

## Quality and Safeguarding Champions

Quality and Safeguarding is everybody's responsibility.

**Goal:** For everyone in our organisation to become Quality and Safeguarding Champions including people with disability, families, support staff, team leaders, managers, executive and Board members.

### Who are Quality and Safeguarding Champions?

Quality and Safeguarding Champions are the people who:



Uphold the rights of people with disability, live the values of our organisation and guiding principles of the NDIS.



Learn from their mistakes and promote continuous improvement.



Speak up when things are not right or need to improve and are part of the solution.



Take action to prevent violence, abuse, neglect and exploitation and encourage others to do the same.



Promote the importance of reporting incidents, issues and concerns and encourage their colleagues to speak up.

## How do we support our workforce to be Quality and Safeguarding Champions?



### Empowering people

- Find people's passion and recognise strengths and use them to develop others.
- Recognise and acknowledge when people take action, speak up or identify solutions which improve the quality or safety of services.
- Responding positively and keeping people informed when reports or issues are raised. Creating a culture where it's safe to speak up as they know you value their feedback and you act on it.



### Training and education

- Mandatory and other training to ensure people have the skills to do their job.
- In your values, expectations, policies and procedures.
- In complaints, incidents, human rights and preventing and responding to abuse.
- When there has been an incident or issue, what you did and how you learnt from it.
- For supervisors, so they know how to handle complaints, and support workers and people with disability when there are incidents.



### Consultation and communication

- With all your workforce when you are developing and implementing your procedures.
- When your procedures change, especially when there are changes to how to report incidents or safety concerns.
- Encouraging your workforce to always report incidents and concerns.



### Monitoring and support

- Create regular opportunities and resources to build your workers skills and knowledge.
- Use your team meetings to talk through specific subject areas and scenarios.
- Regular supervision to unpack workplace situations and talk through solutions.
- Debriefing incidents or when a complaint has been raised, so workers can understand and learn from it.



For more information and other resources for supporting your workforce, see NDS Sector Readiness [Tipsheet: Policy to Practice - Supporting the workforce \(nds.org.au\)](https://www.nds.org.au).

**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.