

NDS Quality Portal

HELPING YOU MANAGE YOUR COMPLIANCE REQUIREMENTS DURING COVID-19

'A suite of features to manage your COVID-19 compliance processes'

Given the amount of information and guidance being released during the current COVID-19 pandemic, it can be difficult for providers to identify any new obligations, as well as best practices to manage and minimise the risks to staff and participants, during the pandemic.

The NDIS Quality and Safeguards Commission has published new guidance, resources and requirements for providers. Most of the Commission's messaging is centred around harm minimisation and the management of risks associated with service delivery during the COVID-19 pandemic.

Key points of managing COVID-19 preparation

NDIS Providers should ensure that they have effective processes for managing COVID-19, including:

- Infection prevention and control measures (PPE and hygiene practices);
- Ensuring staff who are at risk or are displaying symptoms remain at home;
- Staffing contingency;
- Business continuity;
- Prioritising the immediate needs of participants;
- Informing the NDIS Commission of any cancellations or changes to service provision; and
- Ensuring service delivery is compliant with the new restrictions on non-essential services

Additionally, providers must continue communicating with the Commission during the epidemic. Particularly if services have been cancelled or altered due to the pandemic, the Commission must be informed so that it can conduct risk assessments and provide urgent supports for participants in need.

For more information, take a look at our recent [blog post](#) for NDIS Providers, which outlines the "must do" and "should do" requirements of providers during the COVID-19 pandemic. The blog post also highlights some of the resource templates available to NDS Quality Portal subscribers, that will help them to align their processes with requirements from the NDIS Commission and the Department of Health.

'Work towards delivering high quality, safe services'



HOW THE NDS QUALITY PORTAL CAN HELP

We've added several new resources into the NDS Quality Portal to help providers stay across all of their compliance requirements during the pandemic.

The resources will help providers identify and manage all of the key risk areas of their service that could be impacted by COVID-19, from business continuity and staff succession planning, through to infection prevention and control.

New respiratory outbreaks self-assessment

Based on recommendations from the Department of Health, the NDIS Quality and Safeguarding Commission and a number of other sources, we have added a new self-assessment which NDS Quality Portal members can use to evaluate and monitor their infection control preparation and processes. The new Respiratory Outbreak Preparedness self-assessment clearly lays out the requirements and best-practice actions which NDIS Providers should be following.

The self-assessment contains a number of resources and policy templates to help providers align their processes with best practice infection control practices, including:

- Infection prevention and control policy;
- Business impact analysis resources and continuity policy;
- Staff succession planning resources and policy;
- Risk management resources and policies; and
- Links to relevant additional government resources.

This is in addition to the hundreds of other resources available in the NDS Quality Portal that can help providers manage all aspects of their business, and put in place best practice compliance and governance processes that meet the NDIS Practice Standards.

Find out more?

For more information, go to the [NDS Quality Portal homepage](#).

