

15/04/2015

Many thanks for the opportunity to attend the consultation meeting on Monday 13 April 2015 at Figtree Conference Centre, Olympic Park.

Since attending the session I have had further thoughts on safeguarding framework and quality of service providers.

One option to ensure individual providers/small organizations service providers meet certain minimum standards could be to put the onus onto the **person purchasing** the service to ask the questions. I feel a tick box type form could be made available which would be pertinent for a range of service providers from the bus driver to the physiotherapist.

The form would include information on compliance, professional development and risk management and completed by the provider once a year at the request of the person purchasing the service. If the person purchasing the service wants to ignore this this is their choice but at least they have been provided with a mechanism to check the quality of their chosen service provider. They can then use the information to make an informed decision on whether to use the service provider or not.

Examples of the type of questions only

Do you have a Current police Check?	Yes/ No/ NA
Do you have Working with Children clearance?	Yes/ No/ NA
Are you a member of your Professional Association?	Yes/ No/ NA
Do you have current registration with your regulatory authority?	Yes/ No/ NA
Do you have a complaints management system?	Yes/ No/ NA
Do you inform your clients on "how to make a complaint"?	Yes/ No/ NA
Do you have a current driving license?	Yes/ No/ NA
Is your vehicle registered?	Yes/ No/ NA
Do you seek customer feedback?	Yes/No
Have you or your organization undertaken a 3 rd party verification re quality?	Yes/ No/ NA
If yes please specify Name of Organisation _____ Date: _____	
Do you undertake professional development regularly related to the services you are providing me?	Yes/ No/ NA
If yes are you able to provide upon request documented evidence?	Yes/ No
Do you measure actual against intended outcomes of your service?	Yes/No
If yes are you able to provide upon request documented evidence?	Yes/ No

As a business owner of a small to medium sized therapy service who takes quality management very seriously I would be happy to work on further developing quality and safeguarding systems with NDIS if further input or a working party is being formed.

Kind regards

Kate Loxton
Managing Director