My Guide to Change Readiness

Aim: It is important for all staff in the disability sector understand the importance of proactively preventing abuse and neglect, and what practical changes to the way we provide services can help to achieve safer services for the people we support. This guide will help to raise awareness of the NDIS Quality and Safeguarding framework, which will set the standards for how we must act to keep people as safe as possible.

This is a self-paced learning tool to be used with your supervisor and team members. The tool highlights some of the key documents in the NDIS Quality and Safeguarding framework that you and your team will need to be aware of and understand. The aim is for everyone to take time to really think through what this may mean for your work practice, and discuss this with your supervisor and other people you work with.

Instructions

Together with your supervisor and team members, decide on how you think it will be best to use this tool – you may want to discuss what order fits your current needs best, appropriate timeframes, and how you will share your learnings. Make sure you record the agreed dates for completion of areas or individual documents in the 'Review Date' column.

Use the notes column to keep a record of your progress, any challenges and any questions you may have as you progress through the guide. It might be useful to schedule reminders for the dates in your calendar.

Change Readiness Areas	Resources	Review Date	My Notes
My knowledge about the NDIS Quality and Safeguarding Framework • What is in the NDIS Quality and Safeguarding Framework? • What are the Principles of the Framework • How will the Framework be implemented? • When will the Framework be in place in WA?	**See** the NDIS Quality and Safeguarding Framework factsheet		
My knowledge about the NDIS Quality and Safeguards Commission • What is the NDIS Commission? • What does the NDIS Commission do for participants? • What does the NDIS Commission do for providers and workers?	**See** About the NDIS Quality and Safeguards Commission		

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My knowledge about the NDIS Code of Conduct • What are the seven elements of the NDIS Code of Conduct to ensure safety and wellbeing of people with disability • How do we apply the elements of the NDIS Code of Conduct when we provide services?	**See** The NDIS Code of Conduct Summary for workers factsheet		
My knowledge of the compliance and enforcement rules by the NDIS Commission • How does this policy relate to the work we do? • What is the compliance pyramid?	**Read** NDIS Compliance and Enforcement Policy		
My knowledge of: • Human Rights • Duty of Care • Dignity of Risk • Supported Decision Making	**Review** Your organisations' related policies 'Talking about Safer Services presentation' find this tool in the Safeguarding in Practice-Developmental Tools Zero Tolerance Human Rights videos		

Change Readiness Areas	Resources	Review Date	My Notes
	WAIS resources		
My knowledge about the elimination of Restrictive Practices: • What are Restrictive Practices? • Why should we work towards Elimination of Restrictive Practices? • What should I do if I notice a Restrictive Practice in use at work?	**Review** Zero Tolerance films focus on Restrictive Practices What are Restrictive Practices and what service providers need to know National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector		
My knowledge of: • How to raise any concerns, questions or ideas within the organisation	**Review** Your organisations' related policies		

Change Readiness Areas	Resources	Review Date	My Notes
My knowledge of: • How your organisation is improving their quality and safeguarding systems? • How your organisation is getting ready for the roll out of the NDIS Quality and Safeguarding framework?	**Consult** with your supervisor or the representative of the Change Leadership Committee		
My knowledge about abuse and neglect: • What is abuse and neglect? • How to prevent abuse? • How to reporting abuse?	**Study and Watch** Zero Tolerance resources, e-learning modules and videos		