



5. Connection & Collaboration

(Developmental Service Delivery Component *Five*)

Connection refers to Nganana’s internal information management system that in turn supports collaborative practice within the wider stakeholder group.

Collaboration is a very important practice for everyone involved in the support and care of vulnerable people with complex needs. While collaborative practice is generally the responsibility of the support coordinator, every stakeholder also has an obligation to assist in the process.

Connecting & Collaborating within Nganana Inc.

Nganana uses Microsoft 365 as a platform supporting efficient and effective communication within the organisation. This ability to communicate and share information primarily supports internal processes, however it can also be extended to include external stakeholders given the extremely robust confidentiality and privacy security measures that are included within the Microsoft 365 software.

Nganana Inc. has developed an information management system known as Individualised Reporting Integrated Support System (IRISS). IRISS supports all the reporting and support planning requirements of a provider delivering a developmental service to a participant with complex needs. Service delivery areas or domains within the IRISS system include:

1. Incident Reporting
2. ABC Charts
3. Restrictive Practices
4. PRN Medication administration
5. Health Appointment Reports

All of these areas are folders on a computer in the SIL home. These folders exist within a Microsoft Teams environment, meaning the content is cloud based and therefore constantly monitored from the office. Inside the folders are templates, also monitored and modified as required in the office. Communication within the “team” is able to be performed through Microsoft Teams on mobile devices, including “chat” and a location hosting support plans plus any other information relevant to the service. In addition staff interaction with documentation can be tracked to ensure compliance with reading the support plans etc.

1. Incident Reporting

Incidents can be a confusing reporting requirement for many given the different type of incidence that can occur, for instance an injury to a participant, risk to staff, a medical emergency etc. Nganana has worked to simplify the process by splitting the incident types into four different forms:

- a) Behaviour
- b) Participant Illness / Injury
- c) Worker Illness / Injury (Workplace Health and Safety)
- d) Medication

Each type has a modified template to suit the purpose of the report. Each template once filled out and saved in teams automatically notifies the coordinator for the service, and the manager of the



coordinator, thereby ensuring no incidents are missed. Notifications can also be sent to other department managers as required, for example nursing manager for medication incidents, and people and culture manager for Worker Illness / Injury. This ensures the right people get the right information at the right time.

External stakeholders (behaviour support practitioners and support coordinators for example) can be given access to behaviour incident folders ensuring their timely notification and access to relevant information also.

2. ABC Charts

As with incident reports above, the ABC Chart template and process is an organisational standard for all SIL services. They also trigger a notification to relevant internal coordinators and again as with incident reports above external stakeholders can be given access to relevant folders in support of collaborative information sharing.

[see website link “Nganana_ABC Chart”]

3. Restrictive Practices

As discussed restrictive practice reporting by the provider is a requirement of the NDIS Commission and SA Department of Human Services. It also provides valuable information to stakeholders regarding the effectiveness of positive behaviour support initiatives.

Restrictive practice reports [see website link “Nganana_Restrictive Practice Report”] are completed by team leaders within the respective SIL team on a weekly basis. The four week’s worth of information is then collated into report by the respective service coordinator of the SIL service and submitted to the Commission/DHS.

4. PRN Medication administration

PRN medication is another reporting requirement under SA Department of Human Services Restrictive Practices Authorisation scheme. Reporting requirements include why the medication was given, and what strategies were used (where suitable) to try and resolve the need without the use of medication. The following form [see website link “Nganana_PRN Medication Administration Record”] satisfies all requirements and is available at the end of the month for reporting on to the Commission/DHS.

5. Health Appointment Reports

While not a stated requirement, Nganana feels health appointments, where participants are assisted to attend and achieve the purpose of the appointment, this information needs to be recorded and made available to the participant’s support network on request. Nganana has developed a template [see website link “Nganana_Appointment Report”] and trained staff in its use.

These processes ensure participant stakeholders have the information needed to follow through with their respective roles, managing behaviour, oversight of the service, and ensuring the NDIA have the necessary information to match resources with client needs.