation process if the DSC considers the matter falls under its jurisdiction in line with the Disability Act 2006.

iii. The Provider agrees it will be bound by any finding and recommendations resulting from the DSC’s review and/or investigation.
13. CONFIDENTIALITY AND PRIVACY

i. The Provider and Personnel will respect the confidentiality of Clients/Workers at all times.

ii. The Provider acknowledges that the TAC and WorkSafe are bound by the Victorian Protective Data Security Standards in the Privacy & Data Protection Act 2014 (Vic). The Provider will not do any act or engage in any practice that contravenes or breaches any Protective Data Security Standards or would give rise to any contravention of a Protective Data Security Standard by the TAC/WorkSafe in respect of any data collected, held, used, managed, disclosed or transferred by the Provider on behalf of the TAC/WorkSafe under or in connection with their provision of services.

iii. Staff that do not meet the definition of Personnel will complete the Confidentiality Deed Poll in Addendum 1. The Provider must comply with all obligations outlined in the Privacy and Data Protection Act 2014, the Health Records Act 2001 and will implement policies and procedures relating to the collection, use, disclosure, storage and handling of personal information as shared between TAC/WorkSafe and the Provider.

iv. The Provider agrees to be bound by (and will make sure that its Personnel are bound by) the Health Privacy Principles and any applicable Code of Practice (Principles) with respect to any act done or practice engaged in by the Provider in provider disability services in the same way and to the same extent as the TAC/WorkSafe would have been bound.

v. The Provider must comply with, and must ensure that all its Personnel comply with, the secrecy provisions in section 131 of the Transport Accident Act and section 412 of the Workplace Injury Rehabilitation and Compensation Act 2013 as if the Provider and its Personnel were bound by those provisions directly.

vi. The Provider acknowledges using the information obtained about Clients/Workers outside the requirements of the Legislation may constitute an offence.

14. CONFLICT OF INTEREST

i. The Provider will provide details of any obligations or commitments that the Provider or any associated entities have or are likely to have which may cause any potential, actual or perceived conflict of interest with any of the disability services sought to be registered.

ii. The TAC/WorkSafe requires the Provider to have a documented process to identify, prevent and/or manage conflicts of interest and the Provider agrees to provide this documentation upon request.

15. IDENTIFICATION AS A TAC/WORKSAFE PROVIDER AND USE OF LOGOS

i. Registered Providers may identify their TAC/WorkSafe registration by stating “(Provider’s name) is registered to provide disability services for (Clients/Workers)”.

ii. The TAC and WorkSafe logos are not to be used by a Provider in any publicity including the provider’s website or advertising material to promote business.

16. RENUMERATION AND BILLING

i. The Provider’s invoices must accurately reflect the Disability Services approved and performed on behalf of TAC/WorkSafe and must be able to be substantiated such as by support plans/timesheets.

ii. Invoices are to be aligned with the TAC/WorkSafe billing processes.

iii. The Provider acknowledges that TAC, WorkSafe and Agents are only liable for payment of reasonable costs of disability services provided to Clients/Workers in accordance with Legislation and published fee schedules on the TAC/WorkSafe website. Given the fee schedule may not cover the full cost of a service, the Provider must advise and negotiate directly with the Client/Worker any agreement for them to cover the gap.

iv. The Provider must not submit any invoices for any services not directly related to the approved services or for services not performed. It is an offence under the Legislation to seek fraudulent payments or to provide any false or misleading information.

The Provider agrees to use the electronic invoice lodgement system as specified by TAC/WorkSafe.
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17. DOCUMENTATION

i. Providers must keep all documentation relevant to these Registration Requirements and in relation to Clients/Workers to whom Disability Services are being provided current at all times.

ii. The Provider must make all Policy and Procedures, training calendars and any other relevant documentation pertinent to meeting the Registration Requirements available to TAC/WorkSafe upon request. These may be inspected or copies made at the Provider’s premises. Documents to be reviewed may include but are not limited to:

- Serious Incident Reporting
- Continuous Improvement Plan
- Clients at Risk of Abuse Management Plan
- Recruitment and Induction Plan
- Staff Training- including Zero Tolerance, identifying and responding to abuse
- Confidentiality and Privacy Policy
- Handling Clients/Workers funds
- Conflict of Interest Policy.

iii. The Provider must submit any Information Requests from the TAC/WorkSafe relevant to the provision of Disability Services to a Client/Worker no more than 10 business days after it has been requested.

iv. The Provider must keep accurate and up to date timesheets recording the Disability Services provided to Clients/Workers. These must be provided no more than 10 business days after it is requested. Timesheets must detail the client name, claim number, type of disability service provided/purpose, billing/fee code, names of Personnel providing service, commencement and conclusion time of service and details of address, mileage and travel purpose where relevant.

18. CONTINUOUS IMPROVEMENT

The Provider agrees to participate in continuous improvement opportunities provided by the TAC/WorkSafe including, but not limited to:

- Discussions regarding the delivery of services
- Discussions on emerging trends/issues impacting on the disability services sector and providers
- Forums to exchange information between Providers and TAC/WorkSafe

- Presentations and interactive workshops about TAC/WorkSafe strategic initiatives
- Updates about changes to TAC/WorkSafe policies.

19. PERFORMANCE MANAGEMENT

In the event that TAC/WorkSafe identifies concerns with the quality of services being provided to a Client/Worker, the Provider agrees to engage with TAC/WorkSafe to develop, implement and review a Performance Management Plan.

20. AUDITS/REVIEWS AND INVESTIGATIONS

TAC/WorkSafe may undertake reviews, audits or investigations, including site and services assessments to confirm and enforce the provisions of the registration and legislation. These are also opportunities for Providers to demonstrate how they are meeting the Registration Requirements and provide examples of best practice that TAC/WorkSafe may acknowledge and, with permission, share with the broader sector. The Provider must, on receiving five business days’ notice from the TAC/WorkSafe, permit the TAC/WorkSafe or its designated representatives access to the Provider’s facilities and premises, Records and Personnel to perform a review/audit/investigation to the extent necessary to verify all or any part of the Provider’s fulfilment of its obligations under, or operations relating to the performance under its registration.

i. The Provider acknowledges that TAC/WorkSafe or its agents may undertake reviews or audits, including site and services assessments, to confirm adherence to the Registration Requirements and TAC/WorkSafe Policies and Procedures. Providers must cooperate and support the process, including seeking relevant information and documentation from Clients/Workers and third parties.

ii. The TAC/WorkSafe may occasionally visit Clients/Workers at home to assess the health and welfare of the Client/Worker, the adequacy of the services provided and the general condition of the home. The Provider, Client/Worker will receive reasonable notice in order to facilitate these visits.
Application for IRQS Registration
Disability Providers

CONSENT AND DECLARATION:
The Provider agrees that all information in this Provider Application for Registration is true and correct at the time of application. The Provider agrees to be bound by the Registration Requirements and will provide Disability Services in accordance with relevant TAC and/or WorkSafe policies and guidelines as outlined in this document.

Business/ Company Name:

Trading Name:

Name of Authorised Representative:

Position held by Authorised Representative:

Date:

TAC
The TAC will retain the information provided and may use or disclose it to make further inquiries or assist in the ongoing management of the claim or any claim for common law damages. The TAC may also be required by law to disclose this information. Without this information the TAC may be unable to determine entitlements or assess whether treatment is reasonable and may not be able to approve further benefits and treatment. If you require further information about our privacy policy, please call the TAC on 1300 654 329 or visit our website at tac.vic.gov.au.

WorkSafe
Personal and health information collected by the Victorian WorkCover Authority (WorkSafe) and its Agents on this form is used for the purpose of processing, assessing and managing claims under Victorian workers’ compensation legislation to assist with a worker’s rehabilitation and return to work and to assist WorkSafe and its Agents to better manage claims generally.

For the purposes of processing, assessing and managing a claim, WorkSafe and the Agent of the Worker’s employer may use and/or disclose personal and health information collected in this form or about the worker to each other and to the following types of organisations: employees, contractors of WorkSafe and its Agents; employers of the Worker; solicitors, medical practitioners and other health service providers, private investigators, loss adjusters and other service providers acting on behalf of WorkSafe or the Agent in relation to the claim; the Accident Compensation Conciliation Service and Medical Panels; a court or tribunal in the course of criminal proceedings or any proceedings under any of the Acts which WorkSafe administers; any other person, organisation or government agency authorised by the individual the information is about, or by law, to obtain the information.

An individual may request access to personal and health information about them collected by WorkSafe or an Agent by contacting the Agent. Personal and health information collected by WorkSafe is managed in accordance with the legislation, applicable privacy laws, and the WorkSafe Privacy Policy. The WorkSafe Privacy Policy is available on the WorkSafe website worksafe.vic.gov.au.