

NDIS Practice Standards Audit - 2024

What team members need to know

Auditors from Global Compliance Certification will be visiting HelpingMinds sites to conduct an accreditation survey on 17 and 18 June 2024.

1. If you see the auditors, speak to them and make them feel welcome.
2. Be prepared to speak about your role and the work you do with your participants.
3. Focus on the achievements of the service you provide participants and showcase these.
4. Be familiar with your rights and responsibilities in accordance with HelpingMinds rights and responsibilities policy for participants and team members.
5. Have a sound understanding of participants rights to make informed decisions and maximise their independence relating to supports provided, and documenting their choice and control in daily session notes and documentation.
6. Know the basics about how to access policies and client journey documentation on Dolly.
7. Know and understand the content of essential documents such as relevant manuals, policies, and procedures.
8. Be familiar with the client journey through your service (e.g client consent assessment, collaboration and exit processes etc)
9. Be familiar of how to support a participant to development and establish their own safety plan
10. Be aware of the Care Governance Framework.
11. Be aware of and understand the HelpingMinds Code of Conduct and NDIS Code of Conduct
12. Be aware of audit and case review activities which support the provision of safe, quality care in accordance with the HelpingMinds Client Audit Policy and Procedure.
13. Be aware of mandatory training programs that you have attended such as induction, fire safety and evacuation, hand hygiene, infection prevention and control, NDIS worker module, cultural competency and incident and risk management.
14. Know the HelpingMinds incident escalation process and how to report client related incidents and manage ongoing risks to participants.
15. Be aware of key policies related to outreach services such as, Outreach safety Policy, SafeZone Procedure, and Outreach Visitation Risk Assessment.
16. Be aware of how to identify and report restrictive practice activities and participants who have Behaviour Support Plans.
17. Consider your participation in performance and development review and having a sound understanding of your role and responsibilities in relation to your personal safety and the safety of participants.
18. Understand your role in relation to participant records, confidentiality, privacy, participant rights and responsibilities and the release of information and consent.
19. Be aware of HelpingMinds feedback process to encourage participants to provide feedback on the services they receive and how to make external complaints.
20. Be aware of the HelpingMinds Health Literacy Toolkit and the importance of communicating information to participants using the language, mode of communication and terms that the participant is most likely to understand.