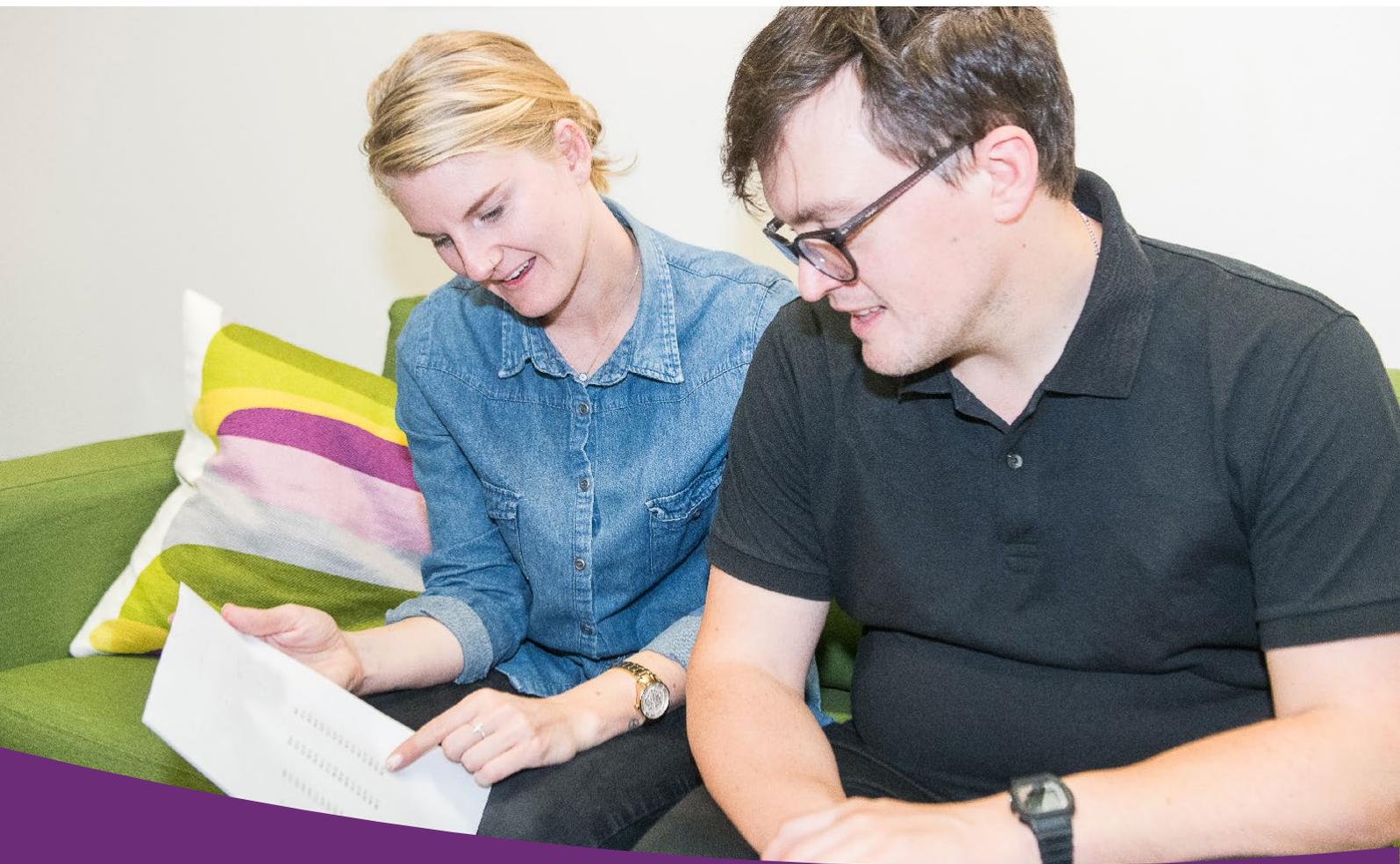


**Your Service, Your Rights**

# Internal Audit Information for Services

**Promoting good quality and safe services.**



**Your Service, Your Rights**

## Introduction

This information is for service providers when inviting people with intellectual disability to be part of the audit process. Supporting the participation of people with intellectual disability in this process can help to make sure services are of good quality and are safe.

Other resources to accompany this information are:

- Easy Read Position Description for Quality and Safeguarding Role
- The Easy Read Audit Guide
- Feedback and Complaints form

## Principles

Involving people with intellectual disabilities in the audit process is based on the human rights principles of participation and inclusion; the right to freedom of expression and opinion and the right to be safe under the **Convention on the Rights of Persons with Disabilities**.

Registered providers of NDIS-funded services are audited against the NDIS **Practice Standards** to show they are providing good quality and safe services to people with disability. An audit can help make sure participants are involved in making decisions and speaking up about services and support they receive. This will help the service to plan more effectively, meet requirements under the **NDIS Quality and Safeguards Commission**, and be a service that people with disability choose to spend their money on.

## The Audit Process

There are several ways that a service can conduct an internal audit. One way involves interviewing a representative group of service users.

Interviews can be done with individuals or small groups.

Participants may choose to have a support person with them during the interview.

## Engaging a person with intellectual disability

- Recruit a person with disability to be an audit interviewer. They will partner with staff member from the service.
- The person with disability can be a service participant or external to your service. They may be a member of your Participant Advisory Group.
- Once they have agreed to be part of the audit process, the person with disability will need to be trained in the purpose and process of an internal audit. See 'The Easy Read Audit Guide' and '10 Steps to an Audit'.
- You may choose to employ more than one person as an audit interviewer.

## Engaging participants

- Make sure participants who uses the service are aware what an audit is, when the audit is happening and how they can participate. Information about the audit should be accessible and in different formats e.g. written letter and/or face to face information given individually or in groups.
- Invite people to be part of the audit process.
- Choose a representative selection of people e.g. people who use day programs and people in group homes, people with different disabilities, a mix of ages and genders, people from different cultures, and people who have varying methods of communication.
- Anyone who is selected and wishes to take part should be supported to do so. It is important that everyone has the opportunity to have their voice heard and contribute to service quality and safety.

## Before the audit interviews

- Make sure everyone knows how the information they provide will be used.
- Make sure everyone knows when and where their interview will be held.
- Make sure they know they can leave the interview at any time.
- If the interview is going to be online, make sure equipment and online programs are available, and arrange for interview to be held in a confidential space.
- Support people to learn how to use online platforms and practice meeting online.
- Arrange for participants to have the questions in advance of the interview. Provide the questions in the format that suits each person best.

## During the interview

- Make sure the place is private and comfortable with space to move around.
- Check participants have the required support to take part in the interview e.g. large print questions, support person etc.
- If the meeting is going to be online, have a backup plan if technology fails e.g. arrange conference phone call to participant.
- Discuss confidentiality and remind the participant that they can stop the interview at any time.
- Check in with participant at regular intervals to confirm their understanding.

## After the interview

- Tell the audit interviewers and participants if they will be told of any actions/ changes to service delivery from the feedback given in the audit.
- Thank everyone who took part in the audit process and feedback your response.
- Provide opportunity for interviewers to present their findings to management.
- Consider the feedback received – what has the service done well? What could be better? Are there changes that you will make based on the findings?
- Make sure people can see the impact of their involvement through clear changes to service delivery.
- Provide ongoing opportunities for feedback and involvement.
- Consider how the person with an intellectual disability that you have engaged may work in quality and safeguarding in your organisation.