



International Standards Certifications

AUDIT REPORT

Westcare Industries

Recertification Upgrade Audit for compliance to National Standards for Disability Services

Team Leader: Steve Bonasin

Dates of Audit: 1st - 4th June 2015

Client File No: HS / R61 / 0750

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CLIENT INFORMATION			
Client:	Westcare Industries		
Primary contact:	Nathan Bullivant	Email/Website:	nathan.bullivant@westcare.com.au
Position:	Systems Manager	Phone:	(08) 6389 4100
AUDIT DESCRIPTION			
Standard	National Standards for Disability Services		
Audit Type	Initial Stage 2 <input type="checkbox"/>	Surveillance <input type="checkbox"/>	Triennial Upgrade X
Duration	3.5 Mandays		
Audited Sites	Head Office: 75 Carrington Street Nedlands WA 6009 Site 1: ADE, 75 Carrington Street Nedlands WA 6009 Site 2: ADE, 28 Hanwell Way Bassendean WA 6054		
Audit team	Team leader	Steve Bonasin	
	Auditor		
	Technical expert	Matthew Williamson	
	Observer	N/A	
Audit plan	Sent 04/05/2015		
Previous certification details:			N/ A

CERTIFICATION INFORMATION			
Scope of Certification:			
Provision of supported employment across its four business divisions, Bassendean: Box manufacturing, Safety product manufacture, Industrial & Food packaging Nedlands: Printing.			
Changes In Client Information At This Audit			
Client Name/Address	N	Scope	N
Details: N/ A			



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EXECUTIVE SUMMARY AND CONCLUSION

An audit of Westcare Industries was conducted on the above date by International Standards Certifications in accordance with the requirements outlined in the National Standards for Disability Services scheme and 17065 : 2012.

Summary of Audit Findings

Based on the documented evidence verified during the audit and the feedback obtained from interviewed Staff members and Supported Employees, it appears that Westcare Industries Management System complies with the requirements of the NSDS.

This was a Recertification Upgrade Audit which included reviewing all six National Standards for Disability Service to assess the effectiveness of the Westcare Industries Management System. All forty Indicators of Practice relating to the National Standards for Disability Services were used to develop questions which were used during the Audit. All interviewed Staff members at Bassendean and Nedlands ADE demonstrated a good understanding of the NSDS.

It was evident during the Audit that Westcare Staff treat all Supported Employees with dignity and respect, communication and support was very friendly, polite and caring.

Staff feedback obtained during the audit confirmed that the initial IEP and the review meetings are key tools for identifying individual needs and goals. Westcare Staff at both sites are fully committed to providing training and support to ensure all Supported Employees achieve their individual goals.

Supported Employee files were consistent with relevant information and well maintained. Privacy and security is adhered to at both sites, signed consent forms are used to ensure only authorised people can access the information contained in the files. Supported Employee files are stored in secure filing cabinets and all electronic personal data is password access controlled. The Audit Team were satisfied with the privacy and security of the files.

There were a number of Positive Findings identified during this Recertification Upgrade Audit which are highlighted under each Standard. There were also some opportunities for improvement included under the relevant standards.

Non Conformances Identified at Audit




Non Conformances (Details of NCRs identified)	Rating	
	Minor	Major
Nil - Non Conformances	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>



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Recommendation

Recommended for Continued Certification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Next Audit type planned and date	Surveillance - June 2016

Name: Steve Bonasin	Name: Matthew Williamson
Signature: 	Signature: 
Date: 22 June 2015	Date: 23 June 2015
Team Leader/Lead Auditor	Technical Expert
ISC Office Use only	
Name: James Bennett	Name: Elizabeth Bryce
Signature: <i>James Bennett</i>	Signature: 
Date: 24 June 2015	Date: 30 June 2015
Signed Approval from Independent Technical Specialist	Signed Approval from Program Authority

DESCRIPTION OF CLIENT OPERATIONS

Westcare Industries is an Australian Disability Enterprise (not-for-profit) which has been providing quality supported employment and training for West Australian people with disabilities since 1947.

Westcare provides supported employment options across its four business divisions at Bassendean and Nedlands. Supported employment at Bassendean ADE includes Box manufacturing, offering a comprehensive range of cardboard products. Safety manufacturing, providing an extensive range of high visibility safety garments. Industrial and Food packaging provides cost effective packaging solutions. Supported employment at Nedlands ADE Print provides a complete manufacturing and print management facility. Supported employment options at Westcare, is an important service which gives people with disabilities the opportunity to continue working on a regular basis.

Supported Employees at Westcare continue to participate in meaningful employment and earn a regular income. All work is performed in a friendly and safe environment under the guidance of highly supportive Staff and Management team.



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Client Representatives:

Name	Title
John Mitchell	Company CEO
Nathan Bullivant	Systems Manager
Sharon Thatcher	QA Officer
Richard Swanson	General Manager Bassendean
Annie Lambrechts	Administration Officer
Nicole Harris	Employee Support Officer
Andrew Larter	General Manager Print
Diane Henningsen	Senior Admin Officer
Maxine Major	Accounts Payable Admin Officer
Jenny Honeybun	Executive Assistant to CEO
Gail Underwood	Executive Manager Finance
Kerry Bly	Support Service Officer
Quentin Daymond	Production Manager Print
Dawn Boyce	Finishing Supervisor
Luke Russell	Digital Press Operator

(Please do not include consumer names here)



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SITE SAMPLING METHODOLOGY

If providing the sampling method for a multi-site client, please complete Table 2, Sampling Schedule for Multisite Client (at the end of this document).

Not Applicable	<input type="checkbox"/>
Total number of sites	ADE: 2 Bassendean and Nedlands
	DES - DMS:
	DES - ESS:
Sites sampled	ADE: 2 Bassendean and Nedlands
	DES - DMS:
	DES - ESS:

CONSENT REVIEW

Please advise if consent from the consumers was verified to participate in the audit and have their files reviewed.	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
How was this consent provided <i>Please list if this was via letter, phone or of other methods.</i>	Signed Consent Forms
Please note if there is any justification for no consent	N/A



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AUDIT INFORMATION

EXPLANATORY NOTES

Rating System: 2 - indicates conformance
1 - indicates a minor non-conformance
0 - indicates a major non-conformance
All NCR's shall be reported at IOP level

Observations shall include: Positive and negative observations
Adequate description of main findings
Audit trails to support IOP ratings at Standard Level

Negative observations should be addressed to ensure full conformity in future.
Findings and Observations, should include where applicable both Negative and Positive comments

NOTE: All NCRs raised, Shall be reported at the Indicator of Practice Level.



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Standard 1: Rights (Every Audit)

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Audited Indicators of Practice	
1.1 The service, its staff and its volunteers treat individuals with dignity and respect.	1.6 The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured
1.2 The service, its staff and its volunteers recognise and promote individual freedom of expression.	1.7 The service supports individuals with information and, if needed, access to legal advice and/or advocacy.
1.3 The service supports active decision-making and individual choice including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities	1.8 The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
1.4 The service provides support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review	1.9 The service keeps personal information confidential and private.
1.5 The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence	

Findings/ Observations/ Opportunities for Improvement and Positive Findings:

Based on the evidence verified during the Audit and feedback obtained from interviewed Staff members and Supported Employees at Bassendean and Nedlands, it appears that Westcare Industries promotes individual rights, decision making and actively prevents abuse and neglect of all its Consumers.

1.1 It was evident during the Audit that Westcare Staff at Bassendean and Nedlands treat their Supported Employees with dignity and respect, communication and support was very friendly, polite and caring.

1.2 Based on feedback provided by Westcare Staff at Bassendean and Nedlands, the Individual Employment Plan provides the opportunity for all Supported employees to choose their individual work, educational and social goals. All Supported Employee files which were reviewed during the audit at Bassendean and Nedlands contained a current IEP with identified individual goals.

1.3 Based on feedback obtained from interviewed Staff members at Bassendean and Nedlands, all Westcare Supported Employees are fully involved in decision-making including establishing their IEP's with individual goals and choosing their employment days and hours. All Westcare Supported Employees have the right to involve family members, carers, advocates and any other responsible people to assist with decision making relating to their individual needs.

1.4 Westcare Staff members confirmed that support strategies are in place to ensure all Supported Employees achieve their IEP goals, regular goal reviews are conducted to keep progress on track.



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Records of achieved Supported Employee goals at Bassendean and Nedlands were verified during the audit.

1.5 Based on observations during the audit and feedback obtained from interviewed Staff members, it appears that Westcare Consumers receive support in an environment free from any form of discrimination, abuse, neglect or exploitation. Westcare preventative measures include;

- Police Clearance Policy Checks
- Staff Police Clearance Checks
- Code of Conduct Policy
- Code of Ethics Policy
- Human Rights and Freedom from Abuse Policy
- Consumer Complaints Resolution Procedure
- Information on External Mediators and Support agencies
- Equal Opportunity Policy

1.6 Based on feedback obtained from interviewed Staff members, there has been no breach of rights incidents reported during the last twelve months at Westcare. If an incident relating to breach of rights did occur Westcare has relevant Policies, Procedures and systems in place to ensure that appropriate investigation and action is taken. Westcare Policies and Procedures include;

- Human Rights and Freedom from Abuse Policy
- Consumer Complaints Resolution Procedure
- Complaints Register

Westcare Staff members are provided with training relating to safeguarding Consumer’s rights and freedom from abuse and neglect.

1.7 Westcare provides sufficient information relating to external support services. Information relating CRRS and National Abuse and Neglect Hotline is displayed on the noticeboards at both sites, it is also included on the Westcare Disputes Resolution Flow Chart.

1.8 The IEP process at Westcare encourages family members, carers and any other responsible people to participate and assist the Supported Employees in decision making relating to individual needs and Rights.

1.9 It was evident during the Audit that Privacy principles are adhered to at Westcare Industries, Signed Consent forms are used to ensure only authorised people have access to information contained in personal files. All Supported Employee files are secured in locked filing cabinets. Only authorised Staff members with a secure login and password have access to personal electronic data maintained on the CMS system. Confidential meetings are conducted in private rooms.



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Technical Expert Comments:

Service users are treated with dignity and respect by Westcare. Interview feedback and audit observation indicated that staff and service users relate well to each other. Interviewed service users were confident that personal matters shared with staff or co-workers would not become general knowledge.

Interviewed service users were confident that all decisions relating to work were their own. They felt that the staff could not and would not force them to do anything against their will.

All information presented to service users via induction, noticeboards, etc. is in easy English which greatly aides in service users and their personal networks understanding of the information. Information covered includes: Standards; Complaints process- including external avenues; consumer meetings; workplace safety; external resources and community events.

There are no unnecessary restrictions or constraints placed on service users. Service users described their worksites as positive and supportive environments.

Westcare has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence. Interviewees understood that abuse and neglect was not tolerated at Westcare.

Interviewees stated that if an instance of abuse and neglect did occur staff would resolve it in an appropriate and timely manner. No instances of abuse and neglect were observed during the audit.

Service users are informed of their rights and responsibilities through; Initial induction, posters on noticeboards, continual training etc. Interview feedback indicated that service users were aware of and could easily all their rights and responsibilities- including external support agencies.

Westcare encourages feedback from service users' personal networks with the aim of ensuring each service user is receiving a person centred service.

Westcare keeps personal information confidential. Services users are informed of what information is collected and how it may be used. Interviewed service users understood privacy of information. Files reviewed contained all mandatory consents- including consents for the audit. No breaches of privacy were found during the audit.

Rating	2
Non-conformances (At IOP level)	Nil



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Standard 2: Participation and Inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

Audited Indicators of Practice	
2.1 The service actively promotes a valued role for people with disability, of their own choosing.	2.4 Where appropriate, the service works with an individual's family, friends, carer or advocate to promote community connection, inclusion and participation
2.2 The service works together with individuals to connect to family, friends and their chosen communities.	2.5 The service works in partnership with other organisations and community members to support individuals to actively participate in their community.
2.3 Staff understand, respect and facilitate individual interests and preferences, in relation to work, learning, social activities and community connection over time	2.6 The service uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people.

Findings/ Observations/ Opportunities for Improvement and Positive Findings:

Based on the documents verified during the Audit and the feedback obtained from interviewed Staff members and Supported Employees at Bassendean and Nedlands, it appears that Westcare Industries promotes meaningful participation and active inclusion for its Consumers in the community.

2.1 The IEP process at Westcare Industries allows Supported Employees to choose their individual work goals, working hours and work environment. Many Supported Employees choose to work P/T hours and also participate in Community programs and Study Programs. Supported Employees participate in Consumer meetings and Safety meetings with Westcare Staff members. Supported Employees representatives are elected who are able to chair meetings and vote on proceedings.

2.2 The IEP process provides an opportunity for Individuals to involve their family and friends to establish individual goals for Community Participation. Community events are promoted at both ADE sites. Information relating to community events including; training programs, social activities and sports and recreation is displayed on noticeboards. Records verified during the Audit confirmed that Supported Employees at Westcare participate in regular Community activities including;

- Morning Tea events
- Sausage sizzle
- Active Camps
- Christmas in July
- TAFE Courses
- Sport individual/teams
- Community Fate
- Christmas parties

2.3 Interviewed Staff members confirmed that the IEP meetings are a key tool for identifying individual interests and preferences. It was evident during the audit that Westcare Staff members are committed to providing on-going support to ensure Consumers achieve their individual interests



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and preferences. Interviewed Staff members confirmed that many Supported Employees are achieving personal interest outcomes in the community including;

- Making Hats
- Poster Printing
- Playing Disability AFL
- Going to Church
- Horse riding
- Cycling

2.4 Information relating to community events, cultural groups and local activities is readily available and provided to Supported Employees, their family and all other responsible people. Information relating to community events including; training programs, social activities and sports and recreation is also displayed on noticeboards at both ADE sites. Interviewed Staff members confirmed that Westcare encourage and support Consumers to participate in their local community.

2.5 Based on feedback obtained from interviewed Staff members Westcare works with other organisations and community groups to ensure their Consumers get the opportunities to participate in community activities including;

- WADE network
- Other WA ADE's
- Support Officers
- Social Educators
- RISE Community Service Provider
- Centrelink
- TAFE

2.6 Cultural connections and information for Consumers of Aboriginal background is available and provided if and when needed. Information and resources verified at Westcare during the audit included;

- NSDS, Implementation for Aboriginal People with a Disability
- Perth Aboriginal Resources Directory

Technical Expert Comments:

Westcare promotes valued attitudes for people with disabilities. There is publicly available information on noticeboards, Westcare's website etc. that contain positive statements about people with disabilities. Staff spoke highly of service users during the audit. Interviewed service users stated that they receive positive encouragement from staff which made them feel valued. Audit observation and interview feedback indicated that service users have genuine pride in their work.

Both sites visited had a strong sense of community. Westcare continually engages service user's personal networks with the aim of improving their confidence and wellbeing.



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Interviewed service users mentioned that previously there was an ‘us and them’ culture amongst staff and service users. Interviewed Supported Employees stated that more recently there has been staff and management changes which have resulted in improved relations amongst both parties and enhanced service user’s morale. Many interviewees stated that the reason they enjoy coming to work was because of the strong social connections they have with staff and their co-workers.

Service users are involved in regular social events throughout the year. Such as; birthdays, Melbourne Cup, annual Christmas party, Christmas in July etc. Interviewees stated these were enjoyable experiences helped to enhance their sense of community.

Interviewed service users stated that they had solid social connections with their co-workers, staff and the broader community. Westcare facilitates service users’ access to non-employment related services, as required, relevant to their individual needs.

Westcare uses strategies that promote community and cultural connection for Aboriginal and Torres Strait Islander people. Including; Policies and procedures based on the “NSDS Implementation for Aboriginal People with a Disability”. At the Bassendean site service users’ had access to a pocket booklet/directory for Perth Aboriginal Resources.

Rating	2
Non-conformances (At IOP level)	Nil



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Standard 3: Individual Outcomes (Every Audit)

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Audited Indicators of Practice	
3.1 The service works together with an individual and, with consent, their family, friends, carer or advocate to identify their strengths, needs and life goals.	3.4 Service planning and delivery is responsive to diversity including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors.
3.2 Service planning, provision and review is based on individual choice and is undertaken together with an individual and, with consent, their family, friends, carer or advocate.	3.5 The service collaborates with other service providers in planning service delivery and to support internal capacity to respond to diverse needs.
3.3 The service plans, delivers and regularly reviews services or supports against measurable life outcomes.	

Findings/ Observations/ Opportunities for Improvement and Positive Findings:

Based on the documents verified during the Audit and feedback obtained from interviewed Staff members and Supported Employees it appears that Westcare services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable Consumers to reach their goals.

3.1 Records verified during the audit confirmed that Westcare Staff members work with Consumers to identify their strengths, needs and life goals. Reviewed Supported Employee files contained IEP's which were well documented highlighting Work Skills, Employment Assistance and Training.

Records of goals in progress and achieved outcomes were verified during the audit.

Interviewed Westcare Staff members confirmed that all Supported Employees have the option of including Family members, Carers, Friends, Advocates or other responsible people to participate in the development and the reviews of IEP's.

3.2 Westcare Staff members ensure that an IEP is developed with each Supported Employee, and that suitable activities and individual goals are established. The Supported Employee's IEP's are fully reviewed annually to ensure goals have been achieved and to re-establish new goals. Invitation to family, friends, carer or advocates is sent if requested by the individual to attend their initial IEP and the review meetings.

3.3 Reviewed Consumers files which contained current and past IEP's confirmed that reviews are conducted annually; file notes are maintained on the CMS system to record actions taken and progress made towards achieving individual goals. Records of achieved outcomes were verified during the audit which included;

- Upgrade of Work Skills
- Operate new Machinery
- Forklift Licence



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- Operate Folding Machines
- Going out on Delivery Run
- Increase in Wage rate

3.4 Based on feedback obtained from interviewed Staff members, Westcare is committed to addressing any diverse needs the Consumers may have. All diversity is taken into consideration when Supported Employees IEP's are established. Westcare provides referral options for specific needs and assistance. Interpreters are available for Hearing impaired and Language support need Consumers. Workplace modifications are made based on individual needs.

3.5 Based on feedback obtained from interviewed Staff members it appears that Westcare collaborates with other service providers and has an extended Network within the local community. Referral to other services is used for specific training and support needs which includes;

- Interpreter Services
- TAFE
- WADE network
- Other WA ADE's
- Support Officers
- Social Educators
- RISE Community Service Provider
- Centrelink

Technical Expert Comments:

Interviewed service users described the IEP process as consultative. Westcare's IEP process is inclusive of service users' personal networks. Reviewed plans were signed by the service user, advocate, case worker and staff. Information in IEPs was consistent with interview feedback.

Interviewed service users felt that goals stated in plans were their own decisions. They were confident that the staff could not and would not force them to do work tasks they did not feel comfortable with. Both sites visited conduct worker meetings. Matters discussed included; Workplace issues, safety, complaints etc. Service users were confident to offer feedback at these meetings and described the meetings as a useful tool for improving the services. Interviewees stated that matters discussed at meetings are followed through with. Service users were confident to raise concerns at any time with staff as they felt they would listen.

IEPs in reviewed files were individualised, show progression and are regularly reviewed. They covered: Work skills; Employment Assistance and Training. IEPs included goals and strategies on how to achieve goals. Strategies included person/s responsible. All reviewed plans were signed, dated and current. All but 2 files reviewed at the Nedlands site did not have up to date IEPs. This was discussed with a staff member whom provided sufficient information to verify that the 2015 IEPs are in the process of being conducted.



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Service users were from varying age groups, disability types and backgrounds. No instances of discrimination were observed during the audit.

Service users are informed of external services they can access through their induction and publicly available information (posters, employee handbook etc.) Referral to external services was based on service users' individual needs.

Opportunities for Improvement:

It is recommended that the service ensures all Supported Employee's IEP's are reviewed annually according to the organisations policy and the IEP review schedule.

Rating	2
Non-conformances (At IOP level)	Nil



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Standard 4 : Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement

Audited Indicators of Practice	
4.1 Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.	4.4 The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement.
4.2 Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates.	4.5 The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community.
4.3 Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.	4.6 The service effectively manages disputes.

Findings/ Observations/ Opportunities for Improvement and Positive Findings:

Based on evidence verified during the audit and feedback obtained from interviewed Supported Employees and Staff members at Westcare, it was evident that regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement. Westcare strongly believes that feedback, suggestions, complaints and compliments are crucial for effective service delivery and continual improvement.

4.1 Based on feedback obtained from interviewed Staff members and Supported Employees, Westcare encourages Supported Employees with the involvement of their families, friends, carers and advocates to provide feedback relating to the support services provided at Westcare. Feedback may include Complaints, Compliments or improvement suggestions.

4.2 Staff feedback confirmed that all Supported Employees at Westcare are provided with sufficient information relating to how to make a Complaint during their induction, including the dispute resolution process. Supported Employees are also provided with information relating to external support services which are available including; Independent Advocacy, Union, PWD (WA), DWU, Equal Opportunity Commission, Police, Sexual Assault Referral Centre.

According to interviewed Westcare staff members all Supported Employees are familiar with the Complaints process and have been trained to follow the Dispute Resolution Flow Chart which is displayed at both ADE sites. Contact details of external independent support services are also provided on the Dispute Resolution Flow Chart which include;

- CRRS
- Abuse and Neglect Hotline
- National Relay Service

4.3 Based on feedback obtained from interviewed Staff and Supported Employees, all Complaints are resolved according to the Westcare Consumer Complaints Resolution Procedure. Family, carers



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and friends can be involved in the resolution process if and when needed. Complaints register was verified during the audit.

4.4 According to interviewed Staff members Westcare Management reviews all Complaints and feedback from stakeholders and uses the relevant information as part of the continuous improvement process for service planning and delivery. Training is provided to the Management team relating to the organisations Complaints and Feedback process.

4.5 Westcare conducts annual Supported Employee satisfaction surveys and maintains a complaints register to ensure relevant data is recorded, actions identified from the recorded data becomes part of the continuous improvement process. Identified opportunities for improvement are recorded and actioned accordingly by the responsible Manager.

4.6 Based on feedback obtained from interviewed stakeholders during the audit, it appears that Westcare Industries effectively manages disputes according to the Consumer Complaints Policy and Consumer Complaints Resolution Procedure. Complaints register is maintained for both ADE sites, there were no outstanding or unresolved Consumer complaints.

Technical Expert Comments:

Interviewed service users were confident to raise a complaint without fear of adverse consequences.

Service users were aware of and could easily describe the internal complaints process- including external avenues. Service users are informed of complaints through: Induction, training, poster and pamphlets in common areas etc.

Service users were confident that if any complaints are raised, they would be resolved in a timely manner, to the satisfaction of the complainant.

Westcare continually monitors complaints to prevent similar problems reoccurring.

Westcare encourages feedback from service users, their personal networks and the broader community to ensure continual improvement of the service.

Westcare has a complaints process in place. It includes whom to complain to, escalation of complaints and external avenues.

Rating	2
Non-conformances (At IOP level)	Nil



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Standard 5 : Service Access

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Audited Indicators of Practice	
5.1 The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent.	5.5 The service monitors and addresses potential barriers to access.
5.2 The service provides accessible information in a range of formats about the types and quality of services available.	5.6 The service provides clear explanations when a service is not available along with information and referral support for alternative access.
5.3 The service develops, applies, reviews and communicates commencement and leaving a service processes.	5.7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network.
5.4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists.	

Findings/ Observations/ Opportunities for Improvement and Positive Findings:

Based on evidence verified during the audit and feedback obtained from interviewed Supported Employees and Staff members, it was evident that Westcare manages access, commencement and leaving the service in a transparent, fair, equal and responsive way.

5.1 Westcare has a number of well documented Policies and Procedures relating to Service Access which appear to be fair, equal and transparent including,

- Equal Opportunity Policy
- Code of Conduct Policy
- Code of Ethics Policy
- Eligibility Criteria
- Employment Procedure
- Exit Procedure

Westcare employment policies are non-discriminatory in respect of age, gender, race, culture, religion or disability.

5.2 Westcare provides accessible information about the types and quality of services they provide in many ways including;

- website www.westcare.au
- Information Video on the website
- Brochures
- Supported Employee Induction Pack
- Disability Employment Assistance Quality Manual
- IEP Meetings

Interpretation services are available if and when needed.



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5.3 Based on feedback obtained from interviewed Staff members and Supported Employees, Westcare communicates commencement and leaving the service processes. Management could easily describe the commencement of employment and the service exit process. Completed entry and exit forms were verified during the Supported Employees file reviews. Information induction pack is provided to all new Supported Employees on commencement.

5.4 Westcare has established policies and procedures related to eligibility criteria which are consistently applied and reviewed. Westcare Eligibility Criteria is used for appointing new Supported Employees at both ADE sites. If Westcare was unable to provide a position to an applicant with a disability, information relating to alternative suitable services is provided. There has been no need to use a waiting list during the last 12 months.

5.5 Feedback obtained from interviewed Staff members confirmed that Westcare employs Supported Employees with many disability types at both ADE's. Workplace modifications are made to ensure Supported Employees are able to work in a safe and suitable work environment. Work aids including Guides, Jigs, Counters and Scales are provided to assist individuals in performing specific tasks. Interviewed Staff members confirmed that Safety inspections and IEP meetings also contribute to identifying barriers.

5.6 Interviewed Staff members confirmed that Westcare provides clear explanations if they can't provide the service required by an individual. Referral information and support is provided if and when required including contact details of local disability service providers and ADE's

5.7 Interviewed Staff members confirmed that Westcare collaborates with other relevant organisations and community services, it also maintains a strong referral network with other local services including;

- Interpreter Services
- TAFE
- WADE network
- Other WA ADE's
- Support Officers
- Social Educators
- RISE Community Service Provider
- Centrelink



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Technical Expert Comments:

Westcare has non-discriminatory entry rules. Service users were of varying age groups, backgrounds and disability types.

Information presented to service users via induction, noticeboards, etc. is in easy English which greatly aides in their understanding of the information. Information covered includes: Standards; Complaints process- including external avenues; consumer meetings; workplace safety; external resources and community events.

Westcare has commencement and leaving the service process in place. Staff and interviewed service understood and could easily describe the entry and exit processes.

Westcare has eligibility criteria in place. Files reviewed contained all necessary exit and entry information. Including; Application forms, letter of offer, exit report (notes reason for exiting) and exit letters.

Westcare primarily employs people with intellectual disabilities. However, they would not refuse service to individuals that fall outside this scope.

In instances where Westcare cannot offer placement to a potential employee. The potential employee is given a clear explanation as to why placement cannot be offered.

Westcare has established referral networks to ensure that potential service users have continued access to all appropriate services based on service users' needs.

Rating	2
Non-conformances (At IOP level)	Nil



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Standard 6: Service Management (Every Audit)

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Audited Indicators of Practice	
6.1 Frontline staff, management and governing bodies are suitably qualified, skilled and supported.	6.5 The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice.
6.2 Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements.	6.6 The service has systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes.
6.3 The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management.	6.7 The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.
6.4 The service has monitoring feedback, learning and reflection processes which support continuous improvement.	

Findings/ Observations/ Opportunities for Improvement and Positive Findings:

Based on the samples of documents verified during the Audit and feedback obtained from interviewed Staff members, it appears that Westcare Industries has effective and accountable service management and leadership to maximise outcomes for individuals.

6.1 Staff /Management Skills and qualification requirements are defined in the Westcare Staff Position Descriptions. Board members profile is defined on the Westcare website. Each Position Descriptions contains a Key Selection Criteria which includes Qualifications and Skills the Staff member needs to have. Staff Training is provided in all areas of need and training records are well maintained. Staff training records verified during the audit include;

- Provide First Aid
- Provide Basic Emergency Life Support
- Forklift Licence
- Fire Fighting
- Greenacres Wage Assessment Tool
- Quality Systems Unpacked

6.2 Westcare Policies and Procedures are developed in accordance with the relevant legislative requirements. Based on samples of documents verified during the audit it appears that Westcare complies with its contractual and funding agreement. Staff members are employed under the Supported Employment Services Award 2010. Supported Employees are employed under the Supported Employment Service Enterprise Agreement 2009-2013.

Westcare is currently in the process of changing the wage assessment tool from BSWAT to Greenacres, all Supported Employees are still paid the BSWAT assessed rate. Reviewed Supported Employee wage rates and payslips appeared to be accurate.



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6.3 Westcare Management System includes established Policies and Procedures relating to OSH, HR and Financial Management. Records verified during the audit confirmed that Westcare Industries maintains appropriate Work Health Safety records, Human Resources management records including Staff and Supported Employee files, Records on CMS, Performance Appraisals, IEP's and Training Records. Financial management records relating to Budgets, Funding, Accounts payable, Staff and Supported Employee payroll and all other operational expenses. Records verified during the Audit included;

OSH Records

- OSH Meeting minutes
- Incident and Accident Register
- Electrical Test and Tag
- Emergency Evacuation records
- First Aid Cert Register
- Fire-fighting Equipment Maintenance

HR Records

- Staff Files-Position Descriptions & Appraisals
- Supported Employee Files / IEP's
- Awards/Agreements
- Staff and Supported Employee Training Records
- Police Clearance Checks

Financial

- Accounts Invoicing
- Purchasing records
- Wage Assessments
- Supported Employee Wage rates and Superannuation contributions
- Payroll records

6.4 Westcare is committed to the monitoring processes which support continuous improvement. Regular meetings are held at all levels to gather and provide feedback including;

- Board Meetings (monthly)
- Management Review meetings (six monthly)
- OSH meetings (quarterly)
- Consumer meetings (quarterly)
- Production/Toolbox meetings (weekly)

Westcare maintains a number of registers which aid the Continuous Improvement process including;

- Customer and Consumer Complaints Register
- Compliments Register
- Non Conformances Register
- Corrective Action Request Register

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6.5 Westcare has clearly communicated mission, code of ethics and objectives of association which are consistent with contemporary practice.

6.6 Based on feedback obtained from interviewed Staff members during the audit and samples of records verified, it appears that Westcare Industries are fully committed in assisting all Supported Employees to achieve their individual goals. Westcare provides a range of strategies in assisting this process including;

- Development of IEP's
- IEP Reviews
- Individual Goals Training

6.7 Based on feedback obtained from interviewed Staff members it appears that Westcare uses person-centred approaches to review policies, procedures and service provision. The IEP process with the involvement of family, carers and advocates forms the framework for improving practices.

Other key approaches include;

- IEP Meetings
- IEP Reviews
- Board Meetings
- Management Review meetings
- OSH meetings
- Consumer meetings
- Production/Toolbox meetings
- Compliments Register
- Complaints Register
- CAR Register
- Strategic Plan
- Business Plans

Technical Expert Comments:

Westcare Staff members have the appropriate skills, qualifications and personal qualities for working with people with disabilities. Their skill sets are continually built on throughout their tenure with the organisation. Interviewed service users had an excellent rapport with the staff and were confident in their abilities.

Westcare views satisfying the needs of service users as a key priority of the support service. Service users described working at Westcare as a good opportunity to build skills and improve confidence. No restrictive practices were observed during the audit.

Westcare documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management. Service users felt that Westcare was a well-run organisation. They stated that it continues to improve overtime. Audit observation and staff and service user feedback indicated that safe work practices were in place and being followed. Westcare is currently in the process of changing the wage assessment from BSWAT to



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the Greenacre wage assessment tool. Wages were reviewed by the lead auditor and found to be fair and accurate. Interviewed service users were aware of their wages and conditions. They stated they were happy with what they were being paid. Not all were familiar with the wage assessment process, but understood an improved work performance would result in higher wages. Quite a few interviewees understood about the process of transitioning between wage assessments. Files reviewed indicated service users had received workplace safety training. Interviewed service users were aware of and could easily describe safe work practices, such as; safe work areas, clean and tidy workplace, removal of hazards, appropriate breaks, etc.

Westcare has monitoring and feedback process in place that include; the complaints process, management review and an open communication with service users and their personal networks. These act as effective tools to continually improve the service.

Westcare has clearly communicated mission, code of ethics and objectives of association which are consistent with contemporary practice.

Westcare optimises outcomes for service users through the use of; the IEP process, training, engagement of service users' personal networks. File reviews and interview feedback indicated that service users had achieved or were progressing towards desired outcomes.

Westcare has a strong person centred focus. Staff and service users indicated that there had previously been issues with staff not relating well to service users. This has since been addressed and resulted in much more improved relations between staff and service users. Current staff and managers at Westcare have a genuine commitment to optimising positive outcomes for service users. Interviews stated that they enjoy coming to work because allowed them to build social connections, gain skills and enhance their confidence.

Observation:

Westcare documentation indicated there was some contradictory information about what the current minimum wage rate was for Supported Employees. This was discussed with Staff and Management during the audit. It is recommended that the organisation clearly defines the starting rate of pay for Supported Employees prior to implementing the Greenacres WAT. (To be verified at the next audit).

Rating	2
Non-conformances (At IOP level)	Nil



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ADDITIONAL INFORMATION

Self-Assessment:

Frequency :	Monthly <input type="checkbox"/>	Six-monthly <input type="checkbox"/>	Yearly X	Other <input type="checkbox"/>
Date of assessment:	Completed May 2015			
Assessment performed by :	Sharon Thatcher & Nathan Bullivant			
Is the Self-Assessment action plan verified? Yes				
Additional Comments:	Actions identified in the Self -Assessment have been addressed and completed.			

Comparison with results of previous audits (if applicable)

Functioning of legislation & regulation periodic evaluation & review procedures

(Comment on relevant legislation, regulation, periodic evaluation & reviews)

- National Standards for Disability Services
- Disability Services Act (1986)
- Westcare Supported Employment Service Enterprise Agreement 2009-2013
- Occupational Safety and Health WA
- Privacy Act 1988
- Disability Discrimination Act 1992
- Department of Social Services Funding Agreement

Use of Marks and Logos

Use of Marks and Logos appears to be Satisfactory.

Previous Non-conformances Closed/Open and Action Taken

N/A

Complaints (to include consumer/staff and stakeholders)

As documented under Standard 4 of this report. There were no other Complaints raised during the audit.

Unresolved Issues

(If any issues were unresolved give details here, otherwise indicate not applicable)

N/A



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Triennial review

Documents Reviewed for Pre-Triennial Review			
Docs reviewed	Audit Log X	Previous NCs <input type="checkbox"/>	Previous Reports X
Comments on Documents:			

Site Specific Summary (if applicable)

As per Description of Client Operations.

Disclaimer

Some issues, non-compliances or required improvements within the organisation may not have been identified in this report, due to the sampling size and time available during the audit. The organisation's management is responsible for implementing a surveillance system (based on internal audits) to identify non-conformances/continuous improvement opportunities and to take the necessary controls to ensure the system implemented is effective and meets organisational and regulatory requirements.

Confidentiality Statement

ISC, its employees, auditors and contractors, shall keep all information relating to your organisation collected during this audit confidential, and shall not disclose any such information to any third party, except that as required by legislation or relevant accreditation bodies.

ISC, its employees, auditors and contractors and accreditation bodies have signed confidentiality agreements and will only receive confidential information as per the requirement of the standards being audited.



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Table 1 - Audit Program: Elements to be Audited *

(Enter proposed schedule for future Surveillance Audits)

*Note: May be subject to change

Triennial Audit Program National Standards		Audit			
		Initial Stage 2	Surveillance 1	Surveillance 2	Triennial /Recert.
1	Rights (every audit)	✓	✓	✓	✓
2	Participation and Inclusion	✓	✓		✓
3	Individual Outcomes (every audit)	✓	✓	✓	✓
4	Feedback and Complaints	✓		✓	✓
5	Service Access	✓	✓	✓	✓
6	Service Management (every audit)	✓	✓	✓	✓
The following shall also be covered at all Surveillance and Re Certification audits.					
	Self-Assessment	✓	✓	✓	✓
	Treatment of Complaints	✓	✓	✓	✓
	Changes to the System	✓	✓	✓	✓
	Effectiveness of the management system with regard to achieving the certified clients objectives	✓	✓	✓	✓
	Functioning of Legislation & Regulation periodic evaluation & review procedures	✓	✓	✓	✓
	Continual Improvement	✓	✓	✓	✓
	Action Taken on identified non conformances	✓	✓	✓	✓
	Use of Marks and Logos	✓	✓	✓	✓

Elements in **bold** will be audited at every audit.



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CONSUMER SAMPLING METHODOLOGY

Please include the number of consumers interviewed per program, how these interviews took place and supply justification for any reductions on audit time or sampling criteria. Please also address the exited client information.

NOTE : PLEASE REPORT EXIT INTERVIEWS AND FILE REVIEWS NUMBERS SEPARATELY

CURRENT CONSUMERS:

The Consumer Sampling for Westcare Industries was conducted in accordance with JAS/ANZ DEES Scheme Human Services Scheme Part 3 - Additional requirements for Bodies certifying Disability Employment and Enterprise Services 28 August 2014, for this Recertification Upgrade Audit.

The interviews between the Supported Employees and the Technical Expert were conducted at 75 Carrington Street, Nedlands and at 28 Hanwell Way, Bassendean.

The Personal Files of the interviewed Supported Employees and the Personal Files of the Exited Supported Employees were reviewed by the Audit Team during the Audit.

Required Sample				Actual Sample				
Site	Program	Consumers	Sample Selected	TOTAL Interviews	Face to face	Focus group	Phone	Total Files Reviewed
Nedlands at 75 Carrington Street, Nedlands WA 6009	ADE	37	7	8	7			8
Bassendean at 28 Hanwell Way, Bassendean WA 6054	ADE	55	8	8	8			8



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EXITED CONSUMERS: (MIN 5 FILES TO BE REVIEWED AND 2 INTERVIEWS CONDUCTED)

Required Sample				Actual Sample				
Site	Program	Consumers	Sample Selected	TOTAL Interviews	Face to face	Focus group	Phone	Total Files Reviewed
Nedlands at 75 Carrington Street, Nedlands WA 6009	ADE	5	5	0				0
Bassendean at 28 Hanwell Way, Bassendean WA 6054	ADE	5	5	0				5

Justification for any Reductions per Site/Program:

No exited consumers were interviewed or had given consent to be interviewed or have their file reviewed at the Nedlands ADE site. Attempts were made by Westcare staff to obtain these consents.

5 Exited consumers from the Bassendean site had given their consent for their files to be reviewed but declined to be interviewed.