**Safer Services Toolkit Overview: List of tools and resources**

**You can find the Toolkit on:**

https://www.nds.org.au/zero-tolerance-framework/preventing-abuse

| **Area**  | **Tool** | **Description** |
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| **Where to start?** | **Safer Services Plan**Includes:* Plan template
* Facilitator's guide
 | This plan is aimed at assisting organisations to identify their vision for best practice in safeguarding, explore current practices, strengths, gaps, areas for improvement, and actions to follow. The plan may form part of your organisation’s overarching Quality and Safeguarding Framework.  |
|  | **Quality and Safeguarding Champions** | This document provides a description of who are the Quality and Safeguarding Champions and how organisations can support their development. |

| **Safeguarding in Practice Tools and Resources** |
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| **Area**  | **Tool** | **Description** |
| **Developmental**  | **Talking about Safer Services**Includes:* Power Point presentation with notes
* Facilitator’s guide
* A worksheet
 | This is a train the trainer workshop designed to explore reasons why abuse and neglect occur, the concepts of dignity of risk, duty of care and Supported Decision Making while reflecting on our practices and areas for improvement.  |
| **Key Conversations**Includes:* Key Conversations Cards
* Facilitator’s guide
 | This is a tool with some key safeguarding conversation starters to deepen team understanding around abuse, neglect, safeguards and restrictive practices. Exploring the Key Conversations may also help your team identify some current concerns about individuals or practice and raise them to your attention. |
| **Values Based-Practices** | This tool is designed to reflect on key values-based practices, how they are implemented within your organisation, identify areas for continuous improvement and develop actions to follow.  |
| **Preventative**  | **Policy Development Checklist** | This checklist outlines the process that can be used to develop or review the content of any organisational policy. It includes information about why a policy is needed, research requirements and contents as well as practical considerations to support implementation. |
| **Organisational Health Check** | This tool aims to reflect on the maturity of an organisation’s commitment to safeguarding, the governance and accountability measures that are in place, including systems and practices used by the organisation in ensuring high quality and safe services. It also identifies areas for continuous improvement and develop actions to follow.  |
| **Safeguarding Meeting Kit**Includes:* Process Flow Chart
* Guidelines
* Templates
* Register
 | This is a suite of tools that can be used by organisations to develop a structure and process around Safeguarding people they support. It is aimed to assist teams to have conversations with relevant stakeholders about safeguarding, explore possible risk and support and strategies that we can put in place. |
| **Corrective**  | **Responding to Concerns**Includes:* Poster
* Flowchart steps description
* Form
 | This tool is designed to support staff to raise concerns at an early stage, establish a process within the organisation with a clear decision-making process to receive concerns and document them. |
| **Investigations Workbook**Includes:* Guidelines
* Templates
 | This workbook has been developed to support disability service providers in Western Australia to undertake investigations. It is intended for senior staff with formal responsibility for conducting investigations as part of the role on behalf of their organisation. |
| **Debriefing Tool** | This tool can assist leaders to appropriately debrief with staff after an incident has occurred. |

| **Change Readiness Tools and Resources** |
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| **Area**  | **Tool** | **Description** |
| **Preparing for Change** | **Our Change Vision** | This tool can be used to agree at a whole of an organisation level what you want to change and what approach you will take, or how you will benchmark your change journey. |
| **Establishing a Change Leadership Committee** | This document provides guidelines, structure and framework for a Change Leadership Committee. This includes stakeholder consultation, setting the direction and providing leadership to embed the change and ensure it aligns with the organisation’s strategic goals. |
| **Change Leadership Guidance** | This tool provide organisations with a range of practical strategies to effectively embed the change initiatives and minimise the impact of potential change fatigue. |
| **Change Communication Plan** | This tool will guide your organisation to consider regular communication supports for change readiness, in order to increase people’s motivation to adopt, implement and maintain desired change over time. |
| **Change Readiness Checklist for Managers** | This is a self-paced learning tool for the management to increase awareness of the obligations and the implications relating to the NDIS Quality and Safeguarding Framework, and to progress towards readiness for the framework’s introduction. |
| **My Guide for Change Readiness**  | This is a self-paced learning tool to be used with your supervisor and team members. The tool that highlights some of the key documents in the NDIS Quality and Safeguarding framework that you and your team will need to be aware of and understand.  |
| **Making Change** | **A Fair Culture Approach** | The purpose of this document is to provide an understanding of best-practice approaches to promote a self-reporting and continually improving culture.  |
| **Before Action Planning and After Action Reviews templates (BAP/ AAR)** | BAP and AARs are two simple tools designed to assist in the preparation and execution of your change project, activities or tasks. They also assist to continuously review organisation and team’s performance in relation to change project, activities or tasks in order to identify and learn from successes and failures just in time. |
| **Implementation Intentions** | This tool simple tool is designed to assist staff to develop new habits that support a particular change. By using the tool staff can make a conscious effort to change the way they respond to certain situations rather than rely on their automatic responses.  |
| **Maximising Performance Framework** | The framework provides managers, human resources and Change Leadership Committee advice on how to embed a Maximising Performance Framework that is future focused and aligned with the objectives of the organisation.  |
| **Embedding Change** | **Continuous Improvement Ideas Submission Form** | This is a template for all stakeholders to identify and submit improvement ideas to support and embed a culture of quality and safeguarding. |
| **Recognition and Rewards Roadmap** | This is a simple roadmap to help management teams develop a Recognition and Reward (R&R) strategy, focused on timely low cost and high impact recognition to their employees to boost engagement and performance in pursuit of embedding the expected safeguarding culture. |