



Safer Services
Toolkit



Safer Services Plan



Safer Services Plan

This Safer Services Plan is an over-arching document to guide your actions to make services safer. It is a six- step process supported by a range of safeguarding practice improvement tools and a range of change readiness tools.

Aim

This plan can assist 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.

By the end of the process, the people involved should have a shared understanding of why the actions towards safer services are important, and be clear about what needs to change (e.g. who will complete what, how, and by when).

Instructions

Before the planning meeting

- Identify a facilitator for this planning process with experience and necessary knowledge in human rights, co-design, quality and safeguarding.
- Create a working group with representatives from your organisational stakeholders to complete this tool and be part of the planning meeting. This should include people with disability, families, support staff, team leaders and managers.
- The facilitator of the meeting will provide copies of relevant information and documents, including alternative formats (when necessary), copies of the Safer Services Infographic and list of available tools, and any other relevant information to the working group before the meeting. This will give everybody time to prepare and ask questions, if necessary.
- Ensure you have taken into consideration any reasonable adjustment necessary and cultural considerations to promote the meaningful and active participation of stakeholders through this process.



At the planning meeting

- Read through the questions and explore the different perspectives from group representatives. A non-judgemental, neutral approach to facilitating is key so that people provide transparent, honest feedback. Use a white board or butchers paper so that people can see the ideas and suggestions.
- After feedback has been received, guide the group towards considering and agreeing on what action steps are required and can be taken. It is important to set realistic and specific actions. Agree on the frequency of meetings to follow up on the actions and assess the progress of implementation.
- Complete the Safer Services Action Plan (provided in this document) or your organisation's planning template.

After the Meeting

- Collate the information gathered and ensure that all participants in the meeting have an opportunity to see the notes and provide feedback.
- Send a final copy of the Safer Services plan to the planning group. Also make the plan available to all stakeholders, so everybody knows the work that is going to be carried out. This can also help with gathering further feedback and will get more people involved.
- The group will follow up on the initial actions at each subsequent meeting.

Safer Services Planning Steps

At the planning session discuss:

Step 1 - Our Future
Where do we want to be in [years] time, and why? What is our change vision for best practice in safeguarding? We need a statement that makes us think about the future.

Step 2 - The Way Forward
What do we need to get there? What are our strategies and actions? (Action Steps required)

Step 3 - Our Safer Services Team

Who needs to be involved? Discuss with the group who your Safer Services Champions might be. How do we get buy-in from key people in our organisation and stakeholder group? (Action Steps required)

Step 4 - Overcoming Barriers

What are the obstacles or barriers to us achieving best practice in safeguarding and how do we address them? (Action Steps required)

Step 5 - Changing Practice

What will we need to stop doing or do differently? How do our practices need to change? (Action Steps required)

Step 6 - Our Values and Principles

What are the key principles required to guide our organisation, specific to who we are and what we want to achieve? Take into consideration other principles that influence your organisation such as the NDIS Quality and Safeguarding Framework key principles.

Safer Services plan template

Organisation:

Way Forward	By Who	By When	Outcome
<p>Actions to promote best practice in safeguarding</p> <p>You need to consider potential barriers and ways to overcome them</p>	<p>Person responsible for the implementation of the action</p>	<p>Dateline</p>	<p>What was the result of the implementation of the action?</p>

Related Resources:

- Safer Services Toolkit – Safeguarding in Practice tools
- Safer Services Toolkit - Change Readiness tools

Other Resources

- [NDIS Quality and Safeguarding Commission](#)
- [Zero Tolerance Resources](#)
- [National Standards for Disability Services Toolkit](#)
- [Reconciliation Australia](#)
- [Voice at the Table resources](#)
- [Co-Design for Community Inclusion, NDS](#)
- [Principles of Co-design, NCOSS](#)
- [Connect with Me Training Toolkit, PWdWA](#)
- Background information about the organisation's mission, values, services and programs
- Complaints and compliments trends
- Incident reporting trends in your organisation