NDIS RECERTIFICATION AUDIT SUMMARY

OPPORTUNITIES FOR IMPROVEMENT

GOVERNANCE

Organisational chart pathways need to be linked to the areas that are compatible such as risk, WHS, quality and safeguarding

RISK

Consider having the Newcastle Safety Officer to visit other sites to do a safety audit to bring his skills and experience for continuous improvement and cross auditing.

Consider the People at Work Risk Assessment Tool that covers the psychosocial risk and wellbeing of staff as indicated as being a key factor in WHS within the disability sector. Human Resources could consider regular visits to each site to discuss with staff as a group.

HUMAN RESOURCES

Consider the review of position descriptions to be specific to the roles staff are actually performing. Ensure the roles are correct within the organisational structure and reporting pathways.

Consider a staff manual which incorporates a flowchart outlining the clarity of reporting pathways for improved communication and supervision.

INCIDENT MANAGEMENT

Access has provided us with great training registers that are clear and concise. It would be beneficial to insert a column for prompt refresher training. Peter R. was aware of this and began the plan of implementation.

QUALITY

Consider the periodic review of organisational manuals according to risk on a regular basis.

NDIS RECERTIFICATION AUDIT - BEST PRACTICE INDICATORS

GOVERNANCE	• The governing body ensures that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under the NDIS (for example Agency requirements and guidance), participants' and workers' needs and the wider organisational environment.
RISK	• Risks to the organisation, including risks to participants, financial and work health and safety risks, and risks associated with provision of supports are identified, analysed, prioritised and treated. • A documented risk management system that effectively manages identified risks is in place, and is relevant and proportionate to the size and scale of the provider and the scope and complexity of supports provided.
INCIDENT MANAGEMENT	• Demonstrated continuous improvement in incident management by regular review of incident management policies and procedures, review of the causes, handling and outcomes of incidents, seeking of participant and worker views, and incorporation of feedback throughout the provider's organisation.
HUMAN RESOURCES	• An orientation and induction program is in place that is completed by workers including mandatory NDIS worker orientation program.
QUALITY	• The provider's quality management system supports continuous improvement, using outcomes. risk related data, evidence-informed practice and feedback from participants and workers.
EMERGENCY AND DISASTER MANAGEMENT	• The governing body develops emergency and disaster management plans (the plans), consults with participants and their support networks about the plans and puts the plans in place.