Medication Management Policy

Cerebral Palsy Support Network Inc (CPSN) works in partnership with our members to share knowledge, create connections and provide support.

CPSN is committed to rights-based, person-centred, high-quality, effective, and safe services and supports.

CPSN is committed to supporting clients with medication administration, where necessary, and to maximising client choice, control and safety.

Record of policy development

Version	Date approved	Date for review
Version 3	Month: April 2026	April 2028

Responsibilities and delegations

This policy applies to:	Clients who require medication administration and support All CPSN workers
Policy approval:	CEO
Review of Policy Compliance	General Manager Service Delivery
Specific responsibilities:	Board CEO General Manager, Service Delivery Human Resources Manager Service Delivery Manager(s) Client Liaison Coordinators Clinical Team Employees with supervisory responsibilities Support Workers Clients requiring medication administration and support and where appropriate, their decision-makers

Policy context

Service Standards	NDIS Practice Standards and Quality Indicators, November 2021, Version 4 NDIS Practice Standards: skills descriptors. Information for auditors and providers, November 2022, Version 3
Legislation	Charter of Human Rights and Responsibilities Act 2006, Victoria National Disability Insurance Scheme Act 2013 National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

	National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 Fair Work Act 2009
Contractual obligations	NDIS Practice Standards and Quality Indicators, November 2021, Version 4
Organisation policies	Human Rights Policy and Framework Practice and Governance Policy and Framework Risk Management Policy and Framework Quality Assurance Policy Diversity and Inclusion Policy Safeguarding Vulnerable Persons Policy Child Safe Policy Privacy and Confidentiality Policy Complaints Management Policy Code of Conduct Work Health and Safety Policy Incident Management Reporting Policy Complex Health Support Training and Professional Development Policy
Other Conventions	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006

Definitions

Employee means a person who is employed by CPSN with wages or salary.

Staff means all the people employed by CPSN or within a specific work area.

Worker means any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

For the purpose of this policy, medication administration and support refers to the preparing, giving and monitoring of prescription and non-prescription medications.

Medication- Any chemical substance given with the intention to prevent, cure, control or alleviate disease or otherwise enhance a person's physical or mental wellbeing.

Levels of support - Medications will be administered with varying levels of support- self administration, prompting, and staff administration.

Route - Medications will be administered using various routes- oral, sub-lingual, inhaled, inserted, sub-cutaneous injection, intra-muscular injection, instilled, topical or via enteral feeding device (NGT or PEG).

Medication forms - Medications will be given in various forms tablet, capsule, liquid, cream or injectable (see complex medications)

Complex medications - are higher risk medications that have an increased risk of causing significant client harm if they are misused or used in error. For CPSN these include injectable medication, PRN medication as well as antimicrobials (e.g., gentamicin, vancomycin), potassium and other electrolytes (e.g., injections of concentrated electrolytes), insulin (all insulins), narcotics (opioids and other sedatives e.g., oxycodone, fentanyl, diazepam, midazolam), chemotherapeutic agent (e.g., methotrexate, oral chemotherapy), and heparin and other anticoagulants (e.g., heparin, warfarin, rivaroxaban) and medications that increase dysphasia or swallowing problems.

Policy statement

Policy Statement

This document outlines the CPSN's commitment to effectively and safely supporting clients who require medication administration and support.

CPSN will ensure that staff administer or supervise medication safely and correctly according to the NDIS Practice Standards and Quality Indicators and associated NDIS Practice Standards Skills Descriptors.

CPSN is committed to safe and effective, storage, transportation, and administration of medication for clients that is consistent with legislation, regulation and best practice.

CPSN will:

- support clients to maximise control and independence in managing their own medicines in a safe and effective way
- regularly review all medications prescribed for each client in consultation with the client and/or their decision maker
- seek written consent from the client or where appropriate, their decision maker, using CPSN's Client Medication Authorisation Form for any assistance that will be provided by a Support Worker in medication administration
- ensure that the Client Medication Authorisation Form identifies how risks, incidents, and emergencies will be managed, including required actions and escalation to ensure safe medication practices and wellbeing
- provide appropriately qualified, trained, confident, skilled, assessed, committed, and supported staff to deliver supports which enable the client to maximise their independence and over which they exercise control. This includes the provision of complex health support where it is included within a Client's NDIS Plan, or where no such Plan is appropriate, the CPSN Service Agreement
- collect and record accurate information about the client's medication administration on CPSN's Medication Log
- store and transport medicines in keeping with the manufacturer's requirements and the Client Medication Authorisation Form
- only administer those medicines retained in the original manufacturers or other dispensed packaging unless a dose administration aid (DAA) (e.g. Dosette or webster pack) is in use
- with consent, ensure the health status of the individual along with prescription medication and use of non-prescription medication is reviewed regularly and in a timely fashion by an appropriately qualified Health Practitioner who is identified in the Client Support Plan
- audit Client Medication Authorisation Forms and Medication Logs and compliance with administration and storage plans regularly
- require staff to undertake training in relation to medication management which is provided by CPSN's online education platform and competence assessed. Where additional training is required secondary to complex medication management additional training will be provided.
- for subcutaneous or intra-muscular injection by way of pens or pumps to administer a pre-dosed medication further training will be provided. Employees cannot administer injectable medication where calculating and measuring the dose is required
- implement a process to ensure that all workers who assist in medication administration have knowledge and training of client specific medication risk and requirements
- where CPSN directly provides training, it will ensure appropriate qualifications of any person engaged for the purpose of worker training, and keeping records in relation to the training, presenter and attendees
- in the Supported Independent Living environment medications will be stored in locked containers/cabinets

and any high-risk medications will be stored separately.
- in the Supported Independent Living environment medication administration, compliance and documentation will be monitored and documentation regularly audited.
- include in its risk management and incident management procedures and frameworks, an analysis of the types of risks, and incidents that relate to medication administration
- take actions to prevent, mitigate and address those risks
- ensure regular reviews of this policy and its associated procedure.

Principles

CPSN has adopted the following principles which guide its service provision, including the provision of medication administration:

- rights based and person centred
- self-determination, citizenship, and participation
- minimising risk, maximising safety and upholding duty of care.

IMPLEMENTING THIS POLICY
CPSN will undertake this work in accordance with The NDIS Practice Standards – NDIS Practice Standards and Quality Indicators, November 2021, Version 4.

Within CPSN the following roles communicate and operationalise this policy:

Roles and Responsibilities

The Board is responsible for ensuring the quality of medication administration provided by CPSN within the context of the Practice and Governance Framework, Quality Assurance Policy and Risk Management Policy. It delegates responsibility for the development, operationalisation, and review of the operational policies to the CEO and receives regular reports on activities.

The CEO is responsible for ensuring the development and operationalisation of this policy, reporting to the Board, and delegating responsibility for financial, human resources, operations, record keeping, policy development and accountability to the CPSN Leadership Team.

The **General Manager, Service Delivery** is responsible for:

- the development and regular review of this policy
- reporting against its implementation to the CEO and as part of the Quality and Risk Report, to the Board
- ensuring that all staff are aware of this policy and its requirements
- ensuring the requirements of this policy are clear to staff
- ensuring the identification of all clients requiring medication administration and support
- ensuring that all clients requiring medication administration support have such requirements specified in the NDIS Plans or where no such plan is appropriate, the CPSN Service Agreement and reflected in CPSN's data management systems
- ensuring that the CPSN Service Agreement with each client receiving medication administration support includes such support prior to the provision of any such support
- ensuring that no clients receive support for which CPSN cannot provide appropriately qualified and trained staff
- ensuring that staff providing complex medication administration support, in addition to the support provided to all staff through supervision and day to day managerial support, are provided with ongoing access to

specialist referral advice in these areas
- ensuring the agreement of the Client for payment for additional medication supports training and support in accordance with relevant clause of the CPSN Service Agreement
- managing the implementation of this policy, reporting compliance and exceptions to the CEO and contributing to the review of the policy
- providing reports on the completion, currency and compliance of Client Medication Authorisation Forms and Medication Logs as well as medication errors in a way that can be reported by client and by specific type of error
- ensuring that each Client Medication Authorisation Form and Medication Log as well as medication error Incident Reports are included in the client files contained in Salesforce.

The **Human Resources Manager** is responsible for:

- arranging for and ensuring worker compliance with medication training modules that satisfy the requirements of the NDIS Practice Standards and Quality Indicators and the NDIS Practice Standards: skills descriptors for medication administration and complex medication administration to the extent of CPSN's capabilities
- arranging for the client's health practitioner/other appropriate and agreed health practitioner to provide specific individual on-site training to the client's specific circumstances in collaboration with the Service Delivery Manager
- ensuring that the training records of all relevant staff members reflect the completion of each of these training requirements as well as the timing of/circumstances prompting required refresher courses/client specific training.

The **Service Delivery Manager(s)** are responsible for:

- ensuring the identification of all clients requiring medication administration and support
- ensuring that all clients requiring medication administration support have such requirements specified in the NDIS Plans or where no such plan is appropriate, the CPSN Service Agreement
- ensuring employees with frontline supervisory responsibilities are equipped with the skills and knowledge of the individual client's support plans and medication authorities to support, train and supervise employees in the service
- reporting to the General Manager, Service Delivery, all medication-related incidents as soon as practicable
- working collaboratively with the Human Resources Manager, clients and representatives and rostering staff to arrange the client's health practitioner/other appropriate and agreed health practitioner to provide specific individual on-site training to the client's specific circumstances
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The **Clinical Team** is responsible for:

- ensuring that staff providing complex medication administration support, in addition to the support provided to all staff through supervision and day to day managerial support, are provided with ongoing access to specialist referral advice in these areas
- monitoring implementation and contributing to review of policy.

Where there is no Clinical Team member employed at CPSN, this responsibility may sit with an external Registered Nurse engaged by CPSN and/or the Service Delivery Manager(s).

Employees with Supervisory Responsibilities are responsible for:

- ensuring that staff understand their responsibilities under this policy, providing day to day support and day to day monitoring of implementation
- ensuring procedures and work instructions are clear to staff and support and training needs are identified and escalated
- communicating and supporting staff in understanding their responsibilities under this policy
- ensuring procedures and work instructions are clear to staff
- monitoring implementation and contributing to review of policy.

CPSN Employees are responsible for:

- understanding this policy and procedural requirements
- understanding individual medication and support requirements and procedures
- reporting any concerns about medication management practices, processes or incidents pertaining to medication as soon as practicable to their supervisor or a CPSN Manager
- upholding their employee obligations
- maintaining appropriate skills, qualifications and screenings/checks as required by their role, CPSN and/or applicable legislation
- participating in CPSN directed training, development or supervision programs
- upholding client safeguarding practices
- upholding work health and safety practices
- engaging in pro-active continuous improvement processes
- reporting to their manager where they are unable to meet their obligations
- at all times acting in accordance with the NDIS Code of Conduct.

Maintaining appropriate records

Client Medication Authorisation Form

Client Medication Log

Client Medication Log (PRN)

SIL Medication Log Salesforce records

FoundU records

Continuous Improvement Register

GM reports to LT and/or Boards and Committees

Quality and Practice Report to Human Rights Committee

Quality and Risk Report to Finance and Audit Committee

Individual Supports Client Support Plan

Client Risk Assessment

Home and Vehicle Risk Assessment

Client Service Agreement

Risk Register

Incident Reporting Register

Procedures that apply to this policy

Medication Administration Procedure

Complex Health Support Procedure

Incident Reporting Procedure

Hazards/Incident Reporting Procedure

Training and Professional Development Procedure

Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of Review
GMSD	1, 2		
GMSD	3	April 2024	
GMSD	4	April 2026	Updates to general titles and naming conventions Added Service Delivery Manager responsibility section Added Client Risk Assessment in maintaining appropriate records