RESPONSE IN RELATION THE 4 YEARLY REVIEW OF THE SUPPORTED EMPLOYMENT SERVICES AWARD 2010

Submitted by:
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DARE Disability Support
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1. Introduction

On behalf of DARE Disability Support (DARE), I advise that DARE opposes any attempt to remove the wage assessment tool (tool) contained in the Eloura (Supported Employees) Workplace Agreement – 2002 (Agreement).

My name is Andrew Daly, Chief Executive Officer, DARE.

DARE respectfully submits the tool contained within the Agreement, given the high support needs of the people it supports is fair, compliant with all regulatory requirements, community expectations and delivers the benefits of employment in a supportive and inclusive environment.

There are currently 60 supported employees that work at the DARE, Australian Disability Enterprise (ADE) located in the Blue Mountains of NSW, where there are very few alternative employment options. The vast majority of supported employees are classified as having severe to profound disabilities, primarily intellectual, however this is exacerbated by a range of comorbidities including mental health, Autism, Down Syndrome and physical disabilities.

Key Points:

- The tool is focused on the individual and seeks to identify skills, develop the individual enabling progression and improvement, in both skills and remuneration;
- The DARE workplace is not a normalised workplace with support, inclusion and training provided to people with profound disabilities that would never be considered as part of an employer / employee relationship;
- The tool within the Agreement is skills based in keeping with mainstream awards and not based on a point assessment using a stop watch, as required by the Supported Wage System (SWS);
- The SWS (or I believe the modified version), was developed for open employment and asserts a "One size fits all" model, rather than an individually tailored vocational regime;
- The SWS tool if universally applied, even if DARE were to remove all support and training currently provided would be financially unviable, be detrimental to the welfare of supported employees and likely create unacceptable risks in ongoing operations to all staff,
- Nojin V Commonwealth of Australia, is not relevant in assessing the tool, as it is only applied to the Commonwealth Government, wage assessment tool , and
- The tool, whilst not relevant to a specific discussion on the award review, DARE believes is compliant with the Disability Discrimination Act.

2. Focus on the Individual

DARE takes tremendous pride in the fact that it has always delivered services that encourage and develop the individual being supported.

The tool has been created in keeping with this philosophy and focusses on the individual building on their strengths and assisting in meeting their vocational aspirations. The case studies highlighted in Attachment A demonstrate the value of this approach on these individuals.

Through the identification of skills and aspirations the tool enables:

- learning,
- development,
- progression, and
- improvement.

For many DARE supported employees these goals may be as simple as retaining a job or getting on with other people.

3. The DARE Workplace

I have attached three case studies (Attachment A) highlighting the challenges created in the work place given the communication difficulties and the fact that a number of DARE supported are non-verbal, I trust these will be acceptable as an alternative to witness statements.

The impact of these disabilities in the work place includes:

a) Behaviours including violence, aggression and property damage, people with Autism for instance may also choose to sit alone and not be in a group setting,
b) Medical and mental health issues, resulting in episodic behaviours and extended times off work,
c) Use of jigs to break down the task to suit individual needs and abilities,
d) Difficulties in staying on task, including walking away from the work station,
e) Knowledge retention requiring the repeated retraining of simple tasks on a regular basis,
f) Personal Care issues including eating and toileting,
g) Transport,
h) Liaison with family, guardians and other service providers,
i) Planning and implementing employment goals, and
j) Education on a range of skills, not directly linked to a unit of physical production including rights, disability standards, working with others, wage assessment tool and literacy.

Many of these issues additionally impacts on other employee's productivity, if a Supported Wage System (SWS) point Assessment were applied it is unlikely to incorporate the true productivity or additional support and training required of both the supported employees and supervising staff.

Similarly many contracts require a number of tasks being completed in series, resulting in production being tied to the slowest worker.

Indeed as with Nojin V Commonwealth of Australia, I believe that a point assessment as with the Supported Wage System to be flawed. DARE's assessment is conducted over a four week period only after paid training has been provided to the Supported employee. Any point assessment, given the disabilities of DARE supported employees based solely on productivity to be discriminatory. It also introduces an unknown person (assessor) into the work place which is both confronting and unsettling for many of the supported employees placing both at risk.

Further placing pressure on Supported Employees to perform to a "stop watch" creates additional pressure and performance difficulties again discriminate against a DARE Supported Employee.

Currently levels of funded support, provided by the National Disability Insurance Agency are not aligned to individual needs, rather at present based on a historical average, exacerbating the financial pressures further. This is unlikely to change in the foreseeable future.

It is highly unlikely that a normalised work place will provide the support or tolerance of the issues noted that DARE provides as part of its moral responsibility and mission. Indeed many of the supported employees that have attempted to work in open employment have returned to DARE as these supports are not available in mainstream employment.

I would respectfully submit that attempting to apply the same rules as a normalised workplace to DARE is inappropriate and will merely result in either a loss of the support that enables the ADE to operate safely and provide the benefits of employment, not just financial, to individual employees or become unviable and result in closure. The benefits to supported employees attending DARE include:

- Self-esteem,
- Creating friendships and peer support networks, and
- Participation and social inclusion in a broader community (a goal of Sections 134 and 284 of the Fair Work Act, 2009).

One Supported Employee advised as part of DARE's Assessment Report for third party verification, 17th October, 2017 (Attachment D):

"Best thing about coming to work is that the work we do, making friends, getting paid, learning new skills

The issues of the SWS, Legislation and the Nojin V Commonwealth of Australia I will discuss later however confirm that it is DARE's belief that the current wage tool together with supports provided is

keeping with both established best practice and provides a fair system of assessing a sustainable wage whilst providing an opportunity for supported employees to achieve their individual goals.

The quality of training and supports was confirmed in the Assessment Report which noted:

"Employee training and support programs in place were industry best practice."

Whilst a sad fact of life it is doubtful that very few if any DARE supported employee will transition to and remain in open employment.

4. History of Enterprise Agreement and Wage Assessment Tool

The Agreement was approved in 2002 with all parties represented at the hearing; it acknowledges both the impact of the disabilities in the workplace and the non-normalised and unique nature of the employment relationship.

I would specifically note the following

Agreement Page 1

"It is acknowledged the "Blue Mountains Disability Services Ltd."is an organisation that, as a general rule, does not operate pure employment services in a strictly commercial sense for people with a disability. The organisation operates in an employment like environment, in which a range of additional support services are provided including:

- vocationally-related training
- work experience
- assistance with progression to open employment; and
- an integrated range of support services.

The primary relationship that exists between "Blue Mountains Disability Services Ltd." and its employees with a disability extend beyond that which is generally expected in an employer – employee relationship.

It is further acknowledged this primary relationship will have a direct impact on the operational costs of the service and the terms and conditions of employment contained in this agreement."

2003 Business Services Review notes that the Blue Mountains Disability Services remuneration arrangements as "Transparent, developed following significant consultation with individuals and their parents / guardians and highly commendable",

2006 Pearson Report reviewed, modified at Union request and hence this tool was included in the modern awards,

2007 Survey of Supported Employees every supported employee advised that they were happy with the Agreement

Ongoing external audits since 2003 have commended DARE for employment conditions for Supported Employees and confirmed compliance with the Good Practice Wage Assessment Guide, Department of Social Services.

I am aware of no complaints or opposition to the Agreement from a DARE supported employee, parent, guardian or other responsible person, indeed from the last Assessment report the following comments were made by Supported Employees:

- I give DARE 150%
- I would rate DARE excellent
- I just love coming to work each day
- I have already achieved my goals and been put on a higher level wage

5. Process of Assessment

As recorded in the Agreement

"The Competency Based Wage System is designed to remunerate employees in a fair and equitable manner and is based on the acquisition of and use of competencies (skills).

The purpose is to provide an equitable method of reward for employees with developmental disabilities who have medium to high support needs.

The system recognises individual achievement and facilitates opportunities for progression to higher wage levels through the development of task skills, work associated competencies and productivity."

Based on my reading of other submissions the tool is very similar to other wage assessment tools being considered and is detailed in information already provided. However as will be observed the tool incorporates three elements:

a. Task Skills,
b. Work Associated Competencies, and
c. Productivity.

Assessments are conducted over a four week period and refer to supporting documents including case management notes, reports, training records and observations. A review is conducted at least annually and a Supported Employee can request a review at any time.

a) Task Skills, are either core or specific , core are the generic requirements necessary to undertake the task, specific skills are those detailed in the task analysis for a specific step, these

are listed in each step of the Standard Operating Procedure. The task analysis also details standard production rate, hazard level and required Personal Protective Equipment.

Each step is assigned a skill level; the overall skill level determined for the task is the highest skill level identified in the task analysis. If there are numerous tasks within the production area a Supported Employee must be competent in all the lower skill levels in order to progress to the higher skill level.

To assist with identifying training requirements a training code is allocated to each step, where required.

The Supported Employee has to be competent at each step in order to be deemed Competent for the task.

b) Work Associated Competencies, these are general vocational skills required to successfully maintain employment; the case studies attached demonstrate many of the challenges with regard to this. If a person has difficulties with interactions with others (Employee A), remaining on task (Employee B), knowledge retention issues (Employee C).

The tool also enables, once identified, strategies for improvement, linked to increased remuneration.

c) Productivity, is the person's output measured randomly over a four week period, DARE has also introduced a lower benchmark rate being 70% of the assessed 100% output. Productivity is used to assess the band contained within a skill level.

There are seven skill levels, which with the exception of entry level Grade 1, Competency Training each has three bands, Advanced, Competent and Entry. Grade 1 is aligned to level one of the award, the remainder are aligned to Level 2 of the Award.

Reviews are held annually or more often if required.

The Assessment Report confirms:

"The wage assessment process is linked to training, i.e. achieving competencies and skills that underpin their job description."

6. Employee Assistance Plan

Goals are set for each Supported Employee as part of an Individual Programme Plan.

Prior to each annual Employment Assistance Plan (EAP) meeting a wage assessment will be conducted, the outcome of this assessment forms part of the agenda for the meeting.

The agenda for the meeting includes:

- Review of the previous EAP,
- Review of the previous/current work place assessment results,
- Identifying skills/competencies required to progress,
- Identification of long and short term goals,
- Completing and signing the annual plan, and
- Proposed date for review.

The planning process enables a supported employee to:

- Discuss the outcome of the assessment,
- Consider what worked and did not work during the year,
- If they wish to progress through the levels of the agreement, which skills and competencies they would require, and
- Choosing their goals for progression.

The planning process is a never ending circle of support, supported employees use the planning meetings to discuss their needs, career and opportunities to progress both financially and knowledgeably.

Employee Assistance Plan documentation is noted in Attachment C.

Assessment Report

"I have already achieved my goals and been put on a higher level wage"

7. Strengths of DARE's tool

The Agreement creates a tool which calculates, consistent with other work places a person remuneration based on the skills and competencies obtained and unlike the majority of work places provides a pathway through training and support to obtain new skills and higher remuneration.

It also assesses ability in a more holistic way, rather than just a weighted assessment of the number of units produced, it considers the impact of a person's disability support and training that can increase the level of productivity and hence remuneration. As such it is an invaluable tool in enhancing inclusion.

Unlike BSWAT it does not differentiate between disability types but rather based on observation and fact assesses an individual fairly.

8. SWS or modified SWS tool

Whilst not adopted by DARE on the basis that philosophically DARE does not believe an employee is solely the sum of a number of units produced and measured in a point assessment of questionable value, rather believes in building skills to achieve individual goals and aspirations as reflected in the Agreement. Indeed through a sole focus on the number of units produced there is no reason to develop pathways for the Supported Employees or incentive by the employer to provide training contrary to in my view to the reason ADE were created in the first instance.

Further if the future is to be a remuneration package based on a point assessment of productivity what provision will be made for the time required to repeatedly retrain people with memory retention difficulties or employees that struggle to stay on task and have to be coaxed back to the workplace? In any other environment an employee would be dismissed, it is inappropriate that DARE be penalised through the use of a universal and seemingly inappropriate generic wage assessment tool for supporting people with high needs.

The SWS was never developed or intended for use in an ADE and certainly not for large numbers of people with profound disabilities in a single workplace. Feedback from other service providers is that the SWS compromises commercial viability as it is solely and narrowly focussed on tasks that an individual is able to undertake and does not consider other factors that impact on viability. This shortcoming is further exacerbated as there is no consideration of the many issues noted in describing the DARE workplace.

Other negative comments relate to the Quality and consistency of assessors.

DARE has been unable to obtain a copy of the report on the trial of the modified SWS, despite a formal request to the Department of Social Services. However based on submissions from trial participants and attendance at a recent National Disability Services meeting, whilst a marginal improvement on SWS it did not provide consistent and meaningful results.

It is also a poor tool in so far as it provides a point assessment to people who needs and supports are regularly changing, refer case studies Employees B and C. Dependant of the day and time of this point assessment, in the case for instance of Employee C, dependant on the medication on a certain day will determine her result, meaning that there are wildly varying outcomes dependant on when the assessment is performed.

My limited understanding of the modified SWS tool, is that there is a component of this assessment that is based on longitudinal data (as is the tool) but I have no information as to who what this entails or indeed who would fund the costs of collection if a tool based solely on productivity were introduced.

9. Viability

If applied, the SWS would increase the direct wages paid across the ADE by 91%.

The result of this degree of increase would render the modest profit achieved (4%) in the ADE to a dramatic loss and lead to the business becoming unviable, forcing DARE to close the ADE.

The table below illustrates the financial impact of the SWS.

Total wages under the tool (incl on-costs)	$369,000,
Profit margin	4%
Total estimated wages under the SWS (incl on-costs)	$703,000
Profit margin	-55%

Based on the current financial results and given there is no ability to increase our commercial prices, it appears to confirm the accuracy of the tool which is based on extended observation, not a point assessment.

The tool actually calculates the true level of production contribution, discounted for the issues noted above with regard to competencies.

Indeed any commercial margin (4% is not considered a commercial return) is absorbed by the additional support requirements of Supported Employees.

10. Legal Arguments

DARE has chosen not to seek legal advice in preparation of this response but rather rely on the strength of the tool and it is hoped the explanation, fairness and appropriateness of its application.

However it is DARE's understanding that the Fair Work Commission will examine as part of its four yearly review of Awards the minimum safety nets, impact of changes to an Award on productivity, employment costs in order to ensure a sustainable modern award system. A decision to universally apply the SWS and as yet unknown modified SWS tool is not consistent with these objectives and as identified will most likely lead to closure of the DARE ADE.

- *Supported Employment Services Award, 2010*

Clause 14.1 Upon appointment, an employee will be graded by the employer in one of the grades in Schedule B – Classifications having regard to the employee's skill's experience and qualifications.

The tool clearly does this and applies the same protocol to the calculation of the actual rate of remuneration.

- *Fair Work Act*

Section 134, the modern awards objective is
(c) the need to promote social inclusion through increased work place participation;

Section 284, what is the minimum wage objective?
(b) the need to promote social inclusion through increased workforce participation; and
(e) providing a comprehensive range of fair minimum wages to junior employees, employees to whom training arrangements apply and employees with a disability;

It is my view both the intent and use of the tool is consistent with these Clauses delivering social inclusion through supported workplace participation that build on an individual's skills and assists in achieving their aspirations. This is confirmed in both the case studies (Attachment A) and the Assessment Report (Attachment D).

 Section 153 (3) A term of a modern award does not discriminate against an employee merely because it provides for minimum wages for:
>   (a) all junior employees, or a class of junior employees; or
>   (b) all employees with a disability, or a class of employees with a disability; or
>   (c) all employees to whom training arrangements apply, or a class of employees to whom training arrangements apply.

The tool provides for a minimum wage accordingly based on this Section is not discriminatory and indeed provides a fair and transparent process for wage assessments.

Section 156 (3) In a 4 yearly review of modern awards, the FWC may make a determination varying modern award minimum wages only if the FWC is satisfied that the variation of modern award minimum wages is justified by work value reasons.

Section 156 (4) *Work value reasons* are reasons justifying the amount that employees should be paid for doing a particular kind of work, being reasons related to any of the following:
>   (a) the nature of the work;
>   (b) the level of skill or responsibility involved in doing the work;
>   (c) the conditions under which the work is done.

It is my view again that there has been no change in circumstances, including the nature of the work that would support a change based on work value reasons, indeed the focus on skills would prima facie support the ongoing usage of the tool.

- *Disability Discrimination Act ,1992*

Section 6(3) Subsection (1) or (2) do not apply if the requirement or condition is reasonable, having regard to the circumstances of the case.

I have not copied Section (1) and (2) which define indirect discrimination however believe that the tool given the circumstances and process as described would not be in breach of the Disability Discrimination Act, 1992 as it is certainly at the very least represents a reasonable approach.

Section 45 Special measures

(1) This Part does not render it unlawful to do an act that is reasonably intended to:
    (a) ensure that persons who have a disability have equal opportunities with other persons in circumstances in relation to which a provision is made by this Act; or
    (b) afford persons who have a disability or a particular disability, goods or access to facilities, services or opportunities to meet their special needs in relation to:
        (i) employment, education, accommodation, clubs or sport

Whilst I believe that for the same reasons as Section 6 (3) that the tool is a reasonable method of identifying skills and remunerating supported employees.

Section 47, Acts done under statutory authority

(1) This Part does not render unlawful anything done by a person in direct compliance with:
    (b) an order of a court; or
    (c) an instrument (an industrial instrument) that is:
        (i) a fair work instrument (within the meaning of the Fair Work Act 2009); or
        (ii) a transitional instrument or Division 2B State instrument (within the meaning of the Fair Work (Transitional Provisions and Consequential Amendments) Act 2009); to the extent to which the industrial instrument has specific provisions relating to the payment of rates of salary or wages to persons, in circumstances in which:
        (iii) if the persons were not in receipt of the salary or wages, they would be eligible for a disability support pension; and
        (iv) the salary or wages are determined by reference to the capacity of the person; or

The tool is referenced in both the Agreement and Award, is determined based on capacity so cannot be in breach of the Disability Discrimination Act. Alternatively, I would query whether the SWS is in breach of the Disability Discrimination Act, as I am aware of no other award that remunerates employees based on the number of units produced other than in horticulture, in which there is still a minimum award level payment based on skills to be met, not number of apples picked or seeds planted.

- *Nojin V Commonwealth of Australia*
The legal basis for triggering the review of individual wage assessment tools as I understand it has been Nogin V Commonwealth of Australia. It is DARE's view that, this is not a thresh hold case nor does it exclude or diminish the value of the tool or an assessment combining skills and productivity.

Firstly the case concerned the use of the Business Services Wage Assessment Tool (BSWAT), not the tool and did not consider other wage assessment tools. Indeed DARE did not adopt the tool on the basis that it was deemed to have a negative effect on Supported Employees, through the introduction of general knowledge type test, not related to a tasks, exacerbated further by the "all or nothing approach" for assessing a competency.

Further as noted, the introduction of abstract concepts for people with profound intellectual disabilities is clearly inappropriate.

The tool uses both records and observation and is not reliant on the question and answer approach adopted in this case, indeed based on the tool no question would have been asked with regard to for instance attendance at meetings rather this would have been observed and supported by records.

Again in differentiating the tool from BSWAT all competencies are linked to direct tasks.

Accordingly I do not believe that this case or Prior preclude the acceptance and use of the tool.

- ***United Nations Convention of the Rights for People with Disabilities (UNCRPD)***

Given the nature of the SWS process, making people with disabilities submit to a timed point assessment, and given both the potentially confronting nature of this and the fact that no other employee in DARE or Australia is forced to submit to a similar arrangement, I believe this particularly to be in breach of Articles 10, degrading behaviour and Article 17, employment of the UNCRPD.

11. Summary

DARE is aware of no legal argument that makes the use of the tool inappropriate and indeed believes it to be a fair and transparent model that delivers both a fair outcome and an opportunity for individual improvement for the Supported Employee.

The financial results for the Australian Disability Enterprise demonstrate the accuracy of the tool and attached case studies the value in increasing skill levels, through support and training.

THE SWS or modified SWS for which DARE has no access to information on with regard to the recent pilot, uses a point assessment and a single criteria, number of units produced, against a benchmark which excludes consideration of the individual including the consequences on productivity as a result of the individual's disability. For instance, as demonstrated in the case studies (Attachment A) difficulties with knowledge retention that results in the provision of the same training repeatedly or inability to stay on task, all of which are not considered in the SWS tool.

The tool identifies the skill level of a supported employee, aspirations and strategies for improvement.

As such I commend this tool to you and ask that it remain in accordance with Clause 14.4 (b) an approved assessment tool.

Andrew Daly
Chief Executive Officer

Attachment A - Case Studies

<u>Employee A</u>

This person has Fragile X syndrome and an intellectual disability, Fragile X Syndrome (FXS) is a genetic condition causing intellectual disability, behavioural and learning challenges and various physical characteristics. It is also the most common single gene cause of autism worldwide.

Employee A has lived in supported living since a child and has worked at the DARE's Australian Disability Enterprise since 1986.

This employee exhibits behaviours that can be quite frightening to fellow work colleagues and staff. When becoming upset or frustrated this includes shouting obscenities, biting his hand and on occasions lashing out fellow workers. This can also potentially trigger behaviours with his co-workers and further lost paid time. Employee A will seek constant reassurance from staff taking up a considerable amount of this person's and staff time.

The triggers for setting off this behaviour can include excessive noise, interaction with other employees that the employee regards as being "bossy", being instructed to do something rather than being asked, and general changes to routine.

At one time Employee A, with DARE and support from another agency secured open employment however, this failed due to his behaviours displayed in the workplace.

Employee A's skill level is moderate however can do many of the jobs when shown. Production levels are compromised by his behaviours, in addition an inability to stand at machines due to a foot condition, associated with Fragile X Syndrome.

DARE has accommodated these behaviours with daily support during working hours, which includes strategies such as:

- Ensuring staff are trained to work with challenging behaviours and deescalating episodes,
- If the work area is noisy ensuring a separate area to work individually, which may be located in another area other to production and additional Supervision,
- Ensuring the area of work does not cause any physical strain e.g. standing for long periods,
- Constant supervision,
- Providing reassurance on a daily basis and letting Employee A know if key staff are going on leave, and
- Building self-esteem and confidence with positive interaction and inclusion.

These strategies enable Employee A to reduce the frequency of his outbursts which in turn improves his wellbeing.

Employee A receives great satisfaction from working and DARE recognises the importance of this and supports to maintain his employment. As a result of the tool and it's individualised approach he has progressed from level 1 to level 3 skills and competencies, reflecting the learning and knowledge he has acquired and the support offered during his working day.

Employee B

Employee B has worked at DARE Disability for for many years and has a mental health condition, schizophrenia, several medical complaints and a mild intellectual disability. This requires taking daily medication, which changes regularly for mental health and wellbeing.

At work Employee B displays mood swings, yelling, shouting at others, intensely arguing and being upset with an imaginary person; often being hesitant to enter an empty room in case the person is there to harm them. In addition they will often walk off the work area and go into offices or outside. In addition will attempt to secure food from desks, bins etc. during episodes and as result of behaviour they may choose or be required to return home during which requires 1:1 support is required until the accommodation service arrives.

As a result of medical needs and behaviours only a narrow range of tasks are available, in addition Employee B often needs support due to bouts of incontinence.

The types of support DARE provides to Employee B to assist in maintaining employment include counselling, increased supervision due to wandering, personal care and if required allowing short sleeps to adjust to new/ changed medication all whilst at work and being remunerated.

DARE also provides substantial assistance with transport.

The frequency of the supports occurs on a daily basis and consumes substantial time and resources.

Employee B can work at times at a moderate production level, although this can be variable dependant on medication. They are proud of their employment and enjoy the associated benefits such as friendship, financial and stimulation.

Client B has progressed from level 1 skills and competencies to level 3 during employment with DARE.

Employee C

Employee C is a young person with an Acquired Brain Injury resulting in memory loss, poor memory retention, anxiety and a physical disability as a result relying on others for support in daily living.

The supported employee lives at home with family and is fairly independent when out in the community.

All DARE supported employees receive training on a task, the time taken to achieve the knowledge and skill to do the task can vary.

For Employee C it takes a considerably longer time as a result of poor memory retention, what was learned one day is forgotten the next.   This also prevents the use of any equipment due to safety issues resulting from this poor memory retention, therefore only moderately skilled tasks are undertaken.

There are periods where anxiety also causes Employee C distress, including worrying excessively about matters which occur outside and at work, when this level of anxiety reaches a point staff intervention with advice and counselling is required. Physical difficulties also result work being able to be completed in areas that are flat.

Employee C skill's are rated at a moderate skill level but support needs are considerable.

The support offered by DARE for Employee C are:
- Provision of intensive training on an ongoing basis, for the same tasks,
- Supervision,
- Appropriate work area which accommodates the physical needs of Employee C, and
- Counselling.

During employment with DARE, Employee C has progressed from level 1 skills and competencies to Level 4.
Employee C's confidence has increased and now participates in workplace committees.
As a result of the Employee Assistance Plan identifying skill deficits and matching this to aspirations during Employee C's employment DARE have supported in attending several T.A.F.E. courses which have been successfully completed, during paid work time.

Attachment B - Examples of courses previously conducted not linked to direct unit of production

Certificate I Access To Work And Training (Intoductory) (10087nat)
- Communicate with customers about simple routine matters
- Organise personal learning environment
- Use basic listening skills
- Use basic reading skills
- Prepare to access a personal computer
- Use basic writing skills
- Set realistic personal goals
- Use basic speaking skills

Certificate I Access To Work And Training (10088nat)
- Organise personal learning environment
- Use basic listening skills
- Use introductory measurement skills
- Set realistic personal goals
- Use basic reading skills
- Identify common issues related to living in Australia
- Speak clearly in everyday contests
- Use basic speaking skills
- Use basic writing skills

Certificate Ii In Skills For Work And Training (10089nat)
- Operate a personal computer
- Operate work processing applications
- Operate presentation packages
- Demonstrate interpersonal communication skills
- Conduct a simple project
- Work with a mentor
- Develop and implement plan for education and employment
- Apply a range of mathematical problem solving strategies
- Use a basic calculator
- Use calculations in routine contexts
- Use measurements in routine contexts
- Source and organise information for a purpose
- Use self-advocacy skills
- Participate in a team
- Prepare for word processing
- Prepare to use email

Attachment C - Example of Employee Assistance Plan

13-15 Scrivener Lane,
Springwood NSW 2777

T 02 4751 5266 **F** 02 4751 6021
E reception@daredisability.org.au
W www.daredisability.org.au

To:

From:

Date:

Subject: **Work Place Assessment**

Dear ,

In keeping with the Eloura Workplace Agreement we plan to carry out a full wage assessment with you. This will happen over four weeks commencing Monday ???? . The assessment will involve observing and assessing your work skills and your work associated competencies to determine your wage level. You will be fully involved in all stages of the assessment.

If you require any further information/support please contact the Training Department.

Yours sincerely,

INVITATION LIST- EMPLOYMENT PLANNING MEETING

Name:	

I would like to invite the following people to my Individual Employment Planning Meeting;

Invitee:	Relationship:

Invitee:	Relationship:

Invitee:	Relationship:

Invitee:	Relationship:

Invitee:	Relationship:

Invitee:	Relationship:

Is an interpreter required?	
Scheduled meeting date and time:	

Signature:		Date:	

DARE
DISABILITY SUPPORT

13-15 Scrivener Lane,
Springwood NSW 2777

T 02 4751 5266 **F** 02 4751 6021
E reception@daredisability.org.au
W www.daredisability.org.au

20 November 2017

Invitee
Address 1
Suburb State PC

Via Email;

Dear Invitee,

CLIENT NAME would like to invite you to «hisher» Employment Program Planning meeting scheduled for:

Date:

Time:

Place: 13-15 Scrivener Lane, Springwood NSW 2777

Your role at the meeting will be to support CLIENT FIRST NAME to discuss HIS/HER

- Abilities
- Personal Goals
- Skills and Competencies training needs for progression
- Work Place assessments
- Re-signing of Service Agreement if applicable

From this discussion a plan will be developed to support CLIENT NAME in HIS HER employment.

Please do not hesitate to contact Liza Bielderman on 4751 0912 should you need any further information.

Yours sincerely,

Tony Burke
<u>Business Manager</u>

CC: CLIENT NAME

1. *Welcome and introduction*

2. *Review of the previous Employment Assistance Plan*

3. *Review of previous/current work place assessment results*

4. *Identify skills/competencies required to progress*

5. *Identification of long and short term goals*

6. *Completing and signing the annual plan*

7. *Proposed date for review*

EMPLOYMENT ASSISTANCE PLAN

Employee		Meeting date	
Outlet			
Participants			
Current Competency Level:	Current Skill Level:	Overall Level:	

PART A		
Required Competencies to progress to next level	**Comments and Strategies**	**Identified Need**
Attendance		
Punctuality		
Initiative		
Attitude		
Perseverance		
Response to supervision		
Relationship with co-workers		
Flexibility		
Quality of work		
Safety consciousness		
Presentation		
Hand/eye coordination		
Gross motor skills		
Physical capabilities		
Tolerance of work conditions		
Other:		

EMPLOYMENT ASSISTANCE PLAN

Specific task skills to progress to next level	

Other Skills / competencies of interest	

Future Employment options, eg:	
Are you happy working at DARE?	
Are you happy with your role at DARE?	
Do you require any support for seeking other employment?	

Retirement or Transition to Retirement Planning		
Is the client aged 55 years or over?	☐ Yes	✓ No
If yes would the client like to consider retirement?	☐ Yes	☐ No
Would the client like a retirement plan?	☐ Yes	☐ No
Scheduled date for retirement plan meeting?		

EMPLOYMENT ASSISTANCE PLAN

PART B – SUPPORT PLAN				
Skills Training	**Goal No**	**Continued Goal**	**Person Responsible**	**Date**
T1				
T2				
T3				
T4				
Competencies Training	**Goal No**	**Continued Goal**	**Person Responsible**	**Date**
C1				
C2				
C3				
C4				

Skill level	Days per week	Hours per week	Hourly rate	Weekly Rate	Fortnightly rate

Copy of EAP requested	☐ Yes	☐ No
Pictorial of EAP Requested	☐ Yes	☐ No
Review Scheduled for		
Signature of Employee		
Signature of Advocate/s		
Signature of Training and Support		

Attachment D - BSI Assessment Report, Visit Start Date 17 October 2017

Assessment Report.

Dare Disability Support Limited

Audit Summary

1. Purpose and Scope of the Audit:

To conduct a surveillance assessment of Dare Disability Support Ltd (Australian Disability Enterprise) management system against the requirements of the National Standards for Disability Services, (1,3,4,6), not 2 & 5.

2. Recommendation:

☒ The management system complies with the requirements of the National Standards for Disability Services.

☐ The management system complies with the requirements of the National Standards for Disability Services subject to rectification of all Major Non-conformances (0) and/or Minor Non-conformances (1) raised in this report.

☐ The management system does not comply with the requirements of the National Standards for Disability Services.

3. Response and date required: (Refer to Appendix C for coding definitions and requirements)

For Major Non Conformances (0):

a) Proposed Corrective Action within five working days of receipt of FINAL audit report

b) Follow-up ON SITE visit within three months to verify that the corrective action has been effective

c) are required to be closed out before certification or certification expiry

For Non Conformances (1):

a) Proposed corrective action within five days of receipt of FINAL audit report.

b) Implemented corrective action must be verified as effective within six (6) months.

4. Sites audited SMO: 8602071

Sites Audited	Audit Date	Auditors
13-15 Scrivener Lane Springwood New South Wales 2777, Australia	19/10/2017-20/10/2017	Auditor – Peter Burton CTE – Sean Rixon

5. Report presented to and received by:

☐ Report Handed	☒ Report Emailed	☐ Report Posted
Handed/sent to: Pam Hurley	Position: HR/Quality Manager	Date: 13/11/2017

6. Executive Summary:

DARE Disability Support Service Limited have a highly effective and a mature quality management system.

The board, management and staff should be highly commended for their commitment to quality management to ensure people with disability are involved in all aspects of their organisation.

There were no non-conformances or notifiable issues identified.

Based on the achievement of the minimum rating of 2 for conformity; the requirements of the indicators of practice associated with a disability service standard are met in every standard that was audited.

The Disability Employment Service meets the requirements of the National Standards for Disability Services and certification is maintained.

7. Next Audit:

- Estimated date:

  September/October

  2018.

- Sites, Topics, business units etc. to be covered:

  Current organisational data, reviewed 3 months prior to audit to determine sample.

- Standards to be audited include as a minimum 1, 3, 6 and at least one other standard with justification (for Surveillance), all standards for Re-Certification.

8. Suggestions for Improvement (Observations)

Management to monitor the roll out of the new National Quality Safeguards Framework due to be released in 2018. Policies, procedures and practices may need to be amended to meet future requirements.

9. Notifiable Issues

Nil.

10. System Status Snapshot

System Status Snapshot		
Business area (Areas identified with ***** must be verified at each audit)	**Previous audit**	**This audit**
1. Standard 1 - Rights *		
2. Standard 2 - Participation and Inclusion		Not Audited
3. Standard 3 - Individual Outcomes *		
4. Standard 4 - Feedback and Complaints		
5. Standard 5 - Service Access		Not Audited
6. Standard 6 - Service Management *		

Legend:

G = Stable and implemented systems

Conforming systems effectively contributing to the achievement of organizational objectives

Y = Alert

System implemented and meeting basic requirements of certification but may not be fully effective. Contribution to the achievement of organizational objectives may be unclear.

R = Non-conforming systems

Business risks are evident.

11. Results Summary Table

Standard 1- Rights									Overall Rating			2
IOP 1:1	2	IOP 1:2	2	IOP 1:3	2	IOP 1:4	2	IOP 1:5	2	IOP 1:6	2	IOP 1:7	2	IOP 1:8	2	IOP 1:9	2

Standard 3 - Individual Outcomes						Overall Rating	2
IOP 3:1	2	IOP 3:2	2	IOP 3:3	2	IOP 3:4	2		

Standard 4 - Feedback and Complaints			verall Rating		2
IOP 4:1	2	IOP 4:2	2		OP :6	2	

Standard 6- Service Management										Overall Rating		2
IOP 6:1	2	IOP 6:2	2	IOP 6:3	2	IOP 6:4	2	IOP 6:5	2	IOP 6:6	2	IOP 6:7	2	

12. Provisions for Customer Feedback

BSI appreciates your feedback on the BSI auditor's performance and the overall experience with the certification process. Please refer to the link below for further

information. http://www.bsigroup.com/en-AU/Our-services/Client-Feedback/

13. Confidentiality

Unless required by the Standard Owners or Accreditation Bodies during periodic audits, information concerning your organization's audit report, findings or records will not be disclosed to an external 3rd party without your organization's consent.

14. Findings

Standards/Indicators of Practice				Rating	Comments/ Corrective Action/Follow-Up/Close- out
Standard One: Rights	**Yes**	**No**	**N/A**		
1:1 The service, its staff and its volunteers treat individuals with dignity and respect.	☒	☐	☐	2	
1:2 The service, its staff and its volunteers recognize and promote individual freedom of expression.	☒	☐	☐	2	
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.	☒	☐	☐	2	
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.	☒	☐	☐	2	
1:5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.	☒	☐	☐	2	
1:6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.	☒	☐	☐	2	
1:7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy.	☒	☐	☐	2	
1:8 The service recognizes the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.	☒	☐	☐	2	
1:9 The service keeps personal information confidential and private.	☒	☐	☐	2	
Overall Comments/Evidence:					

- Supported employees are involved in the organization, including, the workers committee (by election), WHS Committee, (main committee and separate grounds and maintenance committee), feedback and consultation committee which includes a board member
- Policy 4: Rights, version 1, March 2014, was sighted,
- Dare Disability Support had achieved Third Party Verification in October 2014, numerous practice requirements are aligned to the indicators of practice,
- Sighted, certificate of attainment for the National Standards for disability services, in supported employee files that reviewed in the sample – a highly commendable practice,
- Employee Handbook DARE Industries and DARE Grounds and Maintenance 2017 booklet includes all key processes that underpin NSDS, and specifically, pages 26-29 that explains the NSDS (standards) in Plain English. The revised Employee Handbook was discussed at Quality Circle meetings.
- The six Disability Standards Training, (individual employee training records over the years), was sighted in employee s files.
- Staff Handbook – revised, August 2017, link to policies and procedures at www.daredisability.org.au,

Numerous, individual & Group Training programs had been implemented, and training records / registers, were employees sign for attendance for 2013/2014/2015, was sighted, and referenced; including, but not limited to;

(for 2016),

- Quality Circle Training for 2016-2017 included, but not limited; Handbook Training, Audit Procedures – How to make a complaint, nominations for committees, feedback from workers committee, team work, disability standards, workplace safety, manual handling, NSW Ombudsman Speak Up,

- Employee Handbook covered items such as, employment, training, rules of the workplace, safety at work, complaints, rights, exiting, six disability standards,
- Fire Drills planned and conducted.
- Disability Services Standards training, conducted over the numerous years, was documented, and was frequent,
- Quality Circles training schedule included a disability standard each month,
- Supported employees and staff had received training via, Quality Circles, standards training. Training certificates were retained in personnel files viewed.
- Sighted on employee's notice boards the disability services standards and anti-harassment posters.
- Sighted on lunchroom noticeboard, brochures for the National Abuse/Neglect hotline contact details, disability standards posters, photographs of supported employees in relevant committees, disability WHS noticeboard, SAFE posters, blue mountains community directory, NDIS questions,
- Sighted code of conduct as a signed document in staff files viewed, and criminal record checks are mandatory part of the recruitment and selection of new staff, as sighted in files.
- The service continues to have in place a WHS Management System, which includes regular inspection of work areas, equipment and vehicles, as sighted in various reports/forms. These reports/forms were reviewed by the WHS Committee and management. An incident reporting system, which includes incident & accident and investigation forms was verified.
- There were no significant human rights issue with current employees, as verified with the HR and CEO interview.
- Incidents are documented in case notes and Incident Report forms, that are retained on each supported employees files.

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- Sighted Incident report folder that listed incidents, and action taken, (minimal number) Employee aggression would be documented in the incident reports, and appropriate level of supports provided, e.g. counselling services & behaviour support plans/strategies.
- During the interviews no supported employees made any allegations of harassment, bullying or abuse or neglect, with regards to the service or fellow workers.
- Client Privacy and Confidentiality policies were well maintained and underpin the APP's.
- DARE only collects information that underpins vocational needs, as sighted in the supported employee sample files.
- No information from s/employees files was released without consumer consent.
- The quality of the forms used for DARE's activities were legible and retrievable and stored appropriately, e.g., lockable filing cabinets for consumer files were well maintained.
- Archiving systems and disposing of records were verified, with the HR Manager,
- There was no client personal information displayed on any notice boards.
- Privacy procedures were outlined in Employee Handbook 2017,
- Personal needs are taken into account via various documented systems, e.g. IEP's, the employees have the opportunity to meet with staff at any time to discuss any need that may affect their employment.
- Behaviour management policies and procedures were in place.
- Sighted DARE Newsletters, showing supported employees receiving awards, e.g., employee of the month,
- International day of disability promoted,
- DARE Xmas function/party is scheduled,
- The business activities, the quality of work undertaken, underpin this standard.
- The IEP system identifies individual learning outcomes, which may increase skills, which may be transferred to generic community activities.
- DARE Business Services was located in an Industrial Area alongside other businesses.
- Monthly awards were presented to supported employees for recognition of work performance.

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Standards/Indicators of Practice				Rating	Comments/ Corrective Action/Follow-Up/Close- out
Standard Two: Participation and Inclusion	**Yes**	**No**	**N/A**		
2:1 The service actively promotes a valued role for people with disability, of their own choosing.	☐	☐	☒		
2:2 The service works together with individuals to connect to family, friends and their chosen communities.	☐	☐	☒		
2:3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time.	☐	☐	☒		
2:4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation.	☐	☐	☒		
2:5 The service works in partnership with other organizations and community members to support individuals to actively participate in their community.	☐	☐	☒		
2:6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people.	☐	☐	☒		
Overall Comments/Evidence: Not Audited.					

Standards/Indicators of Practice				Rating	Comments/ Corrective Action/Follow-Up/Close- out
Standard Three: Individual Outcomes	**Yes**	**No**	**N/A**		
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.	☒	☐	☐	2	
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.	☒	☐	☐	2	
3:3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes.	☒	☐	☐	2	
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.	☒	☐	☐	2	
3:5 The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs.	☒	☐	☐	2	

Overall Comments/Evidence:

- Policy 6: Lifestyle Planning and Individual Outcomes, was sighted.

- Employee Handbook DARE Industries and DARE Grounds and Maintenance 2017 booklet includes all key processes that underpin NSDS (standards) in Plain English. The revised Employee Handbook was discussed at Quality Circle meetings.

- Dare Disability Support had achieved Third Party Verification back in October 2014, numerous practice requirements are aligned to the indicators of practice,

- The Training and Assessment Unit, as well as, clerical support manage the IEP documentation, which includes letters of invitation and personal assessment forms.

- The personal assessment form was evidence that the employee and support person, if applicable, are consulted prior to the meeting to ensure their opinions are considered at the IEP meeting.

- The IEP meeting agenda includes the provision to review the personal assessment form.

- Training staff consult with the employees to ensure an understanding of the process prior to the meeting.

- A review of the seven (7) sample files validated that each consumer interviewed had been involved in the development of their IEP.

- A sample of supported employee's files viewed by CTE and auditor indicated all plans were signed off, and the provision for an advocate was included. The invitation list was signed off by the employee,

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- A two (2) file system was reviewed, 1. Personal File, & 2. Training and Assessment file.

Personal File Contains: 1- Personal
- Name, Address, Telephone, Next of Kin, Advocate Information
- Application form, Date of commencement
- Notification of Employment
- Letter of Acceptance
- Job Description
- Induction Checklist
- Conditions of Employment
- Employee Consent Form
- Resignation

2 - Training and Assessment Induction Period
- Intake Assessment
- Core Task Skills

3 – Medical
- Medical Certificates
- Medical Reports

4 – Centrelink
- Mobility Allowance Paperwork

5 – Wages
- Workplace Assessment
- Work Associated Competencies
- Payroll and Wage updates
- Annual/long service, sick leave entitlements

6 – EAP'S, IPP'S and Review
- Transitional Assistance Plan
- Employment Assistance Plan (EAP)
- Individual Employment Plan (IEP)
- Invitation List
- Covering Letter
- Contribution Sheets – completed
- Copy of Pictorial IPP (if applicable)
- Individual Employment Plan Review
- Certificates/awards

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7 – FOFMS Assessment
- Evidence Sources
- Observation Reports
- Personal Assessment Review
- Disability Maintenance Instrument
- Suspensions, Resignation
- NIDS
- Preplanning Documentation

8 – Behaviour
- Incident Report Form
- Complaints Communication log
- Correspondence
- Antecedent behaviour – consequence
- Behaviour management strategies

9 – General Communications
- General correspondence

10 – Archiving

Training and Assessment File:
Section 1) Assessments
- Multiple Documents – Standard Operating Procedure – Task Analysis
- Multiple Documents – Eloura, Blue Mountains Disability Service – Standard Operating Procedure – Task Analysis

Section 2) Training Programs
- Multiple Training Objectives
- Multiple Standard Operating Procedure – Task Analysis

Section 3) Competency Objectives
- Competency Objectives

Section 4) Training Achieved
- Multiple - Training Objectives
- Multiple -Standard Operating Procedure – Task Analysis
- Skills Matrix
- Training Records

Section 5) Archiving
Training File – Archiving

- Excellent file documentation was noted as industry best practice.

- The IEP meeting agenda includes the provision to discuss previous employment plans, discuss workplace assessment skill levels and the competencies required to progress, review of the personal assessment form, and identifying long/short term goals.
- The sample of IEP's reviewed as part of the sample indicated the IEP's were up to date, and signed by the employee, and advocate, where required.
- Staff and employees interviewed confirmed the IEP processes. The IEP process includes identifying teaching and environmental objectives that are action planned for   accountability.
- The Annual Plan Review verified the progress of the employment goals.
- The sample of employment plans viewed indicated all plans were different and had been individualised.
- Staff interviewed, were aware of the support needs of the employees, and addressing any potential barriers.
- The personal assessment form identifies particular needs that could be barriers to the open employment market e.g. Literacy and Numeracy & interpersonal   relationships etc.
  Training & Employee File notes were sighted,
- The Standard Operating Procedure – Task Analysis, were sighted in files reviewed, (includes safety requirements),
- The Case Management Model - i.e. the Training and Assessment team provide support, as required. The supervisors provide additional welfare support as needed.
- The service promotes behaviour modification programs for consumers who require the additional supports.
- The Quality Circle Training continues to be an excellent system that provides regular training to employees. Sighted Quality Circle attendance training.
- CTE confirmed with supported employees confirmed that inductions, on the job training and external training had been undertaken to assist their personal and skill   development. Training records were viewed. Apprenticeships and traineeships were promoted to employees, enabling the chance of being employed in the open   employment sector.
- The wage assessment process is linked to training, i.e. achieving competencies and skills that underpin their job description.
- Employee training and support programs in place were industry best practice.

Numerous, individual & Group Training programs had been implemented, and training records / registers, were employees sign for attendance, was sighted, and referenced
- Dare promotes employees input through a range of activities and committees, such as,
  Worker and Safety meetings, Formal IEP processes, and Quality Circle Meetings.
- Notice-boards provided information to employees that also included agenda items sheet, and Employee handbook. All workers have the opportunity to raise agenda   items for the worker committee. Nominations to committees, sighted signed attendance records.
- A worker committee member liaises with management – excellent initiative.
- The promotion and visibility of information that underpins the NSDS was sighted on notice-boards and handbooks, and discussed via Quality Circles Training. The   training related to the standards was industry best practice. Review of employment plans, and the above documents verified employee involvement.

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Standards/Indicators of Practice				Rating	Comments/ Corrective Action/Follow-Up/Close- out
Standard Four: Feedback and Complaints	**Yes**	**No**	**N/A**		
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	☒	☐	☐	2	
4:2 Feedback mechanisms including complaints resolution, and how to access independent support, advice and representation are clearly communicated to individuals, families, friends, carers and advocates	☒	☐	☐	2	
4:3 Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.	☒	☐	☐	2	
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.	☒	☐	☐	2	**Commendable:** Sighted, Business Services Survey 2017, survey sent to clients residential address, individual surveys and collated summary sighted, 9 returns as at 17/10/2017, and internal surveys – 15 returns as at 12/10/2017, The top 3 'excellent' categories, were - Safety at DARE, - Working Conditions, - Rights – being treated fairly at work.
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.	☒	☐	☐	2	
4:6 The service effectively manages disputes.		☐	☐	2	

Overall Comments/Evidence:

- Policy 12 – Complaints, Grievances and Service Improvements, was sighted,
- Feedback and Consultation Group developed an advocacy and information brochures, as sighted,
- Employee Handbook DARE Industries and DARE Grounds and Maintenance 2017 booklet includes all key processes that underpin NSDS (standards) in Plain English. The revised Employee Handbook was discussed at Quality Circle meetings.
- DARE 'Complaints Process' brochure that included staff and management photographs, was sighted,
- DARE Disability Support had achieved Third Party Verification in October 2014, numerous practice requirements are aligned to the indicators of practice
- Consultation and Feedback Committee meeting minutes, was sighted,
- Worker committee meeting minutes, dated, 12/10/2017, 28/09/2017, 29/08/2017 were reviewed, that included agenda items such as, review of incoming reports, correspondence, notices, information, review of policies, outgoing reports, (QA invite memo dated, 25/09/2017),
- Newsletters folder retained, Dare Disability Business Services Newsletters for 2016-2017, such as the October, August, June 2017 the Newsletter was informative and included such items, as, employee of the month, praising supported employee for their workplace achievements, team building day photos etc,
- DARE promotes employees input through a range of activities, such as, Worker and Safety meetings, Formal IEP processes, Quality Circle Meetings, Newsletters, Notice-boards, and Employee handbook.
- The monthly Worker Meeting minutes were reviewed that indicated issues were being raised.
- The promotion and visibility of information that underpins the NSDS was sighted on notice-boards and handbooks, and discussed via Quality Circles Training. The QA audit was promoted to supported employees.
- Review of employment plans, and the above documents verified supported employee involvement.
- The internal and external complaints procedures were well documented. The internal and external complaints procedures were available to employees in different formats, e.g. staff photographs, were displayed, and promoted in high visible areas, e.g. employee's lunch room and main notice-board.
- Ombudsman attended the service to conduct training in 2014, and 2016,
- The employee site induction includes the explanation of the grievance procedure. The Quality Circle training, Workers & Safety meetings provide opportunities to reinforce the complaints process.
- The service promoted positive systems to feedback to the service, as mentioned above. The suggestion box was displayed, but many of the ideas and feedback are embedded within the array of committee meetings at DARE.
- Management and staff interviewed confirmed that any complaints are handled in a private manner.
- All complaints are treated as confidential, and secured records were retained in the organisations safe, verified with HR manager interview.
- Complaints Non Vocational Register, recorded, five (5) complaints between the period, 16.2.2016-19/10/2017, that had corresponding documentation to show mitigation processes.
-

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Standards/Indicators of Practice				Rating	Comments/ Corrective Action/Follow-Up/Close- out
Standard Five: Service Access	**Yes**	**No**	**N/A**		
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.	☐	☐	☒	2	
5:2 The service provides accessible information in a range of formats about the types and quality of services available.	☐	☐	☒	2	
5:3 The service develops, applies, reviews and communicates commencement and leaving a service processes.	☐	☐	☒	2	
5:4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists.	☐	☐	☒	2	
5:5 The service monitors and addresses potential barriers to access.	☐	☐	☒	2	
5:6 The service provides clear explanations when a service is not available along with information and referral support for alternative access.	☐	☐	☒	2	
5:7 The service collaborates with other relevant organizations and community members to establish and maintain a referral network.	☐	☐	☒	2	

Overall Comments/Evidence:
- Not Audited.

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Standards/Indicators of Practice				Rating	Comments/ Corrective Action/Follow-Up/Close- out
Standard Six: Service Management	**Yes**	**No**	**N/A**		
6:1 Frontline staff, management and governing bodies are suitably qualified, skilled and supported.	☒	☐	☐	2	
6:2 Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements.	☒	☐	☐	2	**Commendable:** The board has recently reviewed; - Constitution, - DARE Strategic Plan, - Terms of Reference for nominations and governance and finance and audit committees, - The risk management template on a quarterly basis, - Position descriptions for Directors and Office Holders, - Internal board review on performance, - Skills matrix reviewed.
6:3 The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management.	☒	☐	☐	2	**Commendable:** WHS Systems, Practices and Processes were highly evident; The WHS Committee who meet regularly, reviews, safety committee reports, injury/Accident statistics, review of risk management schedules, review hazard reporting forms.
6:4 The service has monitoring feedback, learning and reflection processes which support continuous improvement.	☒	☐	☐	2	
6:5 The service has a clearly communicated organizational vision, mission and values which are consistent with contemporary practice.	☒	☐	☐	2	

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6:6 The service has systems to strengthen and maintain organizational capabilities to directly support the achievement of individual goals and outcomes.	☒	☐	☐	2	
6:7 The service uses person-centered approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.	☒	☐	☐	2	

Overall Comments/Evidence:

- Dare Disability Support had achieved Third Party Verification back in October 2014, numerous practice requirements are aligned to the indicators of practice,

Achievements / Continuous Improvement 2016-2017 period:
- DARE has completed the transition to the NDIS, which change employment conditions, i.e casual workforce,
- 2016-2017 positive sales results woodwork dept – due to the hard work of the s/employees,
- 300k books covered to date,
- TAFE Graduation – Cert 2 course, Skills for Work and Training, at Wentworth Falls TAFE, scheduled for 31/10/2017, (10),
- S/employee Dennis – successfully completed Certificate 3 in horticulture – has left the company,
- Canteen, Bathroom, Toilets, car park upgrades and a new pergola
- Certificate of Appreciation – Blaxland High – Autism Students September 2017,
- Review of QMS, design / access to staff – procedures on webs based portal – work in progress,
- Review of entry procedures for NDIS clients,
- Updates of transition clients to NDIS,
- Staff Certificates, - Certificate of Appreciation,
- Changes to policy, eg, changes to governance procedures, volunteers policy, work experience, motor vehicle, ADE planning and access, changes to staff development form,
- Review staff training model – mandatory staff training defined, delivered internally, external training facilitate and pay for and staff complete in their own time,

Vision/Mission
- Mission – 'to provide opportunities for people with disabilities in order to explore, and fulfil, their potential',
- Vision – 'People living with disability can – Dream, Achieve, Respect, Enrich, their lives,
- Values – 'respect, integrity, accountability, creativity, flexibility, commitment',
- Vision, Mission & values was communicated through 2016-2017 Annual Report, website, practice manuals, training, staff handbooks etc.

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Corporate   Governance/Risk/Financial/Legislation

- CEO Roundtable, (12 CEO's) - agenda items, scheduled for
- Board effectiveness reviewed 2017 collated document was sighted,
- Board undertake their own professional development through, CEO circulate governance related issues,
- CEO member charted accountant – receives information,
- Organisational Risk Management Strategy, 29/08/2017, was sighted,
- Annual Report 2016-2017, included chairman's report, CEO report, and Community Living/Activity, Financial Report, HR and Quality Assurance and DARE   Industries, etc.
- Constitution reviewed,
- CEO keeps directors abreast on information, via email, e.g., newspaper articles to directors,
- Board director had attended conferences, i.e, NDIS,
- Sighted hardcopy acts (legislation),
- CEO due diligence, on site visits at the ADE,
- Board Calendar was sighted,
- Board induction folder (pack) documents, confirmed,
- Audit Committee meeting minutes, were tabled;
- Financial officer appointed within the company,
- Financials – summary of financial activity presented and tabled at board level, actuals/against budgets,
- Board directors were kept updated on strategic plan,
- Board papers sent electronically, 5-7 days prior to the board meetings.
- Governance policies were in place, as sighted that clearly outlined roles and responsibilities of the board.
- Governance policies were reviewed, 22/08/2017, governance, board meetings, recruitment and induction, directors code of conduct, job descriptions,
- Set board meeting agenda, includes declaration of conflict of interest.
- Manager Financial Services CPA,
- Board meeting minutes, for 2017 were sighted, 30/08/2017, that included agenda items, conflict of interest, minutes of previous meetings, correspondence, CEO   report, financial reports, WHS, nomination and governance committee, audit committee, also sighted board minutes dated, 28/6/2017, 31/05/2017
- Audit Committee Minutes, dated, 22/08/2017, were sighted,
- Nominations and Governance Committee, minutes, dated, 22/08/2017,
- Governance and Compliance Committee, minutes, dated, 13/07/2017,
- Compliance Matrix was sighted,
- AGM schedule for 26/10/2017,
- CEO Monthly Reports sighted, was sighted,
- Each manager provides a monthly report – unedited,
- The board were bound by a code of ethics,
- The CEO report monthly viewed, indicated key issues were being presented for the board to review.

Report Author   Peter
                   Burton

Visit Start Date

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- The HR/Quality Monthly Report, as sighted in September 2017, includes reporting requirements such as, employee profile, WHS, workforce training, complaints, incidents, quality assurance, strategic plan updates, update on current projects,
- Sighted Audit Committee meeting minutes that validated outcomes of the Audit Committee Charter.
- Membership to various agencies, e.g. NSW / Blue Mountains Chamber of Business; NDS, Institute of Chartered Accountants,
- Board directors, attend, organisational events, as needed,
- CEO – Memo to board, 14/07/2017 – review of current strategic planning framework, that will include a full plan review in 2018, when NDIS become clearer,
- Strategic Plan 2015-2018 Plan - had been reviewed, and amended, dated, issue: September 2017,
- Operational Plan, dated, 2017-2018, showed, set objectives, were being competed and worked on, with key personnel, and KPI's,

- Managers meetings minutes dated, 16/10/2017, 9/10/2017, 25/09/2017, 18/09/2017 were sighted, that included, set agenda items, of, risk management, funding, staff, NDIS, health system, human resources and quality, ADE, recreation and respite, finance, admin, information technology, suggestions or complaints, public relations, etc

Quality Management
- Employee Handbook DARE Industries and DARE Grounds and Maintenance 2017 booklet includes all key processes that underpin NSDS,
- DARE Support Services Ltd – Policies and Procedures 2017, underpin and are aligned to The National Disability Services Standards, a new policy layout is soon to be released, and are available to staff,
- Management review the policies, as needed,
- Policies were being presented at board level for continual endorsement.
- Policy Review & Development processes were verified,
- 2016 Forms folder, retained, current versions of forms,

Continuous Improvement
- DARE – Service Improvement Register, items 50-58, included BSI observations raised at the 2016 audit.
- Observation raised at 2016 – CRRS / JobAccess posters are now displayed, and the organsational risk plan was sighted, and had been reviewed.
- audit - Considerations to develop a rights based (safeguards) organisational risk assessment, to ensure current risk controls are effective. DARE reviewed existing organisational risk management plan and included in client risk
- DARE – Record of Improvement Requests (suggestions), was sighted.
- DARE – Continuous Improvement Register, was sighted, reviewed, item numbers 129-143 for 2016-2017 period, each item number had documentary evidence of the suggested action – commendable practices,

- Continuous Improvement Committee meeting minutes, dated, for the 20/09/2017, 26/07/2017, 15/05/2017, 8/03/2017, period, was sighted, agendas include, policy and procedures, newsletters updates, suggestion box, continuous improvement register update,
- suggestion box – feedback forms, (employees participate), 2/09/15 minutes were reviewed,
- Internal Audits Schedule (2015, 2016, 2017), includes requirements of the DARE quality management system, safety systems, and service delivery practices.
- Internal audits were planned and conducted, sighted completed internal audit tool/reports, dated, 28/3/2017, service delivery – purpose NSDS requirements, files were audited for compliance as a random sample,
- A Quality Improvement Plan, was sighted.

- Dare promotes employees input through a range of activities, such as, Feedback and Consultation groups, Worker and Safety meetings, Formal IEP processes, Quality Circle Meetings, Newsletters, Notice-boards, Satisfaction surveys, improvement forms, suggestion boxes, managements open door policy, and Employee handbook. The monthly Worker Meeting minutes were reviewed that indicated issues were being raised.

- The promotion and visibility of information that underpins the NSDS was sighted on notice-boards and tailored handbooks, and discussed via Quality Circles Training. The QA audit was promoted to supported employees.

- Review of employment plans, and the above documents verified supported employee involvement.

Safety Management
- WHS procedures were being reviewed to meet the new Act/regulations, e.g. resolution of WHS matters. Risk Management resources were sighted, (Aus Standards) and utilised where needed in risk planning.
- Risk Management Review folder was sighted. Senior Management meetings were convened monthly, minutes sighted. Management review safety issues as well, as sighted in the internal committee referrals forms- commendable practice.
- WHS Committee meeting minutes, dated, 25/09/2017, 28/07/2017, 18/05/2017, 9/03/2017, were reviewed, excellent agenda items were noted, such as, receive safety committee reports, receive injuries/accident statistics, review of risk management schedule, review hazard reports.
- Safety Committee Community Living and Community Activities meeting minutes for 2017 were sighted,
- Safety Committee industries meeting minutes, dated, 28/09/17, 29/08/17, 27/07/2017, 4/05/2017, were reviewed,
- Ground Crew Safety Committee meeting minutes, dated, 27/09/17, 28/08/17, 28/07/17, 16/06/17, were reviewed,
- Site Safety Inspections, were conducted, commencing March 2016, for main building,
- MSDS folder was sighted, for 2017, maintained,
- Ground/Maintenance emergency procedures booklet – effective form June 2015, was sighted,
- Risk management Ground crew, folder, retained, risk management schedule 2017 (reviews – ground crew), outcomes reviews, sighted,
- Risk Assessments – Industries folder, retained risk management schedule 2015/2016, 2017,
- Risk Management Reviews/Systems where hazards are identified, rated, and possible risk controls were documented.

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- Worker Committee meeting minute folder was reviewed; Incident Reporting & Accident/Incident Investigation Reporting was in place;
- Standard Operating Procedures/Task Analysis worksheets were reviewed.
- Incident register (sighted), listed incidents,(incident log numbers 69-734 for 2015-2017, Incident / Injury reports were sighted,
- Bushfire evacuation plan, (high risk area), confirmed with management.

Human Resource Management
- A schedule of meetings for the organisations, was sighted, includes meetings for, 3 x safety committees, workers committee, ground crew, and production, CIC, management review,
- Staff production meeting minutes, for 2016 were reviewed,
- 'Welcome to the team at DARE' induction was sighted, included, introduction, mission, vision and values, disability services standards, role responsibilities, safety, and administration – commendable,
- A Human Resources co-ordinator had been appointed to assist the HR Manager in regards to succession planning
- Responsibility and Authority were clearly defined, as sighted in the services policies and procedures, and via defined Job Descriptions, as sighted in staffs personnel files.
- Staff training over last 2 years has included, Ombudsman – client rights, Cert 111 disabilities, first aid, complaints and grievances, incident management, disability standards, feedback mechanisms,
- Certificate 111 was promoted by DARE,
- Long term staff had attended many training courses over many years of being employed by DARE,
- 2017 - Personnel files viewed (2), (AS, BL); Employee acknowledgement of workplace policies, inductions (checklists), employment details forms, job descriptions, national police checks, training, merit based recruitment, (interview reports) and sign off on code of conduct, and privacy (staff confidentiality), staff appraisal and development forms (2017),

- 2017 – Personnel files (NDIS/TPV), 2 files for (DM, SF), were reviewed, that retained, Employee acknowledgement of workplace policies, inductions (checklists), employment details forms, job descriptions, national police checks, training, merit based recruitment, (interview reports) and sign off on code of conduct, and privacy (staff confidentiality), staff appraisal and development records (2017),

- A new Employee Training Program had been introduced, sighted, Employee Training Reports, that showed a divers training topics over many years, included, but not limited to, first aid, dementia, epilepsy, positive behaviour, food safety, organisational policies, autism, disability standards, new employee orientation, acquired brain injury, self-defence,
- Staff files retained, staff qualifications, if applicable, i.e certificates 3 for disability, and related TAFE courses,
- Staff training model has been reviewed, to include a mandatory training dependent upon the position, i.e, every 4 years for the disability standards, and polices, manual handling, epilepsy, airway management, using hoists, positive behaviours, person centred practices,
- Staff training model has been reviewed, to ensure on commencement receive induction, incident report process, hazard report process, residential specific procedures, day program specific procedures,

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- DARE had established essential and desirable criteria for their positions.
- Merit based recruitment & selection was confirmed, e.g. Interview Reports- Interview panel, set interview questions and are rated,
- Recruitment authority and employment recommendations forms were sighted. Staff inductions are required, e.g. induction checklists were sighted in personnel files. Training needs were identified via e.g. Appraisals, and informally throughout the year.
- Annual staff appraisals were validated with file reviews,
- Training certificates were retained in personnel files viewed.
- Staff Training register, retained staff records related to first aid, board governance training, inductions, NDIS,
- Staff personnel files retained resumes and inductions.
- Staff training was validated with the 'Staff Training Record' forms, sighted in personnel files audited.

Person Centred Organisation

The documented evidence, reviewed through 'Individual outcomes' standard, provided the auditors with reassurance that all supported employee service delivery practices were individualised, as sighted in their files.

Wage Assessment
- Eloura (Supported Employees) workplace Agreement 2002, is still a legal binding document, and operates in conjunction with the new Supported Employment Business Services Award 2010. The 'BMDS' Wage Assessment tool was approved as an endorsed wage assessment tool.
- Sighted workplace assessment reports that are linked to the IEP process;
- Sighted 2017 Skills Assessment Outcome Reports,
- Sighted Skills Matrix for each employee,
- Sighted Skills & Competency review,
- Sighted Work Associated Competencies forms completed,
- Sighted workplace assessment reports that are linked to the IEP process;
- Sighted 'wage level and funding level' document in files reviewed,
- Sighted 'Wage assessment' memo to employee, re: employment status, days per week, hours per week, skills level, weekly wage rate, fortnightly wage rate,
- Sighted letters/memo's to employees, re: 'wage increase',
- Sighted Annual Pan reviews that relate to the competencies (tasks of the position). Qualified trainers are independent of the work area, and conduct assessments to ensure a consistent and transparent process.
- Employee handbook includes relevant information that meets this standard.

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15. Organisational

Profile Service Type

The Dare Disability Support Limited organisational structure was clearly defined, that meets organisational requirements. The service type was an Australian Disability Enterprise (ADE) funded by the Department of Social Services. DARE Industries – divisions are, Woodwork Area, Sun Contract – Book Covering, Grounds and Maintenance,

Service User Profile

The primary disability type / condition for supported employees are predominantly people with intellectual disabilities.

Staff Profile

Total ADE staff numbers (EFT) was: 12.

Number of Service Users

The total number of supported employees (at time of audit), refer to CTE Report.

16. Audit Plan

Multi-site Sampling Method (If applicable)

Not Applicable.

Consumer sampling Method

The consumer sampling method for this service provider is set out below:

Required Theoretical Consumer Sample Calculation				
	Site Name	**Advocacy Model/Service Type**	**Total Consumers**	**Minimum Sample R Required**	**Audit Team and role**
1	DARE Disability Support Ltd Springwood NSW	ADE	60	5	Lead Auditor: Peter Burton CTE: Sean Rixon

Actual Sample Number							
Site No.	**Face to Face**	**Focus Group**	**Telephone**	**Employee Satisfaction Focus Group**	**Exited Interviews F/F:**	**Files**	
						Current	**Exited**
1	5	1 x 3	0	(24)	0	5	0

Audit Preparation Confirmation:

CTE confirmed and participated in the Audit planning process. CTE confirms the client sampling meets the requirements of JAZ-ANZ Procedure and the National Standards for Disability Services (NSDS). CTE was provided with an interview schedule at the entry meeting.

Consent for Interviews and File Reviews: Written consent given to CTE and Lead Auditor was sighted, to review all current files of clients and to be interviewed as part of the audit.

Exited Files and Interviews: There was no Exited Supported Employees who given consent for an Exit interview. Commenced Supported Employees were reviewed and all EAP are up to date, each induvial Supported Employee contained two files 1) Personal File, 2) Training and Assessment File.

Comments and Evidence:

Summary of Feedback from the Supported Employees Interviewed:

DARE Disability Support: DARE Disability Support operates DARE Industries and DARE Grounds and Maintenance to provide Supported Employee with an opportunity for Employment and to give Supported Employees training and Support to learn the skills and confidence to become a productive member of DARE workforce.

DARE are committed to working with Supported Employees, as an employer of DARE to help achieve goals in Employment and community participation. Supported Employee need to understand their rights and responsibilities both as an employee and as a client of DARE services to benefit from the programs and Support DARE offer.

The Management and Staff of DARE are available to assist Supported Employees, or answer questions if uncertain about anything to do with Employment.

About DARE Disability Support: DARE Disability Support is an organisation which provides Accommodation, Support, Employment and other non-vocational day programs for people with a disability.

The Board of Directors: Each Year, at the Annual General Meeting of the Company in November, members elect a Board of up to eight (8) Directors who have been nominated by other members.

DARE Industries: At its factory in Scrivener Lane, Springwood, DARE Industries make a range of timber products for sale on the open market, along with contract work.

The Range of Products Include: Survey pegs and stakes, Real estate stakes, Horticultural stakes, Concreters" pegs, Road signs, Kindling, Collating, Shredding, Packaging work and Covering Library books.

Ground and Maintenance: The Ground Crew operates in the Upper and Lower Blue Mountains area from the depot at DARE Industries. There are a number of crews operating at present (up to five) offering the following services to domestic and commercial customers; Lawn mowing, Garden maintenance, Rubbish removal, Landscaping.

Job Description: When Supported Employee's start work at DARE Industries or DARE grounds and Maintenance, Supported Employee's will be given a job

description which tells what you have to do in your job. A member of Staff from the Training Department will discuss the job description with Supported Employee's and make sure that there is an understanding what Employees have to do before asking to sign off.

Probation: During the first (3) months of Employment, Supported Employee's will have an opportunity to decide whether or not the work DARE have available is suitable for Supported Employees. During the same time DARE will have an opportunity to see if you suited to the work, able to work comfortably and to achieve goals with DARE. If there are problems during the three (3) months we will talk to you and try to find ways of resolving the issues, possibly by further training. If the issues cannot be resolved, we will assist you to find another placement.

Consumer Technical Expert Feedback:

Lead Auditor and CTE were welcomed in a friendly manner. Lead Auditor and CTE had Entry meeting with Staff to speak about the Audit. Training Support Officer helped CTE plan Supported Employee's interview's CTE received consent forms in Supported Employee's files.

By CTE observation Supported Employee's seemed happy within their workplace and enjoyed doing their work which was e.g. Woodwork Area, Book Covering's, Ground Maintenance Crew.

CTE Spent time interacting with the Supported Employee's on the floor while doing their work tasks, Supported Employees mentioned that they are happy at work and enjoying working for DARE – Supported Employee's mentioned that everyone is kind to one another and they are all one big family.

Supported Employee's mentioned there is a 'DARE BUS' that provides Supported Employees from Springwood Carpark to take to and from work. For Ground Crew are also picked up from Springwood Carpark.

Most Supported Employees could explain their Job Description, hours of work and how many days worked. Most Supported Employee's had different shifts as that suited their lifestyle.

Most Supported Employee's confirmed that they get paid fortnightly and do receive payslips. Some Supported Employees had a basic understanding how DARE work out their wages, as well as having; Long Service leave, Sick Leave, Public Holidays, leave without pay, Compassionate/Bereavement Leave, Study Leave.

Supported Employees confirmed that there is meeting's held at DARE - DARE have a fair few meetings as well as having committees.

The Workers Committee: As an Supported Employee there are a number of ways they can have a say in the running of the Service and to help make sure DARE is a safe workplace. Supported Employees can be elected to the Workers Committee, the committee meets regularly to talk about rights of Supported Employees, Employment conditions, occupational health and safety and complains and grievance.

Other Committee's:

The WH&S Committee: Meets three times a year. DARE and DARE Ground and Maintenance have a separate Safety Committee which meet once a month, the committee ensures safety requirements in the work environment are met.

Feedback and Consultation Committee: This committee seeks feedback from Supported Employees on service delivery organise information, e.g. rights, and provides information on topics of interest to call Supported Employee's.

The Continuous Improvement Committee: Consists of a Board Member 1, 1 Employee, 2 Staff (1 vocational and 1 non vocational), 1 consumer (non vocational) and the Human Resource Manager. The role of this committee is to find ways of improving service delivery.

Supported Employee's confirmed their EAP/IEP - Supported Employees meet with training Staff and personal advocates of Supported Employees choice to discuss employment and other life goals. An Employment Assistance Plan (EAP) will be drawn up within 3 months and will be reviewed every 6 months.

Training and Support Department and supervisors assist Supported Employees to achieve the goals they have chosen in their Employment Assistance Plan (EAP). Supported Employees are also available to;
- Have Staff work with Supported Employee when first start at DARE
- Assist in personal matters
- Liaise with family/advocate (with Supported Employees Consent)
- Conduct workplace assessments
- Identify areas of skills improvement
- Provide training to help Supported Employees maintain Employment

There is Training available at DARE:
1) **On the Job Training** - This training is to show Supported Employee's how to learn a new skill, maybe a new machine, by following step by step program called 'Task Analysis', Staff will work with Supported Employees and show all the steps, Staff write down progress notes to keep a record – Once skill is learned, Training Officer will mark competent to do that task.
2) **Off The Job Training** – This training is for Supported Employees to learn all things related to their work, for example: How to be a team player, being aware of safety issues around the workplace, how to make complaint if Supported Employees are not happy about something at

work.

3) **External Training** – External trainers often come to DARE to hold accredited courses such as first aid, manual handling and how to be an effective committee member.

Every month DARE holds an Employee of the Month BBQ where a successful Supported Employee is present with a certificate and gift voucher for positive outcomes such as; Attendance, Punctuality, Attitude towards work, Output and quality. In December each year there is an Employee of the year Award.

Some Supported Employees could explain their work of conduct and workplace rules as well as safety rules and what to wear.

Most Supported Employees mentioned that they are provided with an individual locker so can store personal belongings at work and keep them safe and from theft.

Most Supported Employees confirmed that their Confidentiality and Privacy is being well maintained and knew their files were kept locked away in a secure place. Supported Employees were aware they could have accesses to their file if asking a Staff member.

Some Supported Employees were aware if anybody wanted to view/gather information out of their personal individual files, Supported Employees need to give consent first. Supported Employees mentioned they now give a yearly consent if Staff at DARE want to use any photos/information for newsletters etc.

DARE encourages the Supported Employees to let Staff know what they think about DARE and the service that are receiving even if it positive or negative feedback.

Most Supported Employees understood the Complaint process by having training around the NSDS Standards – Supported Employees explained the steps they would take to make a Complaint and knew it could be taken to an external Complaints Body (Job Access).

Quality satisfaction rating:

Overall rating for **– DARE Disability Support** out of 10 – **9/10**

Ideas for Improvement; Concerns or Complaints Raised by the Supported Employee's Interviewed:

Ideas for Improvement: None raised

Suggestions:

- Ground Crew - don't leave rubbish in the truck, clean up own mess
- Would like to have more Supported Employee's work here
- For new Supported Employee's to have an open day to see what DARE is all about

Concerns: None raised

Complaints: None raised

Quotes from the Supported Employees Interviewed:

- I'm very happy at work
- I'm enjoying putting together the health kits
- I like also doing power work
- I'm always doing the Workers Committee
- I just love coming to work everyday
- I like being friendly, and talking to my friends and saying good morning to everybody
- DARE is a service with a smile
- I give DARE 150%
- I would rate DARE excellent
- I like all the Staff and even bosses
- I have already achieved my goals and been put on a higher level of wage
- Everyone is now on a NDIS Plan
- I'm very happy at work
- People are friendly to work with
- Staff are good
- Work is excellent
- Work has been busy, but I like it when it's busy
- Best thing about coming to work is that the work that we do, making friends, getting paid, learning new skills
- Staff are excellent, I find them very helpful and supporting
- I find work comfortable here
- Wherever they put me I am comfortable
- We're are like a big family
- (A.S) She was really supportive and understanding of my situation that I was going through, she helped me and listened to me
- The company I have worked with on and off over the years, I have always found them comfortable, and when things haven't been okay they have always been sorted
- The company is fanatic
- I love the Staff
- The Group Home through DARE is fantastic
- I got Employee of the Month
- Work is very good, excellent
- This is the best I have been treated in any job I've had
- I am doing a role that I'd like to keep doing
- I feel comfortable talking to any Staff or if anything comes up
- Best thing about working here is how they treat me

- We went on a social club, we went to Michael Jackson tribute show
- We have BBQ's once a month
- Staff are considerate when it comes to us bending
- I get along with my Employees, they're all friendly
- Staff are really approachable and helpful
- I have learnt a lot by working in gardening
- I love my friendship here
- I like it when everyone gets along with anyone
- This job gives me something to do
- I lived in QLD for 13 years and nobody would give me a job due to my disability, but now working for DARE and there is no discrimination
- Staff are very friendly and helpful
- I have now been working here for 4 years
- (S.T) He was a really nice genuine guy – he would drop anything for anyone
- I have already achieved all of my goals

VERIFICATION OF PARTICIPATION BY THE CONSUMER TECHNICAL EXPERT

Declaration:

ify that I have acted as CTE for the above audit and have been actively involved in all stages of the Natio

dards for Disability Services audit process as indicated below:

✓ Participation, and review of organizational materials, and input to the written report for the Stage 1 revi

✓ Planning and preparing the methods of consumer participation in the audit

✓ Development of the audit plan / program

✓ Evaluating the need for independent Support for consumers

✓ Engaging consumers and reviewing consumer files during the audit in order to collect and verify evidenc
   relevant to the assessment of the Standard

✓ Ensuring that all client files reviewed contained evidence of the privacy consent and Release of Informat
   as well as specific consent for involvement and review of client files for purposes of the audit

✓ Sighting evidence that the consumers have been invited to participate in the entry and exit meeting for
   purposes of the audit

✓ Discussion of findings with the audit team

✓ Preparation of the written audit report

Sean Rixon

……………………………………..

CTE Name:

October 2017.

……………………………………   ……………………………………………..

CTE Signature: **Date: 19-10-17**

This system is designed to provide both a quick visual snapshot of this audit as well as a progressive measure of system developments and change since the last audit. It is based only on the sample of sites, processes and records sighted during the audit. The audit report findings continue to form the main basis for your organization to focus on in determining system compliance. The colors are represented as follows:

- **Green:** **Stable and implemented systems.**

  Conforming systems effectively contributing to the achievement of organizational objectives.

Processes are established and implemented to meet business needs and allow compliance against the Standard. Systems falling into this category will generally have achieved some stability and demonstrate a systematic, process-based approach. Data is analyzed (where appropriate) to monitor conformance against objectives, and to identify process and system trends. Staff awareness of systems is generally good. The system is integrated into the business and is making a contribution to the achievement of organizational objectives.

It is generally expected that there will continue to be opportunities for further improvement even when this rating is achieved. Observations provided in the report should continue to be reviewed and considered. Organizations should look for opportunities to continually improve, increase awareness of staff, better apply support processes, increase the organizations focus on proactive approaches to problems etc.

- **Yellow:** **Alert.**

  System implemented and meeting basic requirements of certification but may not be fully effective.

  Contribution to the achievement of organizational objectives may be unclear.

Systems may just meet certification requirements but be inconsistently applied against the requirements of the Standard and/or internally documented processes. Alternatively, this may indicate systems that are not integrating well with business practices and processes, leaving them susceptible to inadequate implementation. The organization may be demonstrating a more reactive than proactive approach in some aspects of the business.

Areas falling within this category require increased focus to ensure that business risks are managed and legal and regulatory requirements continue to be met.

- **Red:** **Non-conforming systems.**
  Business risks are evident.

There is evidence that systems are inconsistently applied across the organization and/or that there is a risk of poor or unpredictable performance in business services or products. Legal or regulatory requirements may be at risk of not being met.

Major non-conformities against the requirements of the standard may be evident in the body of the report.

APPENDIX C - UNDERSTANDING THE FINDINGS OF THIS REPORT

Compliance ratings used in this report:

2   **Conformity Rating –** The requirements of NSDS indicators of practice associated with the Service Provider/Advocacy Agency are met.

1   **Nonconformity Rating** – The requirements of NSDS indicators of practice associated with the Service Provider/Advocacy Agency are not fully met, or the outcome is only partly effective.

0   **Major Nonconformity Rating** - The requirements of NSDS indicators of practice associated with the Service Provider/Advocacy Agency are not met, or the outcome is ineffective. A number of related minor nonconformities also constitute a major nonconformity. If a matter is a 'notifiable' issue a "0" will be raised.

OBS Observation – An observation which is an opportunity for improvement or positive feedback.

NI Notifiable Issue - is evidence or allegations of a serious health, safety or abuse risk, financial impropriety and/or professional misconduct. Certification cannot proceed until the Department of Community Services advises BSI that the notification issue is resolved.

ACTION REQUIRED TO ADDRESS NONCONFORMITIES RAISED IN THIS REPORT

Major nonconformity (Code 0)

a) Verification of effective corrective action shall require a follow-up visit by BSI before certification. If the service is already certified, evidence of a corrective action plan shall be presented to BSI within five (5) working days and a follow-up visit by BSI within three (3) months to verify that the corrective action has been effective.

b) Major nonconformity shall be closed out or downgraded to a nonconformity within three (3) months. If a major nonconformity is downgraded, this should be closed out within a further three (3) months

c) Failure to close a major nonconformity within six (6) months shall result in automatic suspension of certification.

Nonconformity (Code 1)

a) Proposed corrective action to address each minor nonconformity must be agreed with the auditor either during the audit or by submitting an action plan after the audit within 14 days.

b) Implemented corrective action must be verified as effective before certification (although a site visit is not mandatory), or within six (6) months if the service provider is already certified.

c) Failure to action a nonconformity within six (6) months may lead to a major nonconformity being raised with the service provider's corrective action process.

Notifiable Issue (Code NI)

If evidence is found of a notifiable issue or specific allegations are made, BSI will record the details of the disclosure, allegation or witnessed event, and also immediately notify the service provider's manager (unless there is justifiable reason for not doing so) and the General Manager – Compliance and Risk who will inform the Department. BSI is not responsible for resolving the issue. Certification cannot proceed until the Department advises BSI that the notifiable issue is resolved. If the disability employment service is already certified, BSI shall seek advice from the Department.

Observations (Code OBS)

Observations are provided as guidance on areas of potential system weakness or system improvement, and should be actioned where practicable. Isolated or incidental deficiencies identified in observations may indicate that specific aspects of the system need to be reviewed to prevent problems occurring in the future.