Change Readiness Checklist for Managers

Aim:

To support Managers to have increased awareness of the obligations and the implications relating to the NDIS Quality and Safeguarding Framework, and to progress towards readiness for the framework's introduction. This is a self-paced learning tool for the management or leadership team in your organisation.

Instructions:

Read each statement in the checklist below and respond by choosing either 'Yes', 'Somewhat' or 'No'.

Refer to the available supporting resources, tools and guidance if your response is either 'no' or 'Somewhat'.

If your response is 'yes', we recommend referring to the supporting resources, tools and guidance to benchmark and compare your practice.

The management team will need to agree on the best way to use this tool for your organisation and team. Together you may decide the order that you are going to cover the areas and how you are going to share your learning. Decide and record the date you intend to review the relevant documents.

Change Readiness Areas Checklist	Review date	Responsible person or team	Resources
We are aware of our obligations and responsibilities under the NDIS Quality and Safeguarding Framework's requirements. ☐ Yes ☐ Somewhat ☐ No			**Read** 'NDIS Commission - What does this mean for providers – Infographic' **Read** 'About the NDIS Quality and Safeguards Commission' **See** 'The NDIS Code of Conduct Guidance for Service Providers'
We have carefully and consistently communicated the need for change to all internal and external stakeholders. ☐ Yes ☐ Somewhat ☐ No			**Read** 'The NDIS Code of Conduct Summary for Workers' **See** 'The NDIS Code of Conduct Guidance for Workers' **Implement** 'Change Communications Plan' find this resource in the Preparing for Change Tools section
We are aware of the scope and the scale of NDIS Commission's compliance and regulatory responses. ☐ Yes ☐ Somewhat ☐ No			**Read** 'NDIS Compliance and Enforcement Policy'

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We have assessed the maturity of our organisation's safeguarding activity, including governance and accountability measures, systems and practices. ☐ Yes ☐ Somewhat ☐ No			**Complete** 'Organisational Health Check' find this tool in the Safeguarding in Practice-Preventative Tools
As part of our continuous improvement plan, we have identified short and long-term objectives to close Safeguarding and change readiness gaps. ☐ Yes ☐ Somewhat ☐ No			**Read and Discuss** 'Safer Services Plan' this is the first tool provided by the Safer Services Toolkit 'Our Change Vision' find this resource in the Preparing for Change Tools section
We have provided teams and individuals with the right resources to implement the objectives and actions identified on the Safer Services plan and Our Change Vision, within the desired timeframe. ☐ Yes ☐ Somewhat ☐ No			**Use** 'Before Action Planning Template' (part of BAP/ AAR) find this resource in the Making Change Tools section

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We have a structured process for identifying lessons from one event or project and applying them to others, as part of our continuous improvement. ☐ Yes ☐ Somewhat ☐ No			**Use** 'After Action Review template' (part of BAP/ AAR) find this resource in the Making Change Tools section
We have a Change Leadership Committee, including representatives of people with disability, families, support staff and management to consult and engage with all stakeholders about the changes. ☐ Yes ☐ Somewhat ☐ No			**Find out more information about** 'Establishing a Change Leadership Committee' find this resource in the Preparing for Change Tools section
We have developed a communication strategy, including a communication action plan to systematically communicate to all the stakeholders impacted by the change. ☐ Yes ☐ Somewhat ☐ No			**Implement** 'Change Communications Plan' find this resource in the Preparing for Change Tools section

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We have briefed team leaders / supervisors on the change process so they can answer questions from people with disability, families and staff on: • Why the changes are happening • Objectives of change • Benefits of change • Process of implementing the change ☐ Yes ☐ Somewhat ☐ No			**Implement '**Change Communications Plan' find this resource in the Preparing for Change Tools section
The staff induction process has been reviewed and updated in order to educate and on-board staff effectively. It includes the overview, obligations and implications of the NDIS Quality and Safeguarding Framework and the importance of proactively preventing abuse and neglect. ☐ Yes ☐ Somewhat ☐ No			**Review** 'NDIS Commission website' 'Talking about Safer Services presentation' find this tool in the Safeguarding in Practice- Developmental Tools 'Zero Tolerance resources'

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We have provided teams and individuals with tools and processes to identify and raise continuous improvement ideas. ☐ Yes ☐ Somewhat ☐ No			**Use** 'Continuous Improvement Ideas Submission Form' find this resource in the Embedding Change Tools section
Our performance management framework focuses on employee development and safeguarding best practice. ☐ Yes ☐ Somewhat ☐ No			**Refer** to 'Maximising Performance Framework' find this resource in the Making Change Tools section
Managers and supervisors know how to provide developmental feedback while gaining commitment to safeguarding and promoting a speaking up culture. ☐ Yes ☐ Somewhat ☐ No			**Refer** to 'Maximising Performance Framework' find this resource in the Making Change Tools section

Change Readiness Areas Checklist	Review date	Responsible person or team	Resources
Staff are supported to co-create tailored learning and development plan in a process with their supervisor. ☐ Yes ☐ Somewhat ☐ No			**Refer** to 'Maximising Performance Framework' find this resource in the Making Change Tools section
We have complaint processes in place to effectively respond to people with disability, families, carers and staff, who want to make a complaint. ☐ Yes ☐ Somewhat ☐ No			**Refer** to your organisational complaints and feedback policies
Change management initiatives are embedded in ways to minimise the impact of potential change fatigue. ☐ Yes ☐ Somewhat ☐ No			**Refer** to 'Change Leadership Guidance' find this resource in the Preparing for Change Tools section

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Staff are provided with an induction and ongoing access to information and training on safeguarding. This includes understanding, preventing, and reporting abuse. ☐ Yes ☐ Somewhat ☐ No			**Refer** 'Key Conversations' find this tool in the Safeguarding in Practice- Developmental Tools 'Zero Tolerance resources'
We used a values- based recruitment process that focuses on hiring for a growth and learning mindset and alignment with organisational values. ☐ Yes ☐ Somewhat ☐ No			**Refer** to 'NDS Values Based Recruitment Toolkit'
We have a structured employee reward and recognition framework. ☐ Yes ☐ Somewhat ☐ No			**Refer** to 'Recognition and Reward Roadmap' find this resource in the Embedding Change Tools section