

# **DNV GL Business Assurance Australia**

## **AUDIT REPORT**

**PEOPLE WITH DISABILITY WA INCORPORATED**

**Re-certification Audit for compliance to  
National Standards for Disability Services and  
National Disability Advocacy Program**

**Team Leader: James Bennett OAM**

**Dates of Audit: 10<sup>th</sup> & 11<sup>th</sup> April 2019**

**Client File No: PRJC-542806-2016-MSA-AUS**

**Revision status: Final Rev 1**

CLIENT INFORMATION			
<b>Client:</b>	People With Disability WA Incorporated		
<b>Primary contact:</b>	Samantha Jenkinson	<b>Email/Website:</b>	<a href="mailto:samantha@pwdwa.org">samantha@pwdwa.org</a>
<b>Position:</b>	CEO	<b>Phone:</b>	08 9485 8900
AUDIT DESCRIPTION			
<b>Standard</b>	National Standards for Disability Services (2014)		
<b>Audit Type</b>	Initial Stage 2 <input type="checkbox"/>	Surveillance <input type="checkbox"/>	Triennial <input checked="" type="checkbox"/> Other: <input type="checkbox"/>
<b>Duration</b>	Mandays 2		
<b>Audited Sites</b>	Head Office: U 1 / 37 Hampden Road, NEDLANDS WA 6009 Site U 1 / 37 Hampden Road, NEDLANDS WA 6009 <b>Reviewers note July 27, 2019</b> – organisation head office has moved to City West Lotteries House, Unit 23, 2 Dehli St WEST PERTH 6005		
<b>Audit team</b>	Team leader	James Bennett OAM	
	Auditor	Steve Bonasin	
	Technical expert	James Bennett OAM	
	Observer		
<b>Audit plan</b>	Sent 18 <sup>th</sup> March 2019		
<b>Previous certification details:</b>			N/ A <input checked="" type="checkbox"/>

CERTIFICATION INFORMATION			
<b>Scope of Certification:</b> The provision of 50% Individual and 50% Systemic Advocacy.			
<b>NDIS Registration Groups:</b> N/A			
<b>Advocacy Models</b> (please select and include percentage)	Individual <input checked="" type="checkbox"/>	Self <input type="checkbox"/>	Family <input type="checkbox"/>
	Citizen <input type="checkbox"/>	Legal <input type="checkbox"/>	Systemic <input checked="" type="checkbox"/>
<b>Changes In Client Information At This Audit</b>			
Client Name/Address	N	Scope	N
<b>Details:</b>			

## EXECUTIVE SUMMARY AND CONCLUSION

An audit of People With Disability WA Inc. was conducted on the above date by DNV GL in accordance with the requirements outlined in JAS-ANZ Human Services Scheme Parts 1 and 6, requirements of the National Disability Advocacy Program.

### Summary of Audit Findings

People With Disability WA Inc. was found to be compliant to the National Disability Advocacy Program against the National Standards for Disability Services with no non compliances and with a number of positive findings being identified.

People with Disability WA Inc. has an effective quality management system in place including detailed policies and procedures which inform service operations and Board members, management and staff have relevant qualifications and experience for their roles.

The People With Disability WA Inc. Board appears to be functioning well and is proactive in sourcing new business opportunities to ensure the ongoing viability of the organisation.


All of the Interviewees felt that People With Disability WA went beyond the bounds of what one would consider to be normal operations. They also gave notable comment that they felt that the Management and Staff Members did so much with very little financial resources to deliver advocacy services to people in all areas.



### Non Conformances Identified at Audit

Non Conformances (Details of NCRs identified)	Rating	
	Minor	Major
N/A	<input type="checkbox"/>	<input type="checkbox"/>

## Recommendation

Recommended for Continued Certification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Next Audit type planned and date	

Name James Bennett OAM	Name Steve Bonasin
Signature <b>JSBennett</b> (Electronic signature commonly used by Signatory who is blind)	Signature: 
Date 18 April 2019	Date 12 <sup>th</sup> April 2019
<b>Team Leader/Lead Auditor &amp; CTE</b>	<b>Lead Auditor</b>

DNV GL Office Use only	
Name: Matthew Williamson	Name: Elizabeth McLoughlin
Signature: 	Signature: 
Date: July 1, 2019	Date: J: July 1, 2019
Signed Approval from Independent Technical Specialist	Signed Approval from Program Authority

**Date of Certification Decision: July 1, 2019**

## DESCRIPTION OF CLIENT OPERATIONS

People with Disability WA Inc. receives funding from the Commonwealth Department of Social Services (DSS) to provide 50% Systemic Advocacy and 50% individual advocacy support services to people with disabilities throughout Western Australia..

Its Head Office is conveniently located in the main business area of Nedlands in a building owned by Lotteries West. People With Disability WA Inc. DSS funding is used to provide advocacy support services at the Nedlands office and advocates also travel to assist their clients across the Nedlands and Outlying Areas and in most cases, the homes of their individual advocacy clients. The majority of people supported are in Perth Metropolitan region and the outlying areas of Peel and the Wheatbelt.

Some of the statements made by the Participants who were interviewed included:

“They are very nice people and they respect me and my culture”.

“Through their knowledge and experience they took a huge load off my shoulders”.

“They are the best in my books because they have been able to take a big load off us”.

“They are very caring people who put in a huge effort to support their clients and they do it with a smile”.

“I don’t feel alone since I started with them because they are great communicators and they do care about the people that they look after”.

“They are so good that I tell everyone in my network to get an advocate from People with Disability”.

“I have come from being very confused with the NDIS to being an informed person since my advocate took up my case”.

“They are the best in my books because they get the job done”.

“I have developed a lot of confidence in them because they have a lot of knowledge in relation to the NDIS”.

The current Systemic Issues that People with Disability WA are currently working on are: Abuse and Neglect, Transport Issues, Increased Access to Housing Options, Issues Surrounding the NDIS, Five external Stakeholders were interviewed and related to how People with Disabilities WA Inc. has contributed to the actioning of proposed resolutions to the current issues that are being actioned. People with Disabilities WA played an active role in the actioning of the Royal Commission for Abuse and Neglect. In 2018 People With Disability WA participated in the Taking Back Transport Forum.

## Client Representatives:

Name	Title
Samantha Jenkinson	Executive Officer
Ingrid Moore	Committee of Management Member
Brianna Lee	Individual Advocacy Service Manager
Fay Hicks	Project Manager

*(Please do not include consumer names here)*

## SITE SAMPLING METHODOLOGY

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If providing the sampling method for a multi-site client, please complete Table 2, Sampling Schedule for Multisite Client (at the end of this document).

## CONSENT REVIEW

Please advise if consent from the consumers was verified to participate in the audit and have their files reviewed.	YES <input checked="" type="checkbox"/> No <input type="checkbox"/>
How was this consent provided <i>Please list if this was via letter, phone or of other methods.</i>	Written Consent
Please note if there is any justification for no consent	N/A

## AUDIT INFORMATION

EXPLANATORY NOTES	
Rating System:	2 - indicates conformance 1 - indicates a minor non-conformance 0 - indicates a major non-conformance All NCR's shall be reported at IOP level
Observations shall include:	Positive and negative observations Adequate description of main findings Audit trails to support IOP ratings at Standard Level
	Negative observations should be addressed to ensure full conformity in future. Findings and Observations, should include where applicable both Negative and Positive comments

NOTE: All NCRs raised shall be reported at the Indicator of Practice Level.

## Standard 1: Rights (Every Audit)

**The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.**

Audited Indicators of Practice	
1.1 The service, its staff and its volunteers treat individuals with dignity and respect.	1.6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured
1.2 The service, its staff and its volunteers recognise and promote individual freedom of expression.	1.7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy.
1.3 The service supports active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities	1.8 The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
1.4 The service provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review	1.9 The service keeps personal information confidential and private.
1.5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence	

### Findings/ Observations/ Opportunities for Improvement and Positive Findings:

#### Standard 1: Rights:

***The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.***

- Information relating to Client Rights and Privacy is included in the PWD WA Client Handbook Easy Read.

#### ***IOP 1. 1: The service, its staff and its volunteers treat individuals with dignity and respect.***

From interview feedback, it was most evident that all of the interviewees and some of their Family Members and Carers felt that the Advocates and Management treated them with dignity and respect, as they felt that they were valued as meaningful people. Interview feedback and the attitude of the Management, Advocates and a range of documents indicated that the Participants had been provided with fair and equitable access to the services provided by People With Disability WA Inc. Parent/Guardian support is encouraged by People With Disability WA Inc. where appropriate. There was adequate documentation that outlines the Privacy and Confidentiality Policy of People With Disability WA Inc. Whilst orienting the Head Office, it was apparent that the building and facilities are safe and accessible to Participants, Staff and Visitors. The Vision Statement of People With Disability WA Inc. "People with disability are equal and valued citizens and their Mission Statement "Advocating for the rights and empowering the voices of people with disability in WA", emphasises the commitment of People With Disability WA Inc. to supporting their Clients.

#### ***IOP 1. 2: The service, its staff and its volunteers recognise and promote individual freedom of expression.***

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Participants initially discuss their objectives and needs and are assisted to create an Support Plan when they are first introduced to People With Disability WA Inc. This was supported by information in their Personal Files which indicated that their individual needs were well catered for. The Participants at People With Disability WA Inc. participate in person centred plans for projected outcomes, where Parents, Guardians and Carers are invited to assist the Participants to map out a Support Plan for the proposed outcomes where appropriate.

When participants have achieved their outcomes their advocacy issues are closed. In many cases, they are invited to stay on as Clients and have as many actions that they require, be attended to.

Interview Feedback and a range of documentation indicate that People With Disability WA Inc. readily promotes tolerance and respect for their Clients, their personal needs and circumstances. This relates not just to the legal and contractual obligations of People With Disability WA Inc. but more fundamentally to the values demonstrated by People With Disability WA Inc. in interacting and communicating with their Participants, their Family Members and Carers where applicable. The Participants who were interviewed appeared to be satisfied that their freedom of expression is supported and promoted by People With Disability WA Inc. and they could describe how they seek, receive and share information and opinions. Advocates and Management could describe how they ensure that an individual has the freedom to seek, receive and share information and opinions.

***IOP 1.3: The service supports active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.***

The Participants have been provided with information that confirms that People With Disability WA Inc. supports their decision-making and choice. Advocates and Management could explain how they ensure that Participants, their Families and Carers understand the information that is provided. There were no issues regarding discrimination identified by the interviewees who gave positive feedback. This was supported by information in a range of documents that confirms that People With Disability WA Inc. does not discriminate against any Participant. Information in the Participant's Personal Files indicate that Participants, Parents and Carers where appropriate are adequately involved in the development and review of Person Centered Plans for proposed outcomes. The Participants, their Family Members and Carers who were interviewed indicated that their activities and proposed outcomes are satisfactory and suit their individual needs. Family Members and Carers are invited to participate and support the Participants when they set proposed outcomes. People With Disability WA Inc. has produced a range of policies and procedures that outline the range of information and format types to be provided to Individuals, Families, Friends and Carers from commencement to leaving People With Disability WA Inc.

***IOP 1. 4: The service provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.***

***Participant Perceptions:***

People With Disability WA Inc. has a management system in place to facilitate quality management practices and continuous improvement. Other than restrictions that cover on Site Safety and the wellbeing of the Participants, there are no restrictive practises at People With Disability WA Inc. The Participants who were interviewed gave positive feedback on the adequacy of opportunity for involvement in the

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assessment and review of activities and proposed outcomes. Senior Management and Advocates could describe how support activities are tailored to the achievement of positive outcomes for the Participants. Some of the Participants who were interviewed could describe how support strategies are developed and adapted to support human rights. Advocates could outline the frameworks supporting everyday practices.

***IOP1. 5: The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.***

***Participant Perceptions:***

From interview feedback and personal observations it appears that People With Disability WA Inc. has entry and exit policies and procedures that highlight non-discriminatory practices. The Participants, their Family Members and Carers who were interviewed were aware that they were introduced to People With Disability WA Inc. through Word-of-Mouth Recommendation other Parent, or Guardian recommendation, Brand Awareness of People With Disability WA Inc. or through another Service Provider and that they would need to be accepted by People With Disability WA Inc. after meeting the eligibility criteria. There was evidence of good word of mouth referral and People With Disability WA Inc. appears to be highly respected in the community. The majority of the interviewed Participants, their Family Members and Carers felt that they were treated fairly by People With Disability WA Inc. and had a reasonable comprehension of entry and exit procedures. Participants were aware that they could have a parent, or guardian present to assist them at an interview, entry meeting, or proposed outcome related review, should they require such assistance. Some of the Participants who were interviewed were assisted by a Parent or Carer throughout their interview. All of the interviewees, their Family Members and Carer were aware of the process to lodge a complaint. Interview feedback indicated that there appeared to be several mechanisms for encouraging and receiving Participant feedback e.g. Regular Meetings etc. It was evident from interview feedback that the Participants are appropriately informed about their responsibilities and safe practices in the Sites. Most of the interviewees felt safe and were confident in the support that they receive from People With Disability WA Inc. and their belief that their Human Rights would be upheld by People With Disability WA Inc. Some of the interviewees indicated that they believed that People With Disability WA Inc. went over and above their responsibility to maintain their dignity and the protection of their rights. From interview feedback it is apparent that People With Disability WA Inc. has a range of strategies to increase Participant, Family members and Carers of a Person with a disability, an awareness of their rights and responsibilities in the community. The Participants who were interviewed confirmed that they had been provided with information that outlines how People With Disability WA Inc. ensures that they are free from harm, neglect, abuse and violence.

***IOP 1.6: The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.***

***Participant Perceptions:***

Most of the Participants who were interviewed felt that if they were to raise a complaint, it would be dealt with quickly and fairly and there would be no repercussions on them for raising a complaint. From interview feedback, People With Disability WA Inc. appears to have in place mechanisms that are able to address individual complaints and use the information collected to improve overall service delivery and to address systemic and recurring problems. Interview feedback indicated that there was a clear organisational structure and Corporate Governance arrangements that promote Participant confidence in the probity and accountability for the Management of People With Disability WA Inc. It was evident during Staff Interviews that the Advocates and Management have comprehensive skills in abuse prevention. Police Checks and

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Working with Children Checks are conducted before Advocates are employed and are also updated at regular intervals. The Management and Advocates appeared to have practical and effective methods for the protection of Participants rights. They could also demonstrate the systems that are in place to investigate and respond to breaches of rights, key obligations of People With Disability WA Inc. and how they relate to their role. People With Disability WA Inc. appears to have effective policies and procedures that detail actions to be taken in response to any breach of rights. These policies appear to include how to initiate, investigate and report on a claim regarding an infringement of an individual’s rights.

***IOP 1.7: The service supports individuals with information and, if needed, access to legal advice and/or advocacy.***

***Participant Perceptions:***

Advocates appeared to have strategies for responding to unique issues, e.g. physical and emotional limitations, cultural differences and the specific personal needs of the individual Participants. From interview feedback it is evident that People With Disability WA Inc. has a range of promotional material that makes it clear to the extent that People With Disability WA Inc. goes to in order to provide education, mentoring and training to support families and individuals through Advocacy where required. It was evident through interview feedback that People With Disability WA Inc. builds opportunities for participation and involvement in the community through participation. From interview feedback it appears that People With Disability WA Inc. encourages the raising of complaints by Participants and Families of people with a disability regarding any areas of dissatisfaction with People With Disability WA Inc. or the services that they provide. From formal and informal interviews with Advocates and Management it appears that they have a good comprehension of the Complaints Process of People With Disability WA Inc. and their role in the Complaints Handling Process. Most of the Participants who were interviewed were satisfied with the ability of People With Disability WA Inc. to satisfactorily resolve any complaints, or disputes should they be raised. From interview feedback from both Advocates and Participants, it was evident that People With Disability WA Inc. has a long term Strategic Plan for continuous improvement and development. Interview feedback confirmed that People With Disability WA Inc. promotes to the Participants to report allegations of abuse and neglect against people with disabilities. The Participants, their Family Members and Carers who were interviewed confirmed that they had been provided with information from the time of commencement with People With Disability WA Inc. which outlines other external advisory and/or advocacy services available and how to access such supports.

***IOP 1.8: The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.***

***Participant Perceptions:***

From interview feedback it appears that People With Disability WA Inc. has a culture and commitment to supporting valued attitudes. People With Disability WA Inc. appears to be dedicated to the protection and upholding and maintaining of the Human Rights of their Participants. Advocates and Management could also demonstrate the ways in which they include Families, Friends, Carers and Advocates in their everyday practice where appropriate. People With Disability WA Inc. has appropriate policies and procedures that include references to the role of Families, Friends, Carers and Advocates in upholding the rights of individuals.

***IOP 1.9: The service keeps personal information confidential and private.***

***Participant Perceptions:***

The majority of the interviewees gave verbal evidence that People With Disability WA Inc. has pro-active policies and procedures that reflect a need to know basis in relation to personal information. It was evident

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from conversations with Advocates and Management that they could adequately describe privacy policies and how they are used e.g. how and why they obtain informed consent. The majority of the Interviewees felt confident in the ability of the Advocates and Management to maintain their privacy. The Participants who were interviewed confirmed that they had been provided with information which outlines how their personal information will be kept private and confidential. People With Disability WA Inc. has in place appropriate policies and procedures to outline how consent to release or share information is sought using methods appropriate for each individual. Advocates and Management could describe how they maintain confidentiality and privacy of personal information at an everyday level. The physical environments of People With Disability WA Inc. supports the maintenance of privacy in the course of everyday activities. Systems are in place to ensure personal information is physically secure and safe, including the use and transfer of electronic information. People With Disability WA Inc. has produced policies and procedures that outline how personal information is dealt with including the destruction of personal information and ensures compliance with relevant legislative and regulatory frameworks.

Rating	<b>2</b>
Non-conformances (At IOP level)	

## Standard 2: Participation and Inclusion

**The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.**

Audited Indicators of Practice	
2.1 The service actively promotes a valued role for people with disability, of their own choosing.	2.4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation
2.2 The service works together with individuals to connect to family, friends and their chosen communities.	2.5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community.
2.3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time	2.6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people.

### Findings/ Observations/ Opportunities for Improvement and Positive Findings:

#### Standard 2: Participation and Inclusion:

***The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.***

***IOP 2. 1: The service actively promotes a valued role for people with disability, of their own choosing.***

#### ***Participant Perceptions:***

The majority of the interviewees indicated that Management and Advocates listened to and were open to their ideas. People With Disability WA Inc. demonstrated a wide range of activities to include interaction with the community. Most of the interviewees made reference to Person Centred Plan for proposed outcomes and how they in most cases were involved in identifying opportunities and redevelopment of proposed outcomes. Interview feedback and a range of publications indicated that People With Disability WA Inc. is reasonably successful in achieving quality outcomes for Participants, which facilitates their participation and involvement in the community. Advocates appeared to have a range of practical strategies that they use to promote the valued status of the Participants of People With Disability WA Inc.

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The majority of the interviewees, their Family Members and Carers confirmed that the People With Disabilities WA Inc. promotes the belief and ability of Participants to fulfil a valued role in the community. They also indicated that they were satisfied with the skills that they had developed through their activities involving advocacy. Most of the interviewees felt confident that People With Disability WA Inc. could maintain their activities and assisting them to achieve a successful outcome. People With Disability WA Inc. has a current Business Plan that includes strategies and targets for achieving Participant outcomes. Several of the Participants who were interviewed indicated that they play an active role in identifying options for participation and inclusion. Advocates and Management could demonstrate why it is important to promote and support a valued role for people with disability in the community and how this is achieved.

***IOP 2. 2: The service works together with individuals to connect to family, friends and their chosen communities.***

***Participant Perceptions:***

Interview feedback and information in the Participant’s Personal Files indicate that they are adequately involved along with a family member or support person where appropriate, in the development and review of Person Centred Plans for proposed outcomes. Most of the Participants, their Family Members and Carers who were interviewed indicated that Advocates appeared to have a range of practical strategies that they use to promote the active involvement of the Participants in goal setting, in a way that respects their individual needs. Interview feedback and information from Advocates and Management indicated that Participants’ Religious, Cultural and Personal needs are identified and integrated into Person Centred Plans. Family Members and Carers where appropriate, are encouraged to support the Participants in identifying their individual needs when actioning Person Centred Support Plans for proposed outcomes. The interviewees confirmed that there was a variety of information which contains statements about the commitment of People With Disability WA Inc. to Participant input into decision-making processes. The majority of the interviewees could give examples of the practical steps that Advocates and Management use to communicate the possible outcomes of decision-making processes for the achievement of possible outcomes. Interview feedback indicated that there was a range of opportunities for the Participants to interact with the community. The majority of the interviewees indicated how satisfied that they were with Advocates and Management in their genuine attitude of respect and their ability to demonstrate appropriate attitudes and beliefs about the ability of people with a disability. Interview feedback, documentation in Personal Files and Relevant Records provided ample evidence of core activities practised by the Participants of People With Disability WA Inc. The Participants who were interviewed could describe their connections with Family, Friends Carers and their chosen communities. Advocates and Management could demonstrate how they support Participants to connect to Family, Friends, Other Support Networks and their chosen communities.

***IOP 2. 3: Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time.***

***Participant Perceptions:***

The majority of the interviewees felt that their Person Centred Plans for proposed outcomes, were realistic, meaningful and achievable. Some of the interviewees had experienced positive outcomes in the development of their Individual Support Plans and were confident in the ability of People With Disability WA Inc. to assist them in identifying suitable plans for proposed outcomes. The Participants who were interviewed gave positive feedback on the extent to which negotiated Person Centred Plans reflect their needs and personal goals. Most of the Participants who were interviewed confirmed that they have access to a range of preferred activities within their chosen communities. Advocates appear to have been provided with training and information about the importance of connection and inclusion for the wellbeing

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of people with a disability. They also appeared to have a range of innovative ways to support the individual interests and preferences of the Participants of People With Disability WA Inc.

***IOP 2. 4: Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation.***

***Participant Perceptions:***

Some of the Participants indicated the involvement of Family and Carers who have been involved in Person Centred Planning and Reviews for proposed outcomes. People With Disability WA Inc. has produced appropriate policies and procedures that are in place that outlines the approach to working with Family, Friends, Carers and other Networks in the delivery of Services or Supports. These policies and procedures also appear to indicate how and when People With Disability WA Inc. facilitates access to individual advocates where required.

***IOP 2. 5: The service works in partnership with other organisations and community members to support individuals to actively participate in their community.***

***Participant Perceptions:***

Advocates and Management could describe partnerships with other relevant organisations to support Participants. People With Disability WA Inc. has policies and procedures that appear to be in place to guide liaison and collaboration with other agencies. People With Disability WA Inc. has produced information that includes a commitment to working with other organisations, where this supports individuals to participate. People With Disability WA Inc. appeared to have an active network of collaboration with other agencies aimed at supporting Individual Support, Social Activities and Community Connection etc.

***IOP 2. 6: The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people.***

***Participant Perceptions:***

The Management of People With Disability WA Inc. could demonstrate how People With Disability WA Inc. has responded to the cultural needs of CALD and Aboriginal and Torres Strait Islander people. People With Disability WA Inc. could also demonstrate how they lead a culture of respect and acknowledgement of CALD Groups and Aboriginal and Torres Strait Islander Cultures. Advocates could describe how they respect and promote cultural awareness in their everyday practice. It appeared that Advocates have participated in relevant training regarding CALD and Aboriginal and Torres Strait Islander cultural awareness. People With Disability WA Inc. has strategic and operational plans that detail how People With Disability WA Inc. responds and helps to promote a cultural connection, at both an organisational and individual level with Aboriginal and Torres Strait Islander communities. People With Disability WA Inc. also appears to have in place a policy that outlines an organisation-wide commitment to supporting CALD and Aboriginal and Torres Strait Islander Cultures.



# Audit Report: National Standards for Disability Services for Disability Advocacy Organisations

Rating	2
Non-conformances (At IOP level)	

## Standard 3: Individual Outcomes (Every Audit)

**Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their go**

Audited Indicators of Practice	
3.1 The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals.	3.4 Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.
3.2 Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate.	3.5 The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs.
3.3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes.	

### Findings/ Observations/ Opportunities for Improvement and Positive Findings:

#### Standard 3 Individual Outcomes:

*Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.*

- Review of interviewed Clients Case notes confirmed that PWD WA maintains relevant records relating to supporting the individuals based on their specific needs.

***IOP 3. 1: The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals.***

#### **Participant Perceptions:**

Some of the Participants who were interviewed indicated how they participate with and are supported by Family Members, Carers and other Service Providers and People With Disability WA Inc. to identify and act on, their needs and life goals. Throughout the Audit it was evident that Advocates and Management have been provided with training and information on person-centred approaches to service delivery and how to use a strengths-based approach to identifying needs and life goals. A review of the Participants Individual Files indicated how feedback is sought from people with a disability on the most appropriate ways to collaboratively work together to identify Strengths, Needs, Life-skills and Life Goals for the achievement of proposed outcomes. Person Centred Plans indicate that the overall wellbeing of the person with a disability is taken into consideration through individualised planning and review.

***IOP 3. 2: Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate.***

#### **Participant Perceptions:**

Most of the Participants who were interviewed could describe how they have choice, lead and direct the process of service planning for proposed outcomes. Families, friends and carers where appropriate, have been invited to be actively involved, with consent, in the process of individualised planning and review. Throughout the Audit it became evident that People With Disability WA Inc. has clear guidelines regarding how families, friends, carers and advocates can be involved in decision-making, and how consent for their involvement is determined. Advocates and Management were able to describe how they support the active

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involvement of people with disability in making decisions and life choices, including the involvement of an independent advocate when necessary.

***IOP 3. 3: The service plans, delivers and regularly reviews services or supports against measurable life outcomes.***

***Participant Perceptions:***

The majority of the Participants who were interviewed could describe how they participate in reviews of services or supports and how the practice of individualised planning and review, is centred on the expressed strengths, needs and life goals of individuals accessing People With Disability WA Inc. Advocates and Management could provide examples of individual outcomes and how they are measured, and how they are reviewed with individuals and in some cases with the support of Families, Friends, Carers or Advocates. Information in the Participants Personal Files indicate that individualised planning includes expressed individual choices and records show that the achievement of outcomes are monitored and reviewed regularly as part of the individualised planning process. Plans are modified where necessary to remain relevant and responsive.

***IOP 3. 4: Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.***

***Participant Perceptions:***

Some of the Participants who were interviewed could describe how People With Disability WA Inc. has responded to relevant diversity factors, such as faith, culture, relationship status etc. Advocates monitor the Participants and when personal issues arise, the Participants are supported to achieve positive outcomes. Advocates and Management could demonstrate how they lead a culture of respect and tolerance in relation to diversity. They could describe how they respect and promote diversity in their everyday practice. It appeared that Advocates and Management have participated in relevant training regarding population diversity, cultural competency and implications for service delivery. Feedback from Participants, their Family Members and Carers, Advocates and Management confirmed that Service planning includes identification of the demographic characteristics of individuals accessing People With Disability WA Inc. as well as their families, friends and carers where appropriate. Operational plans detail how People With Disability WA Inc. responds to diversity, at both an organisational and individual level. People With Disability WA Inc. appears to have effective policies in place that outlines the commitment of People With Disability WA Inc. to supporting diversity.

***IOP 3. 5: The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs.***

***Participant Perceptions:***

Most of the Participants who were interviewed could describe how other agencies are involved in supporting the individual's proposed outcomes. A range of documentation confirmed that service planning demonstrates collaboration with other support agencies where appropriate to respond to the diverse needs of the Participants of People With Disability WA Inc. Advocates and Management confirmed that they refer to and then collaborate with other service providers in meeting the diverse needs of individuals. They could also describe how they source external support to develop responses to diverse need.



Rating	2
Non-conformances (At IOP level)	

## Standard 4 : Feedback and Complaints

**Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement**

Audited Indicators of Practice	
4.1 Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.	4.4 The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement.
4.2 Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates.	4.5 The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community.
4.3 Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.	4.6 The service effectively manages disputes.

### Findings/ Observations/ Opportunities for Improvement and Positive Findings:

#### Standard 4 Feedback and Complaints:

**Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.**

- Information relating to Feedback and Complaints is included in the PWD WA Client Handbook Easy Read.
- PWD WA Complaints Register is maintained, there was 9 recorded complaint for the period Jul 2018 – Apr 2019 which has been addressed appropriately.
- Records of Feedback surveys are maintained samples for the period 2018-2019 were verified

***IOP 4. 1: Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.***

#### **Participant Perceptions:**

The Participants were interviewed indicated a willingness to provide feedback, including negative feedback or complaints. They indicated that they receive active support when providing feedback, making a complaint or dealing with a dispute. People With Disability WA Inc. appears to have in place effective policies and procedures that provide guidance on consistent practice in encouraging feedback and guidance on the management of complaints and dispute resolution, including timeframes. People With Disability WA Inc. has developed and implements a range of feedback mechanisms, as part of organisational planning and service provision. A range of documentation indicate the consultation processes of People With Disability

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WA Inc. and activities that involve people with a disability, families, friends, carers and advocates where appropriate.

***IOP 4. 2: Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates.***

***Participant Perceptions:***

The Interviewees could confirm that they have been provided with a range of information on how to provide feedback, including complaints and disputes, in a non-threatening and inclusive manner. People With Disability WA Inc. appears to have effective policies and procedures that outline a consistent practice relating to enabling access to independent advice and representation where required. People With Disability WA Inc. displays in a range of documents, a range of Support Services and their contact information. When the Participants commence with People With Disability WA Inc. they are provided with information on how to provide feedback, including how complaints and disputes will be managed and how to access independent support, advice and representation if required.

***IOP 4. 3: Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.***

***Participant Perceptions:***

The Participants were interviewed felt that the complaints process would be collaborative, proactive and timely. Advocates and Management could describe how they resolve complaints and disputes in collaboration with Participants, Families, Friends, Carers and Advocates where appropriate. People With Disability WA Inc. appears to have effective complaints and dispute resolution policies and processes that outline clear actions, timelines to be followed and mechanisms used to ensure independent review. The Complaints Register confirmed that policies and procedures are followed.

***IOP 4. 4: The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement.***

***Participant Perceptions:***

The Participants who were interviewed confirmed that they actively participate in the review of feedback and could describe how feedback informs changes in practice. Management and Advocates could demonstrate regular review and analysis of feedback and how this is used for decision making and planning. People With Disability WA Inc. uses continuous improvement processes and systems to support the review and analysis of feedback, including the use of relevant information support systems. Relevant documentation indicated the involvement of Participants, Families, Friends, Carers and Advocates where appropriate, in the review of feedback.

***IOP 4. 5: The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community.***

***Participant Perceptions:***

The Management and Advocates could articulate the importance of continuous improvement and its impact on the quality of service provision. Relevant documentation indicated that outcomes from complaints and disputes are regularly reviewed by Senior Management and is shared with the Board of Directors where relevant. Throughout the Audit it became evident that Advocates and Management are provided with training and information on how feedback, including complaints can be sought, acknowledged, analysed and utilised for service planning, provision and improvement. It was apparent that People With Disability WA Inc. has adopted a culture where everyday practice includes Advocates and Management seeking feedback and at the same time supporting feedback. People With Disability WA Inc.

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has in place effective policies and procedures that support a 'no blame' approach to the Management of complaints and negative feedback.

**IOP 4. 6: The service effectively manages disputes.**

**Participant Perceptions:**

Advocates and Management could effectively demonstrate the implementation of systems that are in place for dispute resolution and how outcomes from disputes inform continuous improvement. They indicated that they have been provided with relevant information on how disputes are resolved within People With Disability WA Inc. The Systems that are in place for dispute resolution include reference to external representative, advisory and complaints resolution bodies, including how to access such services. People With Disability WA Inc. has in place policies and procedures that outline how disputes are resolved, including reference to any relevant legislative obligations.

Rating	<b>2</b>
Non-conformances (At IOP level)	

**Standard 5 : Service Access**

**The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.**

Audited Indicators of Practice	
5.1 The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent.	5.5 The service monitors and addresses potential barriers to access.
5.2 The service provides accessible information in a range of formats about the types and quality of services available.	5.6 The service provides clear explanations when a service is not available along with information and referral support for alternative access.
5.3 The service develops, applies, reviews and communicates commencement and leaving a service processes.	5.7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network.
5.4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists.	

**Findings/ Observations/ Opportunities for Improvement and Positive Findings:**

**Standard 5 Service Access:**

*The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.*

**IOP 5. 1: The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent.**

**Participant Perceptions:**

Most the Participants who were interviewed could confirm their involvement in providing feedback about access, including barriers to access. They were aware of the eligibility criteria that ensures transparency and equity. The rationale for the eligibility criteria and assessment decisions are provided to Participants and

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their Families, Friends, Carers and Advocates where appropriate, on a formal and informal basis. People With Disability WA Inc. appears to have adopted a practice of consultation activities that include input on access and potential barriers to access. Consultation activities include seeking feedback from members of the community and other Service Providers regarding access and potential barriers to access.

***IOP 5. 2: The service provides accessible information in a range of formats about the types and quality of services available.***

***Participant Perceptions:***

Advocates and Management could demonstrate how they ensure that Participants understand information provided. People With Disability WA Inc. has in place policies and procedures that outline the range of information and format types to be provided to Individuals, Families, Friends and Carers from commencement through to leaving People With Disability WA Inc. Information in Participants Files and appropriate documentation indicated the involvement of Participants, Families, Friends Carers and Advocates where appropriate in the development and review of information according to their needs. This information is regularly reviewed as part of the continual improvement process to ensure accuracy, currency and relevance, with the involvement of Individuals, Families, Friends and Carers where appropriate.

***IOP 5. 3: The service develops, applies, reviews and communicates commencement and leaving a service processes.***

***Participant Perceptions:***

Senior Management could describe processes within the context of legislation, service and funding agreements. People With Disability WA Inc. has policies and procedures that guide all activities relating to commencement and/or the leaving of People With Disability WA Inc. These Processes are developed in line with relevant legislation and regulation. People With Disability WA Inc. also has in place processes that include the provision of relevant information on alternative Service options and referral points. Information is provided to Participants, Families, Friends Carers, and where appropriate, Advocates, on the processes for commencement and leaving People With Disability WA Inc. Documentation relating to Participants leaving People With Disability WA Inc. show a clear and transparent rationale. Processes are regularly reviewed as part of a continuous improvement system.

***IOP 5. 4: The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists.***

***Participant Perceptions:***

People With Disability WA Inc. has in place policies and procedures that guide the development and application of eligibility criteria, priority of access and waiting lists. Policies and procedures have been developed within the context of relevant legislation and regulation such as the Disability Discrimination Act 1992. Advocates and Management could demonstrate that the policy and procedures relating to the exiting of a Participant are followed according to the procedures when a Participant exits People With Disability WA Inc.

***IOP 5. 5: The service monitors and addresses potential barriers to access.***

***Participant Perceptions:***

Some of the Participants who were interviewed could confirm that they have been involved in regular reviews of the physical environment in which services are provided. Advocates and Management appeared to be able to identify potential barriers to access and describe how these have been addressed. Some of the Participants, their Family Members and Carers could also describe how barriers to access have been

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addressed. Appropriate documentation indicated that regular review and benchmarking of Participant data is used to identify potential gaps in access.

**IOP 5. 6: The service provides clear explanations when a service is not available along with information and referral support for alternative access.**

**Participant Perceptions:**

Appropriate documentation indicated that People With Disability WA Inc. maintains up-to-date information on referral support for alternative access. The Management of People With Disability WA Inc. could provide clear and transparent rationale when a service is not available, guided by developed eligibility criteria, priority of access and waiting list policy and procedures. Advocates could describe processes for information provision and referral support and could give examples relevant to their role.

**IOP 5. 7: The service collaborates with other relevant organisations and community members to establish and maintain a referral network.**

**Participant Perceptions:**

People With Disability WA Inc. Management could demonstrate that operational planning describes activities aimed at maintaining a referral network. Appropriate documentation indicated a regular review of options for referral to ensure appropriateness and quality and indicated that People With Disability WA Inc. is an active member of referral networks. Advocates could describe how they refer to other agencies who may simultaneously deliver support and how they collaborate. e.g. communicate or plan together to achieve shared outcomes.

Rating	<b>2</b>
Non-conformances (At IOP level)	

## Standard 6: Service Management (Every Audit)

**The service has effective and accountable service management and leadership to maximise outcomes for individuals.**

Audited Indicators of Practice	
6.1 Frontline staff, management and governing bodies are suitably qualified, skilled and supported.	6.5 The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice.
6.2 Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements.	6.6 The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes.
6.3 The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management.	6.7 The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.
6.4 The service has monitoring feedback, learning and reflection processes which support continuous improvement.	

### Findings/ Observations/ Opportunities for Improvement and Positive Findings:

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## Standard 6 Service Management:

*The service has effective and accountable service management and leadership to maximise outcomes for individuals.*

Documents verified during the audit include;

- PWD WA Policy Manual Governance
- DSS Funding Agreement 2019-2020
- Department of Communities Funding Agreement Jan -Dec 2019
- COM meeting minutes Nov 18, Jan 19 and Feb 19
- Current Professional Indemnity, Public & Products Liability Insurance
- Current Workers Compensation Insurance
- PWD WA Staff, COM and Volunteers Police Clearance Checks
- Annual Report 2017-2018
- PWD WA Continuous Improvement Plan 2018-19
- Operational Plan 2018 - 2019
- Organisational chart 2018 -2019
- Strategic Plan 2018-2021
- PWDWA Staff Training 2018 - 2019
- Minutes of Whole of Office Meeting Feb, Mar, Apr 19
- Complaints Register 2018-2019

***IOP 6. 1: Frontline staff, management and governing bodies are suitably qualified, skilled and supported.***

***Participant Perceptions:***

Advocates could communicate their key responsibilities according to their role within People With Disability WA Inc. They appeared to have a clear understanding of reporting and management structures. Feedback from Management and Advocates confirmed that they are supported in their functions as leaders. People With Disability WA Inc. has in place policies and procedures that guide recruitment, selection, induction and ethical conduct for all Advocates, Management and Board of Directors, including position descriptions that outline required skills and knowledge.

***IOP 6. 2: Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements.***

***Participant Perceptions:***

The majority of the interviewed Participants were aware of services and conditions. This was reflected in their responses to questions and the information in their personal files. Interview feedback and a range of documentation confirm that People With Disability WA Inc. has a policy to ensure that their Participants maintain, a safe and comfortable environment that complies with relevant Workplace Health and Safety Regulation and Legislation. Most of the Participants who were interviewed felt that they were provided with a safe environment that complies with the relevant Workplace Health and Safety requirements. Interview feedback and information in Participants Personal Files and other documentation confirmed that People With Disability WA Inc. appears to be pro-active in the assessment of Risk in relation to the Buildings, Transportation, Centre Activities and Participants behavior. Appropriate documentation indicated that research is used to benchmark against contemporary best practice. There was evidence available that confirmed that People With Disability WA Inc. has a culture of continuous review of practice to ensure relevance, appropriateness and transparency.

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***IOP 6. 3: The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management.***

***Participant Perceptions:***

A review of appropriate documentation indicated that research is used to benchmark against contemporary best practice, such as database searches or information exchange with similar services. There was evidence that Advocates and Management participate in learning and development activities aimed at understanding contemporary practice frameworks. Interview feedback from Management confirmed that People With Disability WA Inc. adopts a practice of continuous review of practice to ensure relevance, appropriateness and transparency.

***IOP 6. 4: The service has monitoring feedback, learning and reflection processes which support continuous improvement.***

***Participant Perceptions:***

Some of the Participants who were interviewed indicated that they had been offered opportunities to participate in review and improvement activities such as filling in Survey Forms. Advocates could indicate how they are encouraged to reflect on their everyday practice as part of a continuous improvement system. They could articulate the benefits of continuous improvement and could provide examples of participation in continuous improvement activities. Advocates and Management indicated that they participate in relevant networks with other service providers and organisations to share and develop good practice. From conversations with Management and Advocates it became evident that continuous improvement activities are embedded within strategic and operational planning. Continuous improvement activities are coordinated at a senior level within People With Disability WA Inc. and responsibilities are clearly communicated to Advocates. Feedback from Management and appropriate documentation confirmed that Management regularly reviews and analyses information arising from continuous improvement activities and uses this for decision making and planning. There was strong evidence that People With Disability WA Inc. supports active participation in a Quality Management System.

***IOP 6. 5: The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice.***

***Participant Perceptions:***

From Interview Feedback and a review of appropriate documentation it was evident that Support Staff, Members and Management along with the Board of Directors are able to apply organisational values in everyday practice across all levels of People With Disability WA Inc. Feedback from Advocates and Management confirmed a culture from Induction and through regular staff sessions they are offered support that reinforces the mission and values of People With Disability WA Inc. Mission statements are displayed in premises, included in information packages etc.

***IOP 6. 6: The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes.***

***Participant Perceptions:***

Advocates participate in regular performance planning and review and could articulate the link between individual goals and outcomes. From interview feedback, it appears that there is a resource management plan for each Participant that addresses areas such as performance planning and review and activity planning. From interview feedback it was evident that avenues are available for the regular provision of feedback on Advocates capabilities from Participants, Families, Friends and Carers. Performance reviews outline staff development needs and highlight opportunities to improve skills and knowledge. People With

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Disability WA Inc. has in place Policies and Procedures regarding learning and development for all Advocates and Management.

***IOP 6. 7: The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.***

**Participant Perceptions:**

Most of the Participants who were interviewed remembered being offered the opportunity to participate in service reviews such as filling in Survey Forms. Advocates and Management could describe the consultative approaches relevant to their role within People With Disability WA Inc. and how they use them.

Appropriate documentation indicated that People With Disability WA Inc. has consultation processes and activities that involve Participants, Families, Friends, Carers and Advocates where appropriate.

Rating	2
Non-conformances (At IOP level)	



## ADDITIONAL INFORMATION

### Self-Assessment:

Frequency :	Monthly <input type="checkbox"/>	Six-monthly <input type="checkbox"/>	Yearly <input type="checkbox"/>	Other <input checked="" type="checkbox"/>
Date of assessment:				
Assessment performed by :				
Is the Self-Assessment action plan verified?				
Additional Comments: PwDWA. is continually reviewing its operations.				

### Comparison with results of previous audits (if applicable)

N/A

### Functioning of legislation & regulation periodic evaluation & review procedures

People with Disability WA Inc's . policies and procedures referenced relevant legislation including the Privacy Act 1988 and the Privacy Principles and Occupational Health and Safety obligations and could demonstrate practices of checking and updating Legislative & Regulatory requirements.

### Use of Marks and Logos

Marks and Logos were being used appropriately

### Previous Non-conformances Closed/Open and Action Taken

N/A

### Complaints (to include consumer//staff and stakeholders)

Complaints Register is well maintained.

### Unresolved Issues

N/A

### Triennial review

Documents Reviewed for Pre-Triennial Review			
Docs reviewed	Audit Log <input type="checkbox"/>	Previous NCs <input type="checkbox"/>	Previous Reports <input checked="" type="checkbox"/>
Comments on Documents:	Appeared to be compliant		

### Site Specific Summary (if applicable)

N/A

## Disclaimer

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Some issues, non-compliances or required improvements within the organisation may not have been identified in this report, due to the sampling size and time available during the audit. The organisation's management is responsible for implementing a surveillance system (based on internal audits) to identify non-conformances/continuous improvement opportunities and to take the necessary controls to ensure the system implemented is effective and meets organisational and regulatory requirements.

## Confidentiality Statement

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DNV GL, its employees, auditors and contractors, shall keep all information relating to your organisation collected during this audit confidential, and shall not disclose any such information to any third party, except that as required by legislation or relevant accreditation bodies.

DNV GL, its employees, auditors and contractors and accreditation bodies have signed confidentiality agreements and will only receive confidential information as per the requirement of the standards being audited.

**Table 1 - Audit Program: Elements to be Audited \***

(Enter proposed schedule for future Surveillance Audits)

\*Note: May be subject to change

Triennial Audit Program		Audit		
		Surveillance 1	Surveillance 2	Recertification
National Standards for Disability Services		2021	Year	2022
<b>1</b>	<b>Rights (every audit)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Participation and Inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3</b>	<b>Individual Outcomes (every audit)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Feedback and Complaints	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Service Access	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6</b>	<b>Service Management (every audit)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>The following shall also be covered at all Surveillance and Re Certification audits.</b>				
	<b>Self-Assessment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Treatment of Complaints</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Changes to the System</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Effectiveness of the management system with regard to achieving the certified clients objectives</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Functioning of Legislation &amp; Regulation periodic evaluation &amp; review procedures</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Continual Improvement</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Action Taken on identified non conformances</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<b>Use of Marks and Logos</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Elements in **bold** will be audited at every audit.

## CONSUMER SAMPLING METHODOLOGY

Please include the number of consumers interviewed per program, how these interviews took place and supply justification for any reductions on audit time or sampling criteria. Please also address the exited client information.

**NOTE : PLEASE REPORT EXIT INTERVIEWS AND FILE REVIEWS NUBERS SEPARATELY**

### CURRENT CONSUMERS (MIN 5 AND MAXIMUM 10 CONSUMERS AND FILES TO BE SAMPLED PER SITE AND PER MODEL)

Required Sample				Actual Sample				
Site	Model	Consumers	Sample Selected	TOTAL Interviews	Face to face	Focus group	Phone	Total Files Reviewed
Head Office	Individual Advocacy	42	7	7	Nil	N/A	7	7

The interviews were conducted according to the preferences of the Participants.

### EXITED CONSUMERS: (MIN 5 FILES TO BE REVIEWED AND 2 INTERVIEWS CONDUCTED)

Required Sample				Actual Sample				
Site	Model	Consumers	Sample Selected	TOTAL Interviews	Face to face	Focus group	Phone	Total Files Reviewed
Head Office	Individual Advocacy	116	5	2	1	N/A	1	2



## Audit Report: National Standards for Disability Services


There were two (2) Exited Clients available to be interviewed who also gave consent to allow their Files to be reviewed.

N/A there were no Exited Participants.