

## Key Conversation – Safeguarding Template

### Instructions:

- This template is designed to be used alongside the key conversation’s facilitation guide.
- The blank template has been provided for you to unpack scenarios specific to the supports and services you provide.
- Complete the scenario boxes on page 2 and 3 of the worksheet and provide this to the workers. Remember to consider at all times, the privacy and confidentiality of people with disability if you are using real-life examples.
- Consider the expected responses and make a note of these in your own copy of the worksheet to assist you with facilitating the conversation.
- Consider what additional resources you need to provide workers participating.



Additional resources may include your policies and procedures which outline your expectations, or information from the NDIS Commission Incident Management for Workers. A range of resources can be considered [NDS Incident Management Resources for Staff Training](#).

### Introduce the activity

Give some background information about the area of safeguarding you will be covering:

**The aim of the key conversation** is to explore some key points around safeguarding and unpack:

- The importance of engaging with people and shared decision making.
- Exploring, creatively, how to balance risks with upholding human rights.
- Supporting a person and actions to take when there are immediately safety issues.

**When you are facilitating group answers**, remember your prompt questions if there has been less discussion, ask the teams:

- How might they feel if in this situation?
- What would they find challenging?
- What additional support might they need?

## Worksheet



### Scenario – Part A

Present a safeguarding risk

### What are you worried or concerned about (risk assessment)?

Think about what could occur, what would be the impact, how likely is it that this will occur?

#### Notes

### What actions could you take or what things should you consider so the person can explore their options and uphold his/her rights?

Think about understanding the person's choices, supporting their decision making, informing the person about risks, privacy and dignity, cultural safety.

#### Notes

**What could be done about the risks (risk management)?** Think about:

What are the other desired outcomes? What might already be in place to mitigate the risk of harm? What interventions or supports could reduce the risk? Are there other services that need to be involved? Do you have the right skills to support the person?

**Notes**



**Scenario – Part B**

Present a change to the situation where the risk has changed or escalated.

**What are the immediate safety concerns and what actions should be taken?**

**Notes**

**Do you need to report this, and if so, to whom?**

**Notes**

**How will you monitor the situation and what will we do if it changes?**

**Notes**

**Please note:** The Safer Services toolkit was funded by Lotterywest in 2018 and reviewed by the NDS Quality and Safeguards Sector Readiness Project in January 2024. This resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.