

NT QUALITY AND SAFEGUARDING FRAMEWORK AND ASSESSMENT PROCESS

Guiding Principles

- **National consistency:** approach to quality and safeguarding is consistent with the national NDIS Framework and aligns with the National Standards for Disability Services
- **Equity and access:** supports service provision that is timely, accessible and provides reasonable geographic access, and is provided in a setting where supports are appropriate for meeting the needs and goals of people with disability
- **Organisational and financial viability:** promotes a focus on governance and strong financial and organisational management practices, particularly within the context of remote service delivery in the NT
- **Minimising regulatory burden:** aims to remove unnecessary burden for individuals and organisations, while still achieving its quality and safeguarding aims, and without compromising the need for risk-based mechanisms to be in place
- **Cultural safety and security:** promotes culturally and linguistically diverse support provision that is accessible, responsive and safe for Aboriginal people and people from culturally and linguistically diverse backgrounds
- **Provider development:** identifies areas for growth and development for providers which fosters improvement in the capability and capacity of the sector more broadly to continuously improve, grow and innovate in a strength-based, person-centred environment, with a focus on support areas that present the most vulnerability and risk to people with disability

Framework Domains and Statement of Intent

Governance & Financial Management	Workforce Planning & Development	Person-centred Planning & Practice	Safeguarding	Cultural Safety, Security & Competency
Providers have established governance systems that ensure appropriate structures, planning, policies, practices and oversight mechanisms are in place to deliver quality disability supports. Oversight mechanisms will include financial and operational management with consideration to remote service delivery.	Providers recruit the right people with the right skills. Induction and orientation prepares new workers for their role and workplace, and ensures they have a comprehensive understanding of their role. Providers supervise and make available access to learning and development opportunities to enable workers to continue to learn and develop their knowledge and skills and to keep up-to-date with best practice to better support participants.	Provider places the person with disability at the centre of all planning activity and embeds person-centred practice and active support in the delivery of its services by being flexible and adaptive to the individuals' strengths and needs. Provider delivers supports that competently recognise and respond to issues related to age, gender, culture, heritage, language, faith, sexual identity, relationship status and other relevant factors determined by the individual.	Providers seek to ensure the safety and autonomy of people with disability by promoting their rights and maximising their capacity to have choice and control over the way they live their lives. Provider establishes policies and procedures that provide clarity about expectations in relation to standards of support as well as worker knowledge, attitudes and behaviours.	Provider delivers supports to Aboriginal people and people from culturally and linguistically diverse backgrounds that are accessible, responsive and safe.

Elements of Each Domain

<ul style="list-style-type: none"> • Board governance (operations, oversight, reporting, relationships) • Operational management • Financial management 	<ul style="list-style-type: none"> • Recruitment, selection and induction • Supervision and support • Learning and development 	<ul style="list-style-type: none"> • Person-centred planning • Person-centred active support (practice) 	<ul style="list-style-type: none"> • Information and education for participants and support workers • Critical incident management • Participant safety and well-being • Restrictive practices • Complaints, compliments, feedback and dispute • resolution 	<ul style="list-style-type: none"> • Cultural Safety, Security and Competency
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Indicators of Good Practice

Each element list indicators of good practice. The indicators of good practice have been classified as 'mandatory' and desirable'.

Sector Development and Capacity Building

Governance and Financial Management Support

Department of Business will provide tailored assessment and advice to disability service providers on their financial management, governance arrangements and business planning, in the NDIS context. Key services include: financial diagnostic and review, business planning, digital and employment solutions and individual one-on-one mentoring.

Targeted industry information sessions and workshops

- service delivery, development and reform
- service marketing
- workforce capacity and development
- business and financial management reform
- organisational change management
- restrictive practices and positive behaviour support

Targeted projects

- **Promoting culturally safe and secure services** – program to increase the number and range of culturally sensitive and sustainable disability services
- **Promoting Dignity Grants** to support providers to reduce and eliminate restrictive interventions
- Tailored NT program to support providers to understand, implement and improve practices which **safeguard the rights of people**
- **Promoting the rights of people with disability to promote safeguards** – suite of workshops, training and skills development products in supported decision making, mentoring, peer leadership and citizenship

NT Assessment Process

Apply to the NDIA for Registration	Referred to NTG to be assessed against NT Quality and Safeguards Framework	Self-Assessment	Independent On-site Assessment	Quality Assessment Report	NTG notifies provider of outcome & makes recommendation to NDIA	NDIA Registration
				Quality Assessment Report		

Outcome of the NT Quality and Safeguards and Assessment Process

- NDIS registered providers deliver quality and safe services to NT participants
- NT disability providers are prepared and ready to meet the requirements of the full Scheme national Quality and Safeguards Framework in 2019
- stronger and more sustainable Northern Territory disability sector
- right providers are delivering the right services and supports through the right support staff
- NDIS supports are delivered in an appropriate manner, that reflect and respond to the needs and goals of participants