Community Business Bureau



# Webinar 4: Quality, Compliance and Risk

# Activity Worksheet

#

Webinar action plan

|  |  |
| --- | --- |
| Our key takeaways/learning points from the webinar |  |
| Questions to ask in the Facebook forum |  |
| We need to understand more about… |  |
| We need to talk to… |  |
| We need to discuss… |  |
| We need to decide… |  |
| We need to do… |  |

Tools and templates

## Registration requirements

This table will help you to work through the requirements for registering your NDIS service, or renewing your registration. The resources listed below will help you to access the necessary information to help you do this.

Matching your service to the registration route and standards: complete the table below to identify the registration, resourcing and audit requirements for your service.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Planned service | Registration group | Verification or Certification | Employee qualifications required | NDIS Standards: Core module or supplementary |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Actions for compliance

## Complete this table to identify the existing arrangements you already have in place, and any further actions necessary to ensure compliance. Add rows as necessary.

### NDIS Code of Conduct

## Review the Code of Conduct in the context of you as a provider/organisation; and for your workers.

|  |  |  |
| --- | --- | --- |
| Code of Conduct area | What do you already have in place? | What further actions are required? |
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|  |  |  |

### Practice Standards

## Review the NDIS Practice Standards and the quality indicators (core module and any supplementary areas relevant to your registration group).

|  |  |  |
| --- | --- | --- |
| Standard/quality indicator | What do you already have in place? | What further actions are required? |
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|  |  |  |
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### Registration requirements

## Review the registration/renewal requirements for your registration group.

|  |  |  |
| --- | --- | --- |
| Requirement | What do you already have in place? | What further actions are required? |
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|  |  |  |
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### Worker screening

## Review which workers need a screening check and the requirements for those roles.

|  |  |  |
| --- | --- | --- |
| Worker | What do you already have in place? | What further actions are required? |
|  |  |  |
|  |  |  |
|  |  |  |

### Incident management

## Review the requirements for incident management and reportable incidents.

|  |  |  |
| --- | --- | --- |
| Incident type | What do you already have in place? | What further actions are required? |
|  |  |  |
|  |  |  |
|  |  |  |

## Complaints management

## Review the requirements for complaints management.

|  |  |  |
| --- | --- | --- |
| Complaint type | What do you already have in place? | What further actions are required? |
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|  |  |  |

## Template risk register

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Risk area | Risk description | Inherent likelihood | Inherent impact | Existing controls | Current likelihood | Current impact | Further actions | Owner | Progress |
|  |  |  |  |  |  |  |  |  |  |
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Sources of information

**Understanding provider obligations**

* NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/understanding-providers-obligations-accessible.pdf>
* Consumer law <https://www.accc.gov.au/publications/a-guide-to-competition-and-consumer-law-for-businesses-selling-to-and-supplying-consumers-with-disability>
* Registered provider requirements <https://www.ndiscommission.gov.au/providers/registered-provider-requirements>

**Code of conduct**

* Code of conduct <https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Commission%20-%20Conduct.pdf>
* Code of conduct: providers <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-03/code-conduct-providers-march-2019-10.pdf>
* Code of conduct: workers <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-05/code-conduct-workers-mar-2019-11.pdf>

**Registration**

* Registration process guide <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/provider-application-registration-process-guide-2019.pdf>
* NDIS Registration Groups <https://www.ndis.gov.au/providers/becoming-ndis-provider/how-register#choosingregistration>
* Verification or certification <https://www.ndiscommission.gov.au/sites/default/files/documents/2020-03/200312-registration-requirements-supports-and-services_0.pdf>
* Verification module – required documentation (including requirements by profession)<https://www.ndiscommission.gov.au/document/1051>

<https://www.ndiscommission.gov.au/sites/default/files/documents/2020-02/ndis-practice-standards-verification-module-required-documentation2.pdf>

* List of approved auditors [**https://www.ndiscommission.gov.au/resources/ndis-provider-register/auditors**](https://www.ndiscommission.gov.au/resources/ndis-provider-register/auditors)
* Renewal process guide <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/registration-renewal-process-guide-2020.pdf>

**Practice standards**

* NDIS Practice Standards and Quality Indicators <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/ndis-practice-standards-and-quality-indicators.pdf>

**Worker screening**

* Worker screening checks<https://www.ndiscommission.gov.au/providers/worker-screening>
* Worker screening: interim arrangements in states and territories <https://www.ndiscommission.gov.au/providers/worker-screening/interimarrangements>
* List of specified services and supports for worker screening: <https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/Attachment%20C%20-%20List%20of%20specified%20supports%20and%20services.pdf>

**Service agreements**

* Service agreements: provider obligations <https://www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements>
* Service agreements: participants <https://www.ndis.gov.au/participants/working-providers/making-service-agreement>
* Service agreement checklist: participant https://www.ndis.gov.au/media/2429/download
* National Disability Services service agreement template <https://www.nds.org.au/images/stpvic/PG-Service-Agreements-Appendix-1-April2017.pdf>

Easy read service agreement template https://waindividualisedservices.org.au/wp-content/uploads/2019/03/Sample-Service-Agreement-Easy-

Incident management and reportable incidents

* Incident management <https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

Complaints management

* Complaints management <https://www.ndiscommission.gov.au/providers/complaints-management>

Further reference

* NDIS Quality and Safeguards Commission Information Pack <https://www.ndiscommission.gov.au/sites/default/files/documents/2020-04/final-provider-information-pack-full-pack-accessible-pdf-april-2020.pdf>
* Legislation, rules and policies<https://www.ndiscommission.gov.au/about/legislation-rules-policies>
* Compliance and enforcement <https://www.ndiscommission.gov.au/providers/compliance-and-enforcement>