

Prospectus 2019

WHAT WE DO

WHY WE DO IT

AND HOW

NDIS

Working with the
provider
community

Quality Management Systems
Training and Outsourcing
Guides and Publications

PRACTICAL
COMMUNITY SECTOR
QUALITY SUPPORT

PQ⁺
PLUS



Practical Quality Management Support

PQplus works with providers at all stages of their NDIS journey — step-by-step, person-to-person and in plain English.

PQplus has been recognised by the leading NDIS auditing body, SAI Global, attaining membership to their Consultants and Affiliates Program.

We make sure providers have the knowledge they need to minimise their compliance burden and maximise benefits. It's our mission. That's why training is at the heart of everything we do, why we pioneered in-depth audit training and produce guides to all aspects of NDIS Quality Management. With the right tools and techniques, you can manage compliance and prepare for audit.

If you're in the midst of your audit, we can help.

Not everyone can become a Quality guru, but everyone can know one. A relationship with PQplus means you've got an expert friend who has done the research and can solve problems quickly. We've developed cost-efficient ways to share your compliance burden by outsourcing compliance management. That means more time to do what you are expert at.

The services listed in this prospectus were developed in response to provider needs. If your organisation needs specific training or expertise, just get in touch.

Working for your success!

The PQplus team

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PQplus

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Quality Management Systems

A properly set up Quality Management System will meet the NDIS requirements and save time, stress and money in the long run. A Quality Management System guides service delivery processes and ensures compliance in daily practice, minimises risk, and helps organisations prepare for audit by keeping track of complaints, incidents and continuous improvement.

Registration Assistance

PQplus Provider Registration Assistance Packs are a great way to start out. They include a PQplus Policy Manual at the heart of a fully-functional Quality Management System — that's what the NDIS requires. Provider Registration Assistance includes a self-assessment against the NDIS Practice Standards (required in the application and renewal processes) and support as you go through your audit. Contact us for more details.

Policy & Procedure Manuals

New providers can be confident that their Policy Manuals — prepared by PQplus — are accurate, comprehensive, and offer the level of guidance auditors are looking for. They are supplied with forms and other documents that create a functioning Quality Management System.

Policy Manuals need to be technically precise but easily understood, concise but sufficiently detailed. We are happy to supply an example of our policies writing so that you can be more confident prior to purchase. Contact us for more details.

If you are looking to set up your Quality Management System, see our free publication *Policy Manuals: to write or to buy?* Also, our Audit Prep Workshops are a great way to establish and master your Quality Management System. See the *Training and Outsourcing* section.

Gap Analyses / Document Reviews

Allied health professionals and other providers need to ensure their existing policies and procedures are relevant under the NDIS Practice Standards. Let PQplus analyse your current documents and recommend inclusions where necessary. Have confidence that the gaps have been comprehensively identified by experts in the NDIS, Aged Care and Allied Health sectors. As you might expect, all work is monitored for quality.

PQplus can supply any additional documents. Or, with the hardest work done, you can write them in-house. Contact us for more details.

Training & Outsourcing

All NDIS service managers need a working knowledge of compliance. But who has the time to learn Quality Management? And where do you start? P*Qplus* has developed effective training and support programs to keep providers ahead of their compliance obligations and ready for audit. And because we understand what providers need, we can make them affordable too (by cutting out what providers don't need).

If you don't see the training you need listed here, why not get in touch?

Online Audit Prep Workshops

We're proud to offer substantial Quality Management training — the first in the NDIS marketplace. Our workshop courses offer person-to-person instruction and easy-to-read resource materials. We've developed ways to make the NDIS requirements easier to understand and implement.

The workshops comprise: Four 90-minute sessions over four weeks, reference materials and guide to the NDIS Practice Standards, weekly audit prep exercises and the tools needed to complete them.

Attendees work on their own Quality Management Systems and prepare for their organisation's audit under the guidance of a seasoned Quality Management expert. With eight attendees maximum, the workshops allow time for all your questions, but are large enough to keep costs low. At the time of publication, the four-workshop course costs only \$625 (GST inc).

I have attempted to prepare for the NDIS commission audit for a while, but only really understood what and how I should be doing this after completing this course. I have gained so much understanding and insight into what the auditors will be expecting.

Kerry Els. (Director) Speech and Learning Services, NSW

The Audit Workshops helped me with preparing for my upcoming NDIS registration. The daunting world of governance and compliance became more achievable, after hearing what auditors look for during the audit process, from Clarissa who is an NDIS auditor herself. I especially found the practical examples... very useful and easy to implement.

Athellia Dias (Director) Links2Community, NSW

Training & Outsourcing

PQpacks — Outsourcing Quality

Few organisations have the budget to employ a dedicated Quality Manager or to fully train staff in the role. With PQpacks, organisations can outsource Quality Management and have access to the best expertise available — very affordably.

Making best use of resources, PQpacks are cost-effective. Our experts address only the tasks that require expertise, and train your staff to manage the rest.

Expertise means no more nagging uncertainty. Staff accumulate skills without stress, knowing an expert is always there to help if needed.

There are four levels of PQpacks and, because they can be tailored to fit your organisation perfectly, they are all comprehensive solutions.

Monthly subscriptions make budgeting easy and, for most packs, there is no lock-in contract.

Check out the brochure for more details or contact us.

PQpacks		BRONZE	SILVER	GOLD	PLATINUM
TAILORING THE PROGRAM TO YOUR NEEDS	Organisation Commencement Review	✓	✓	✓	✓
	Policy review and recommendations	✓	✓	✓	✓
KEEPING UP-TO-DATE	Incident Register	✓	✓	✓	✓
	Risk Register	✓	✓	✓	✓
	Complaints & Feedback Register	✓	✓	✓	✓
	Feedback (client and staff): Collation and analysis				✓
	Continuous Improvement Process maintenance	✓	✓	✓	✓
IN PERSON ON-SITE INTERNAL AUDIT	On-site Internal audit (including WH&S)			✓	✓
	Document review			✓	✓
	Summary report			✓	✓
	Recommendations			✓	✓
IN PERSON VIA VIDEO-LINK	External audit preparation	✓	✓	✓	✓
	Monthly Quality Management report	✓	✓	✓	✓
	Staff Quality Management coaching	✓	✓	✓	✓
MONTHLY SUBSCRIPTION (ex GST)		\$600	\$1,200	\$1,680	\$2,040

See the PQpack brochure for more details

Guides & Publications

We're serious about Quality Management. Not only because it's required by the NDIS Practice Standards, but because we believe it can help businesses improve and grow. And we're serious about helping providers understand it and get the most out of their Quality Management Systems.

Policy Manuals: to write or to buy?

Is it best to write your own Policy Manual? Will you save money? Will it be a better representation of your organisation? The answers may surprise you. If you are registering to become an NDIS provider, make sure you download a copy from our website. It's free.

Policy manuals: to write or to buy? discusses what it takes to formulate policy, how many policies might be needed, and the real costs. With an obvious stake in the game, we try to be even-handed. But we show that, in most cases, buying policies is a more cost-efficient solution.

That said, providers should be careful in choosing a consultant. As the NDIS marketplace grows, the number of business support services are increasing. Unfortunately, not all business support services are worth purchasing, and some cause big headaches later on at audit. More and more, we are receiving enquiries from providers with non-conformances due to inadequate Quality Management Systems. We provide a fillable PDF checklist to help providers conduct due diligence.

Policy Manuals: to write or to buy? is a free resource and can be downloaded **from our website**.

Audit Guide

Our publication *Audit Guide: Working with the NDIS Practice Standards* is an in-depth commentary on each of the Practice Standards indicators, explaining what's required and suggesting relevant processes to demonstrate compliance. The introduction explains Quality Management techniques and processes, and outlines what to expect at audit.

As with all our products and services, the *Audit Guide* is written in plain English. It's designed to make sense of the jargon, so it doesn't rehash the Provider Toolkit and other NDIS publications. The Guide helps readers think about the NDIS objectives in new ways, and discover Quality Management solutions suitable to their organisation's specific needs.

The guide can be downloaded **from our website**. Cost: \$220 (GST inc)

Guides & Publications

Welcome Pack

Auditors often remark that NDIS participants are not provided the information they need. Welcome Packs can do much of this work. The information should be in a format participants can easily understand. Unfortunately, writing in easy English isn't easy. It takes a lot of time and effort. And it's not a common skill. We knew our clients would be better equipped if they had a Welcome Pack, and participants would be safer and better-informed. So we produced a set of brochures detailing the required information.

They are available as MS Word documents and easily modified to include providers' details. They come with instructions on how to modify them too. We decided to make them freely available to all providers to use as they wish: use the template, use only the plain English text or whatever. If you don't have a Welcome Pack, download the free templates **from our website**.



About us

PQplus — Principles

PQplus develops programs for all stages of the NDIS journey. We mainly think in *programs* because they allow us time to create services that fulfil our principles.

All PQplus products and services should be:

- **Practical solutions to real problems faced by providers** — let's be useful. The NDIS marketplace doesn't need more fluff.
- **Cost-effective and represent genuine value for money** — our programs should cost less than providers' time is worth.
- **Comprehensive solutions** — in most cases, a partial fix is no solution at all. And a real solution needn't cost more!
- **Provider capacity-building** — a Quality System is something you *use*, not something you *have*. So services should include adequate advice, explanation or training to allow providers to get the most value out of their Quality Systems.

PQplus — Directors

PQplus Director, Susan Hawkins, is responsible for ensuring that providers access the expertise they need. Susan's areas of expertise include: disability, aged care and mental health. Susan has specialised in Quality and Safeguards across the Community Sector. She has helped large and small organisations achieve compliance, pass audit, access funding opportunities, grow and deliver better services. She has high-level policy experience in government, including developing Quality and Safeguards requirements! Susan has qualifications as a Lead Auditor, Quality Management Systems.

PQplus Director, Jonas Hill, is tasked with developing materials to address NDIS provider need and participant risk. With a background in education, teaching political theory and government, Jonas is responsible for creating effective training curricula and easy-to-understand resource materials. Jonas has qualifications as a Lead Auditor, Quality Management Systems.

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